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

Cynosure Health Solutions

June 10, 2015

Cynosure HEALTH SOLUTIONS

Webinar Learning Objectives

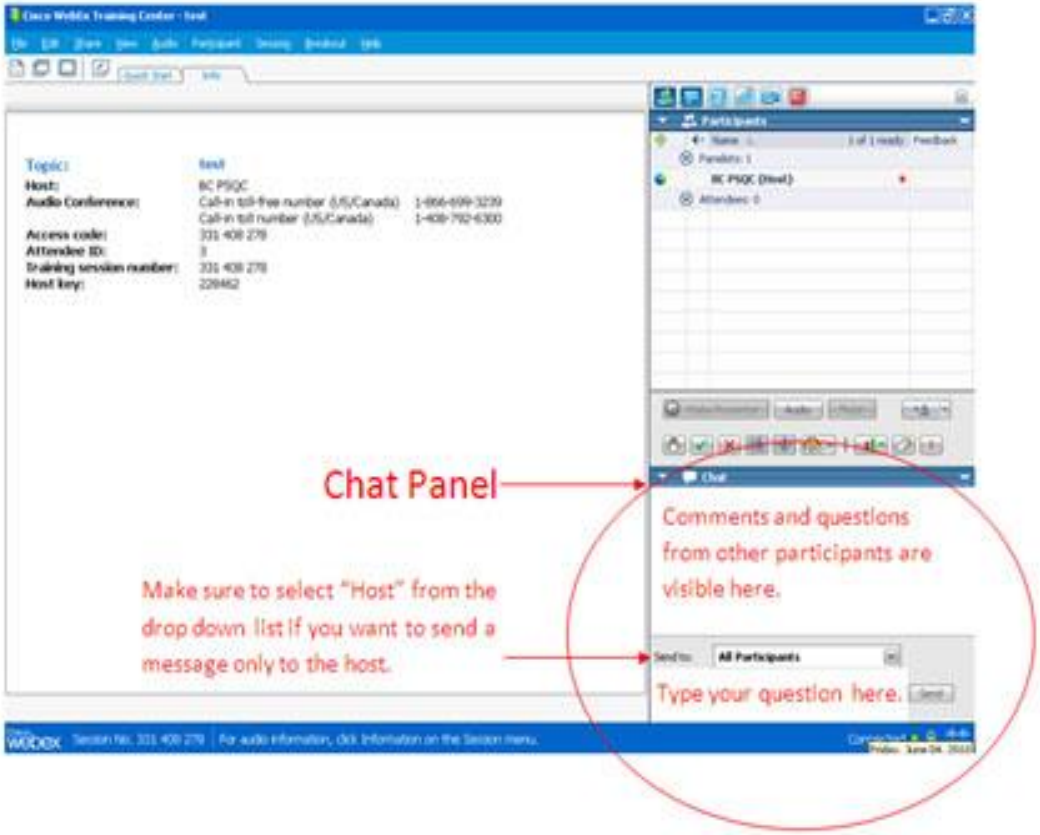
At the conclusion of this presentation, the participant shall:

- 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

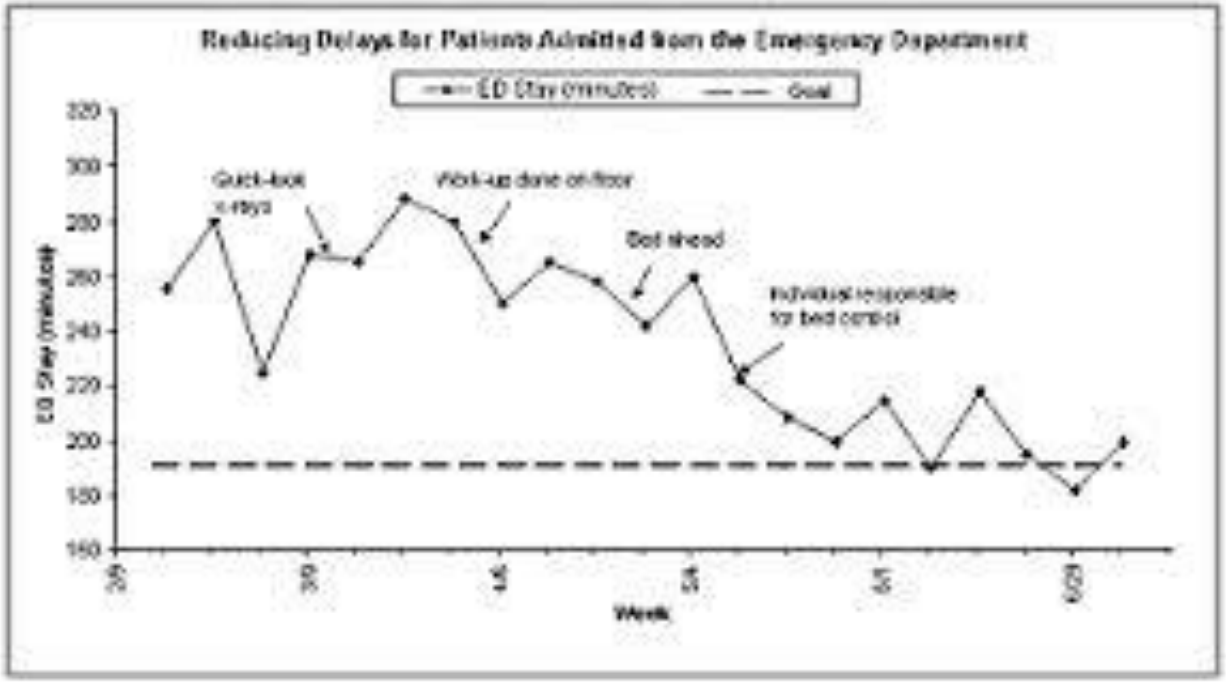
YESTERDAY

"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

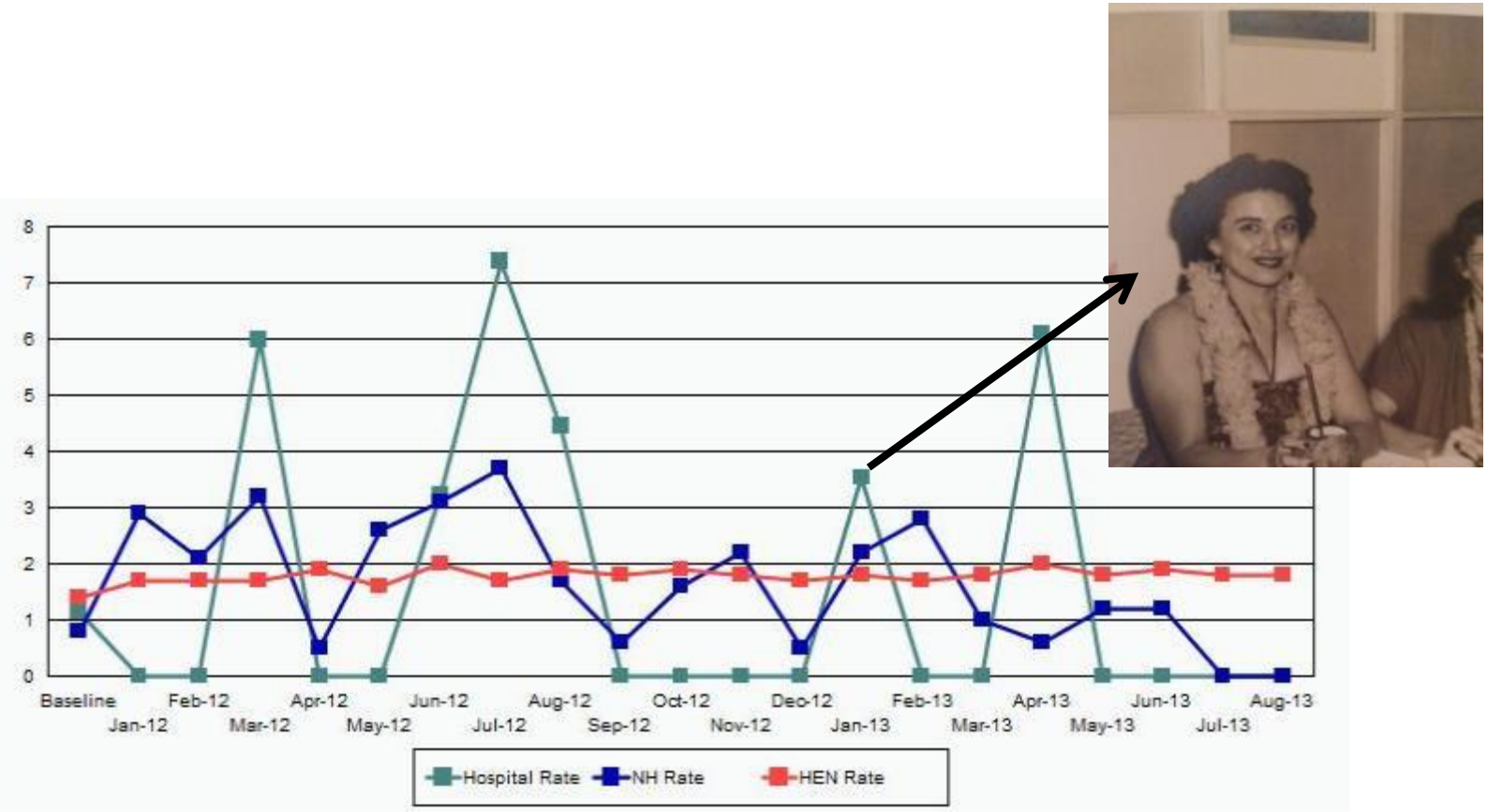
Martha Leighton, MS, RN, CPPS
Patient Safety Officer
MLeighton@Elliot-HS.org

Elliot Hospital
Manchester, NH

Harm Score

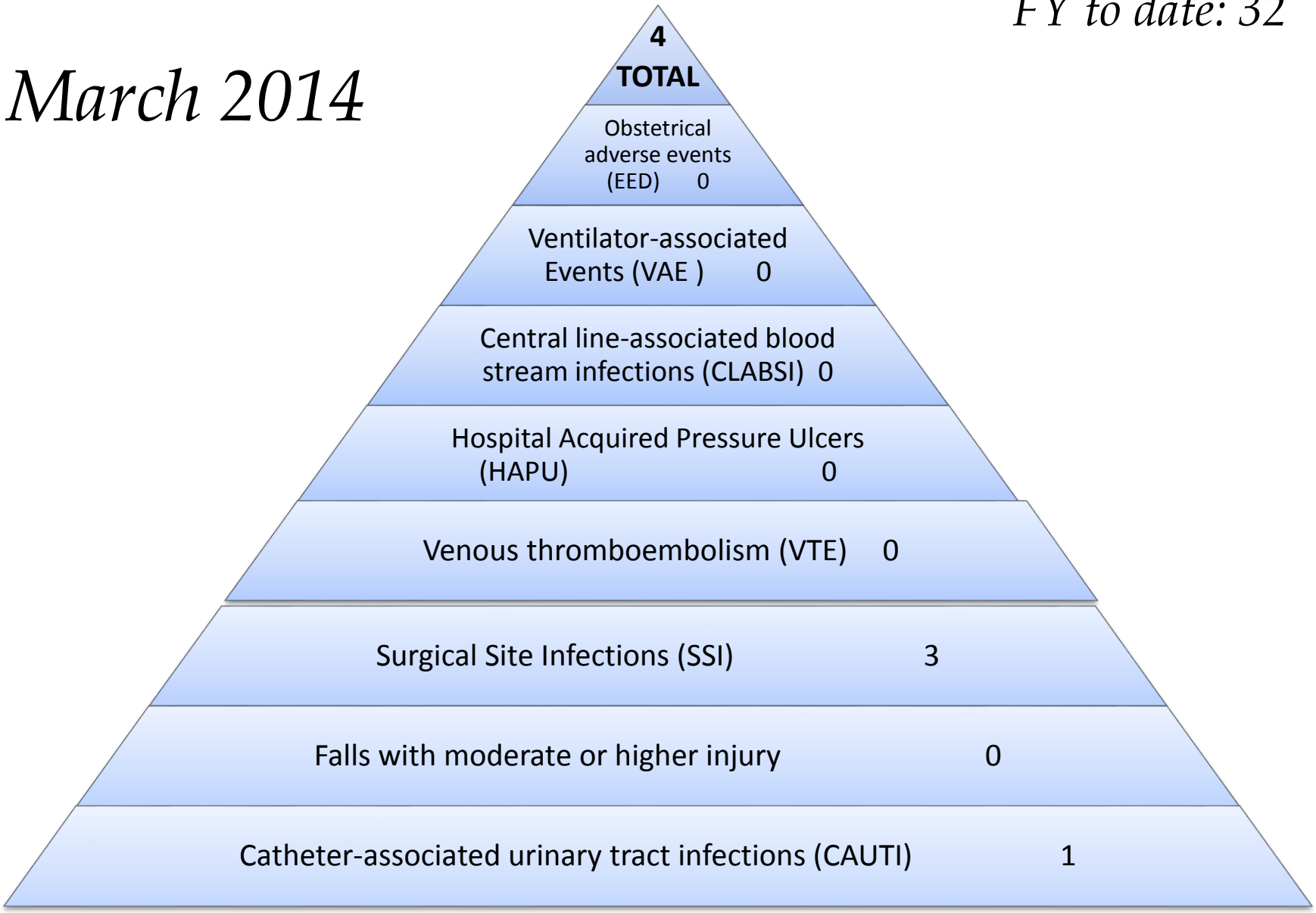
Chasing Zero

Catheter-Associated Urinary Tract Infections Rate in ICU (CDC NHSN)



FY to date: 32

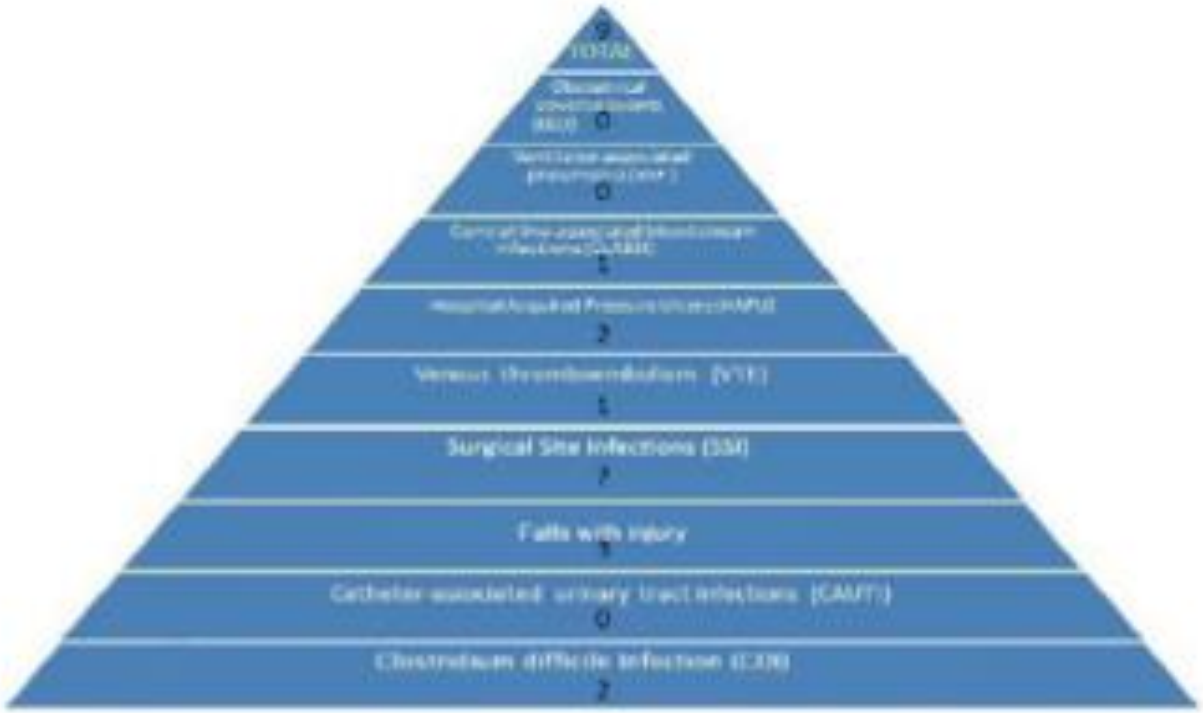
March 2014



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

HARM Monthly Historical Scorecard

Apr 2015

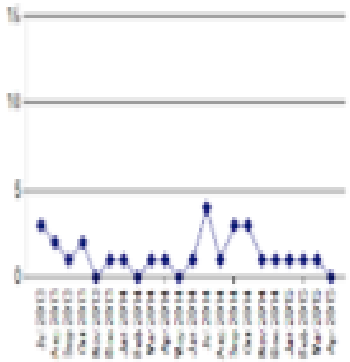


Our goal is to have less than 163 total events this fiscal year.

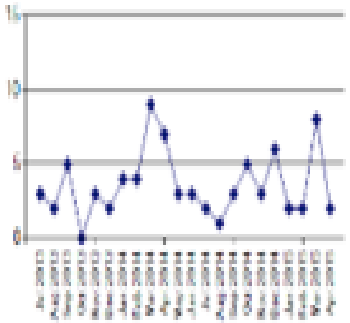
*Month not complete.

Total Events FY to date: 143
FY Goal < 153

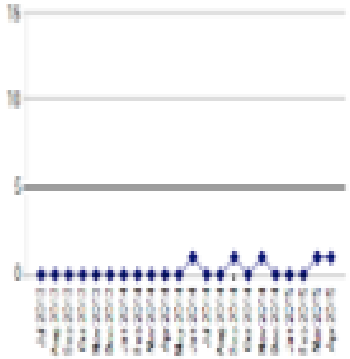
CAUTI Report Card



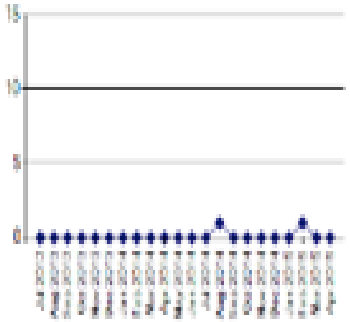
Hospital Acquired C Diff Infections Report Card



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

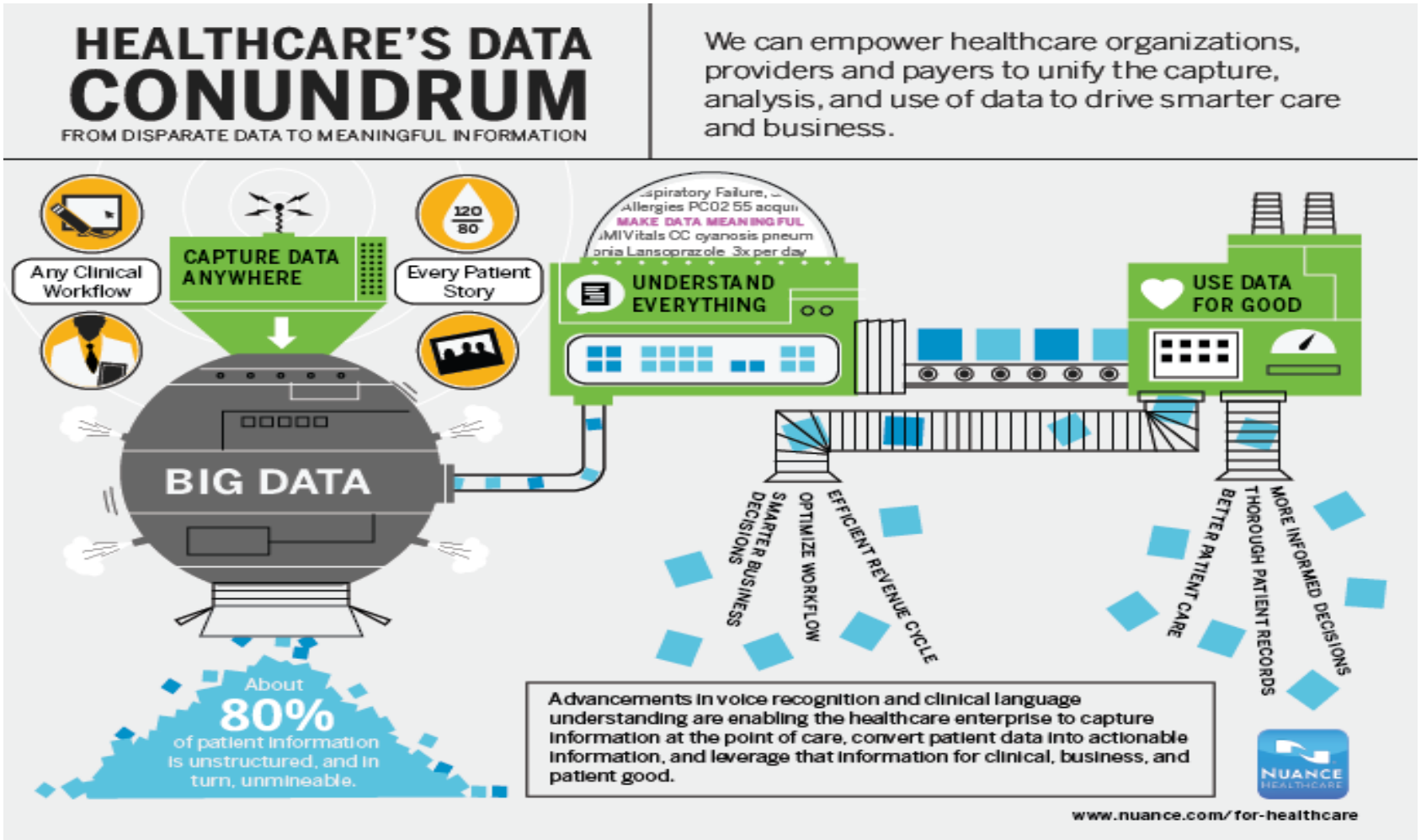
Outcomes

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

Daniel Vasconcellos

TOMORROW

Data, data, data and
communicate, communicate, communicate



TOMORROW

Patients as Partners

	Centralized	Distributed
Data Collection	PI Dept	Macrodata: PI Small test of Change data: Local dept
Data Interpretation	PI Dept	All
Intervention Design	PI Dept	Local Dept
PI Dept Role	Do-er	Coach
Level of Hosp Dept Engagement	Low	High
Level of Clinician Engagement	Few	Many
Ownership	PI Dept	Everyone

What Will You Do By Next Tuesday?

TIME TO CHAT!!!

Martha Leighton: MLeighton@Elliot-HS.org

Jason Byrd: Jason.Byrd@carolinashealthcare.org

Cynosure
HEALTH SOLUTIONS

How Cynosure Can Help

Contact by e-Mail

Sign-up for Newsletter

Thank you!

www.cynosurehealth.org
bdebaun@cynosurehealth.org
pteske@cynosurehealth.org
stremain@cynosurehealth.org

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