

HQIC Patient Safety Network: Quality Improvement

Welcome!

- All lines are muted, so please ask your questions in Q&A.
- For technical issues, chat to the 'Technical Support' Panelist.
- Please be aware that this event will be recorded.

We will get started shortly!

HQIC Quality Improvement Basics



Melody Brown, MSM

Lynne Hall, RN, BSN

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 **ALLIANT**
HEALTH SOLUTIONS

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Hospital Quality Improvement Contractors
CENTERS FOR MEDICARE & MEDICAID SERVICES
QUALITY IMPROVEMENT & INNOVATION GROUP

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COLLABORATORS:

Alabama Hospital Association
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KFMC Health Improvement Partners
Konza

Hospital Quality Improvement

Welcome from all of us!



Quality Improvement Co-Leads



Melody "Mel" Brown, MSM

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 have been her focus as the Patient Safety Manager.

Contact: Melody.Brown@AlliantHealth.org



Lynne Hall, RN, BSN, LSSBB

Lynne has over 30 years of health care and quality experience, including as a Labor and Delivery and neonatal nurse and at Georgia Hospital Association (GHA) as an advocate for patient safety and quality. She also represents GHA as a maternal/child expert with the Georgia Department of Public Health. In addition, Lynne is a TeamSTEPPS Master Trainer, a member of the leadership team for the GA Perinatal Quality Collaborative, and currently serves on the Maternal Mortality Review Committee.

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Learning Objectives

- Learn Today:
 - Building a team
 - SWOT Analysis
 - SMART Goals
- Use Tomorrow:
 - Use quality improvement tools that best fit the quality improvement project being implemented.



Team Building

- What is a team?
- Four stages of a team
- Characteristics of an effective team
- Tips and successes for an effective team



What Is a Team?

- Nobody can do all the tasks of quality by themselves — SHARE the WEALTH!
- Group vs. Team
 - Group
 - No common goal; varied interests
 - Think of dinner parties and other social events
 - Team
 - Common goal; same interest in achieving goal
 - Think of team sports



What Is a Team? (continued)

- Team Members

- Should compliment each other, even with different personality types
- Should work together and work in unison
- Have a common goal: reduce readmissions

- Team Size

- Varies depending on project
- Ideally 7-10

Who's on Your Team?

- Quality
- Frontline staff
- Physician champion
- Infection prevention
- Pharmacy
- Lab
- Case manager/Utilization review
- Administration/Leadership
- Patient and Family Representative

Characteristics of an Effective Team

What makes a good team?

1. Clear and defined goals
2. Open and clear communication – think repeat back and verify!
3. Effective decision-making
4. Diversity in thinking, ideas, problem-solving and experience

Characteristics of an Effective Team (continued)

What makes a good team?

5. Create a positive atmosphere and have a plan for conflict resolution
6. Have cooperative relationships
7. Common goal
8. Participatory leadership



Effective Teams: Tips and Successes

Successful teams:

- ✓ Clear goals
- ✓ Good communication
- ✓ Competent members
- ✓ Leadership buy-in
- ✓ Trust
- ✓ Compromise



Effective Teams: Tips and Successes (continued)

Tips:

- ✓ Think about the team first
- ✓ Discuss opinions/avoid criticism
- ✓ Have a strong team leader
- ✓ Transparency
- ✓ Rewards and recognition



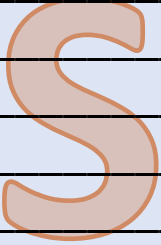
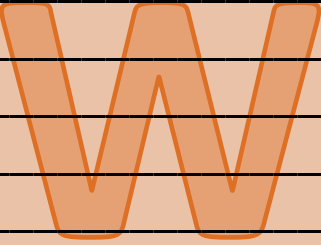
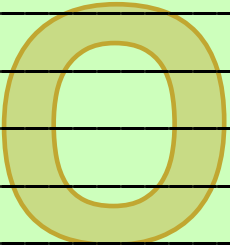
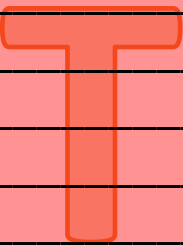
And Finally...

- Teams can get things done
- Remember stages of a team
- Re-evaluate the team periodically to ensure you have the right people on the right team
- Involve frontline staff!

Learning Objective: SWOT

- Developing a list of internal strengths that may facilitate your progress on addressing your priorities.
- Developing a list of internal weaknesses that may hinder your progress in addressing your priorities.
- Identify external opportunities that could have a positive impact on your organization.
- Identify external threats that could have a negative impact on your organization.

SWOT Analysis

| | HELPFUL (for your objective) | HARMFUL (for your objective) |
|---|---|--|
| INTERNAL (inside your organization) | Strengths <ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____ • _____ • _____  | Weaknesses <ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____ • _____ • _____  |
| EXTERNAL (outside your organization) | Opportunities <ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____ • _____ • _____  | Threats <ul style="list-style-type: none"> • _____ • _____ • _____ • _____ • _____ • _____ • _____  |

Strengths

- Internal
 - What do you do well?
 - What unique resources can you draw on?
 - What do others see as your strengths?



- _____
- _____
- _____
- _____
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- _____
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- _____

Weaknesses

- Internal
 - What could you improve?
 - Where do you have fewer resources than others?
 - What are others likely to see as weaknesses?



- _____
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- _____
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- _____
- _____
- _____

Opportunities

- External
 - What opportunities are open to you?
 - What trends could you take advantage of?
 - How can you turn your strengths into opportunities?



- _____
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- _____
- _____

Threats

- External
 - What threats could harm you?
 - What is your competition doing?
 - What threats do your weaknesses expose to you?



- _____
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- _____
- _____
- _____

Takeaways

- If you don't determine your priorities, everyone else will set your priorities for you.
- Scoring your priorities based on urgency and importance will help guide you toward the best use of your most valuable resource—time.
- Identifying internal strengths and weaknesses to address priorities can help you identify team members for your improvement activities.
- Identifying external opportunities and threats can help remove barriers to successful improvement implementations.

SMART Goals

- When setting your goal or aim, make sure it is:

Specific

Measurable

Achievable

Relevant

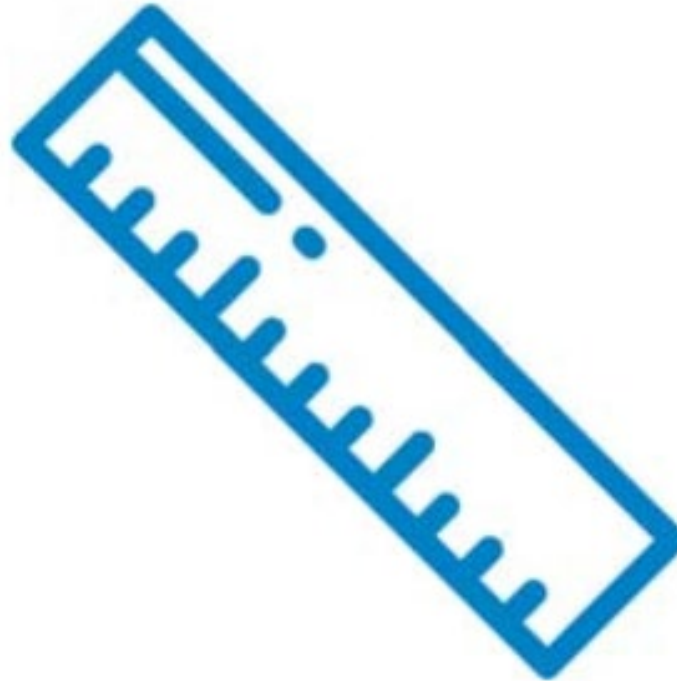
Time-based

SMART Goals (continued)

- Make sure your quality improvement plans are SMART. Ask yourself if they are:
 - Specific
 - Focused, well defined (who, what, when)
 - Measurable
 - How will you know it is working? What metrics/data are being monitored?
 - Achievable
 - Must be attainable. If not, think again
 - Realistic
 - Relevant to the goal. Does it make sense?
 - Timely
 - Set target dates, deadlines, and milestones

How Will We Know That Change Is an Improvement?

Measurement allows us to determine if change is an improvement.



Example of a Weak SMART Goal

- Our hospital will conduct three webinars related to pressure injuries in the next six months.
 - This **lacks specificity and focus**. What specifically will the webinars address related to pressure injury?
 - This has a timeline but **lacks measurement**. How will you know these webinars were impactful to program performance?
- Our hospital will seek out subject matter experts (SMEs) for Falls.
 - This **lacks specificity and focus**. What or which hospitals specifically will these SMEs be targeting?
 - This **lacks a timeline**. When will the SMEs be used, and by when?
 - This **lacks measurement**. How will you know the SMEs made a difference?

Example

Goal:

We will reduce the occurrence of facility-acquired sepsis infections by 25% by September 30, 2019.

Better SMART Goal

Action Plan Interventions:

- Two pressure injury SMEs will initiate site visits and targeted phone consultations with outliers (low performers) by Q3 2019. Our HIIN team will monitor and share with the SMEs outliers' performance data monthly, with the goal of outlier hospitals meeting a 12% improvement by Q1 2020.

Specific

Timely

Measurable

SMART Goal Worksheet

Aim Statement

Overall Aim (address "what are we trying to accomplish", importance/rationale, time period, and target population):

We will decrease our Hypoglycemic Rates by 20% by end of 3Q2020.

We will achieve this by (how you will go about the work, such as the change package or framework):

We will initiate Change Package and monitor by capturing data via lab critical values.

Goals:

- We will decrease rate by 20%

-
-
-
-

Measures:

- Rates of Hypoglycemic events via Pharmacy of anti-hypoglycemics and
- lab with critical lab values

-

Key Takeaways

Learn Today:

- Building a team
- SWOT Analysis
- SMART Goals



Use Tomorrow:

- Use quality improvement tools that best fit the quality improvement project being implemented.

Quality Improvement Series

Session 1: Introduction to series

Session 2:

- Building a Team
- SWOT
- SMART Goals

Session 3:

- PDSA
- A3
- GAP Analysis

Questions?



Email us at HospitalQuality@allianthealth.org or call us at 678-527-3681.


Closing Survey

Help Us Help You!

- Please turn your attention to the poll that has appeared in the lower right-hand side of your screen.
- Completion of this survey will help us ensure our topics cater to your needs.



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

Last Session:
April 7, 2022 | 1:00 p.m. EST
(Occurring the of 1st Thursday of each month)



HQIC Quality Improvement Series

https://bit.ly/HQICQISeries_Session3

Melody Brown and Lynne Hall

www.quality.allianthealth.org

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Thank you for joining us!
How did we do today?

Alliant Health Solutions



AlliantQIO



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