Welcome!

• All lines are muted on entry
• Please ask any questions in the chat
• Please actively participate in discussions via the chat

We will get started shortly!
Hospital Quality Improvement

WELCOME!
Elizabeth “Libby” Bickers, LCSW

CLINICAL SOCIAL WORKER

I have been a social worker for over 20 years in multiple areas of healthcare, primarily hospice. I have also worked in dialysis, home health, long term care and inpatient hospital settings. I also worked in higher education as Director of Field Instruction at my alma mater, Valdosta State University. I have been a clinical reviewer, for over 5 years, with Alliant Health Solutions. I have been married for 23 years and have 2 children, a daughter and a son.

Contact: elizabeth.bickers@alliantaso.org

Amy Ward, MS, BSN, RN, CIC

INFECTION PREVENTION SPECIALIST

Amy is a registered nurse with a diverse background in acute care nursing, microbiology, epidemiology and infection control. She is passionate about leading and mentoring new and future infection preventionists in their career paths.

Contact: Amy.Ward@Allianthealth.org
Melody "Mel" Brown, MSM

PATIENT SAFETY MANAGER

Melody has over 40 years of healthcare experience including varied roles at Alliant Health Solutions working on the CMS contract for the Quality Innovation Network – Quality Improvement Organization (QIN – QIO). Coaching hospitals and nursing homes on all facets of healthcare quality improvement has been her focus as the Patient Safety Manager.

Contact: Melody.Brown@AlliantHealth.org

Jennifer Massey, Pharm.D.

PHARMACIST, ADVERSE DRUG EVENTS/OPIOID STEWARDSHIP

Jennifer is a pharmacist with over 10 years of experience in the hospital setting as a clinical staff pharmacist; including ICU, emergency department, code response, and pediatrics.

Contact: Jennifer.Massey@Allianthealth.org
Learning Objectives

• Learn Today:
  – Learners will interact during the session in an all teach all learn environment
  – Learners will contribute to the brainstorming and chat waterfall as the PDSA worksheet is completed during the session

• Use Tomorrow:
  – Learners will continue to communicate their project goals and interventions along with analysis information to their leadership throughout the course of these sessions
PDSA Resources for Adult Learners

- Bite-sized learning for those new to quality
- Engaging way to teach your improvement strategy
- Increases buy-in and can make goals achievable

Plan for Improvement

- **Plan – Do – Study – Act**
- A way to accomplish rapid cycle improvement
- Small tests of change rather than system wide until proven
- Cycles are intended to be short in duration, evaluated then adopted, adapted or abandoned
- Many times, you will need multiple PDSA cycles to effectively improve a system
## Corrective Action Strengths

<table>
<thead>
<tr>
<th>Weak</th>
<th>Intermediate</th>
<th>Strong</th>
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<tbody>
<tr>
<td>* Double checks</td>
<td>* Decrease workload</td>
<td>* Physical changes: grab bars, non slip strips on tubs/showers</td>
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<tr>
<td>* Warnings/labels</td>
<td>* Software enhancements/mods</td>
<td>* Forcing functions or constraints: design of gas lines so that only</td>
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<tr>
<td>* New policies/procedures/memos</td>
<td>* Eliminate/reduce distraction</td>
<td>oxygen can be connected to oxygen lines; electronic medical records –</td>
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<tr>
<td>* Training/education</td>
<td>* Checklists/trigger/prompts</td>
<td>cannot continue charting unless all fields are filled in</td>
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<tr>
<td>* Additional study</td>
<td>* Read back</td>
<td>* Simplifying: unit dose</td>
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<tr>
<td></td>
<td>* Eliminate look alike/sound alike</td>
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<tr>
<td></td>
<td>* Enhanced documentation/communication</td>
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<tr>
<td></td>
<td>* Build in redundancy</td>
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Prevent future problems by developing and testing strong actions

Planning Worksheet

Goal – SMART Goal

Plan - Overall goal with action steps and person responsible

- What is the objective of the test?
- What do you predict will happen and why?
- What change will you make?
- Who will it involve?
- How long will the change take to implement?
- What resources are needed?
- What data needs to be collected?

Resources

Alliant Quality HQIC Website
Quality Improvement tools available to download
• Previous slides/handouts
• Fishbone Diagram
• PDSA Worksheet

https://www.alliantquality.org/topic/hospital-quality-improvement/
Key Takeaways

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How will this change what you do?
Please tell us in the poll…
HQIC Patient Safety Network Goals

**Adverse Drug Event Network**
- Decrease high dose opioid prescribing
- Reduce adverse drug events related to anticoagulants, glycemic agents, and opioids

**Infection Prevention Network**
- Reduce C. diff in all settings
- Reduce device associated infections - CAUTI and CLABSI
- Reduce Post – Op Sepsis and Sepsis Mortality

**Readmission Network**
- Reduce Hospital Readmissions
HQIC Goals

**Behavioral Health Outcomes & Opioid Misuse**
- Promote opioid best practices
- Decrease high dose opioid prescribing and opioid adverse events in all settings
- Increase access to behavioral health services

**Patient Safety**
- Reduce risky medication combinations
- Reduce adverse drug events
- Reduce *C. diff* in all settings

**Quality of Care Transitions**
- Convene community coalitions
- Identify and promote optimal care for super utilizers
- Reduce community-based adverse drug events
# Upcoming Events

<table>
<thead>
<tr>
<th>Readmissions</th>
<th>CAUTI &amp; CLABSI</th>
<th>Opioid ADE &amp; Opioid Stewardship</th>
<th>ADE: Anticoagulants &amp; Glycemic Agents</th>
<th>Sepsis &amp; Sepsis Mortality</th>
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<tbody>
<tr>
<td>Session 3</td>
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Please register for all sessions today to reserve your space.
Thank you for joining us!
How did we do today?
Making Health Care Better Together

Hospital Quality Improvement

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