50 Ways to Share the Work of Quality: Quality Skills for the Next 5 Years

Cynosure Health Solutions

June 10, 2015
Webinar Learning Objectives

At the conclusion of this presentation, the participant shall:

• Identify the past, present and future skill sets for effective quality leaders
• Describe an innovative approach to breaking down the silo-approach to quality improvement
• Discuss concepts that have been developed to build quality improvement capacity
Contact Hours

• Provider approved by the California Board of Registered Nursing, Provider Number: CEP 15958, for 1 contact hour

• Eligibility:
  – Remain on the webinar for 50 minutes
  – Complete program evaluation after the webinar
  – Provide RN license #
After the webinar begins, you will see the chat box in the bottom right section of your screen. Please send your comments to “All Participants”.
The Cynosure Team

Barb DeBaun, RN, MSN, CIC
Improvement Advisor

Pat Teske, MHA RN
Implementation Officer
Improvement Advisor

Steve Tremain, MD
Physician Advisor
“all my troubles seemed so far away...”

• What skill sets did Quality Leaders need?
• What was quality like...what exactly did we do?
TODAY

“Today is the greatest day I've ever known, can't live for tomorrow, tomorrow's much too long”
TODAY

What skill sets do leaders need now

Martha Leighton, MS, RN, CPPS
Patient Safety Officer
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Elliot Hospital
Manchester, NH

Harm Score
Chasing Zero
Catheter-Associated Urinary Tract Infections Rate in ICU (CDC NHSN)
March 2014

- Obstetrical adverse events (EED): 0
- Ventilator-associated Events (VAE): 0
- Central line-associated blood stream infections (CLABSI): 0
- Hospital Acquired Pressure Ulcers (HAPU): 0
- Venous thromboembolism (VTE): 0
- Surgical Site Infections (SSI): 3
- Falls with moderate or higher injury: 0
- Catheter-associated urinary tract infections (CAUTI): 1

Our goal is to have less than 50 total events this fiscal year.

FY to date: 32
HARM Monthly Historical Scorecard

Our goal is to have less than 163 total events this fiscal year.

*Month not complete.
Total Events FY to date: 143
FY Goal < 163

CAUTI Report Card

Hospital Acquired C Diff Infections Report Card

CLABSI Report Card

Early Elective Delivery Report Card
TOMORROW

“The sun'll come out...tomorrow,
Bet your *bottom dollar* that tomorrow there'll be sun!”
TOMORROW

Jason Byrd, JD
Director of Patient Safety
Jason.Byrd@carolinashealthcare.org
TOMORROW

The Power of Teams and Outsiders

- Videotaping Process
  - Capture at least two technical and nontechnical videos for each surgeon who agreed to be videotaped

- Pre-Assessment
  - Rate surgeon’s technical surgical skills and nontechnical skills using validated instruments

- Coaching/Simulation
  - Based on the results from observing the surgeries, develop a coaching curriculum using lecture and simulation

- Re-Video
  - Recapture videos for all participants and re-evaluate performance

- Outcomes
  - Assess if performance improved after the coaching intervention was administered and monitor patient outcomes
TOMORROW

Data, data, data and communicate, communicate, communicate
TOMORROW

Patients as Partners
<table>
<thead>
<tr>
<th></th>
<th>Centralized</th>
<th>Distributed</th>
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</thead>
<tbody>
<tr>
<td>Data Collection</td>
<td>PI Dept</td>
<td>Macrodata: PI</td>
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<td></td>
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<td>Small test of Change data:</td>
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<td></td>
<td>Local dept</td>
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<td>Data Interpretation</td>
<td>PI Dept</td>
<td>All</td>
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<tr>
<td>Intervention Design</td>
<td>PI Dept</td>
<td>Local Dept</td>
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<tr>
<td>PI Dept Role</td>
<td>Do-er</td>
<td>Coach</td>
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<tr>
<td>Level of Hosp Dept</td>
<td>Low</td>
<td>High</td>
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<tr>
<td>Engagement</td>
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<tr>
<td>Level of Clinician</td>
<td>Few</td>
<td>Many</td>
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<tr>
<td>Engagement</td>
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<tr>
<td>Ownership</td>
<td>PI Dept</td>
<td>Everyone</td>
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</tbody>
</table>
What Will You Do By Next Tuesday?

NOW
IT’S YOUR TURN!

TIME TO CHAT!!!
Martha Leighton: MLeighton@Elliot-HS.org

Jason Byrd: Jason.Byrd@carolinasashealthcare.org
How Cynosure Can Help

Contact by e-Mail

Sign-up for Newsletter
Thank you!

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stremain@cynosurehealth.org
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