



2010 Annual WAHQ Conference

Unbreakable Linkage: Patient Safety, Electronic Medical Records and Never Events
Friday, March 12, 2010

Storyboards

<p>Storyboard topic/ title:</p> <p>Improving the Care for the Stroke/TIA Patient</p>	<p>Contact person:</p> <p>Gini Davis, RN, MSN (Presenter)</p> <p>Eileen Scalise RN, MSN (Author)</p> <p>Aurora Medical Center</p> <p>Quality Improvement Coordinator</p> <p>920-456-7587 Eileen.Scalise@aurora.org</p> <p>855 N. Westhaven Drive, Oshkosh WI 54904</p>
<p>Summary:</p> <p>Care of the patient with stroke/TIA should be effective, based on scientific evidence. Aurora Medical Center Oshkosh Stroke interdisciplinary team accomplished TJC Stroke Certification. On our journey, we identified opportunities to improve care for Stroke/TIA patients. Through PDSA, we developed processes to accomplish the following:</p> <p>Greater than 85% of patients with ischemic, hemorrhagic stroke and unresolved TIA undergo screening for dysphasia with evidenced-based bedside testing protocol approved by the hospital before being given any food, fluids, or medication by mouth.</p> <p>Greater than 85% of TIA/Stroke patients with LDL>100 will be discharged on statins.</p> <p>Greater than 85 % of patients with ischemic, hemorrhagic stroke and TIA patients or their caregivers will be given education and/or educational materials during the hospital stay addressing ALL of the following: personal risk factors for stroke, warning signs for stroke, activation of emergency medical system, need for follow-up after discharge, and Medications prescribed.</p>	



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<p>Storyboard topic/ title:</p> <p>MORE_{OB} – Taking Care of Life <i>Performance improvement in patient safety and risk reduction with participation in a multilayered patient safety program in obstetrics</i></p>	<p>Contact person:</p> <p>Kim Hoppe RN, CPHRM, LNC Senior Risk Management Consultant Risk Management and Patient Safety Institute Phone: 262-644-5566 Cell: 262-271-0737 Hotline: 888-466-4272 (toll free) Fax: 517-327-4644 khoppe@rmpsi.com</p>
<p>Summary: MOREOB (Managing Obstetrical Risk Efficiently) is a comprehensive patient safety, quality improvement, and professional development program for caregivers and administrators in hospital obstetrical units. The Risk Management and Patient Safety Institute is partnering with Salus Global to bring the MOREOB Program to hospitals throughout the United States.</p> <p>Core Team Members: The implementation process is lead by an inter-professional core team that includes family practice physicians, obstetricians, midwives, obstetrical nurses, risk management personnel, senior hospital administrators and a hospital governing board member.</p> <p>Aim(s):</p> <ul style="list-style-type: none"> • Build a shared body of knowledge among the disciplines that is evidence-based and current • Rehearse fundamental skills • Rehearse and prepare for emergencies • Build inter-professional communities of practice fostering effective communication and team function, in partnership with patients/families to promote safe care • Engage in continuous reflective learning to evaluate the impact of organizational systems and clinical practices and safety <p>Measures:</p> <ul style="list-style-type: none"> • Improve obstetric clinical outcomes • Decrease risk of adverse events • Improve the quality of work life • Retain and recruit health professionals <p>Results:</p> <ul style="list-style-type: none"> • Improved maternal and neonatal outcomes • Decreased variation of care by providers • Improved core knowledge base by OB team providers • Decreased gaps between existing practice and best practice within hospital • Improved provider performance through completion of simulation training/exercises • Increased documentation accuracy • Improved use of evidenced-based health care practices <p>Lessons Learned: The MOREOB program has been proven to decrease costs associated with care, by improving clinical delivery processes, reducing harm and complications experienced by patients and ultimately decreasing litigation exposure and expenses.</p>	



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Storyboard topic/ title:	Contact persons:
<p>Aligning Forces for Quality (AF4Q) in Wisconsin</p>	<p>Stephanie Sobczak MS, MBA Manager, Quality Improvement (AF4Q) Wisconsin Hospital Association P.O. Box 9038 Madison, WI 53725-9038 Phone: 608-268-1847 ssobczak@wha.org</p>
<p>Summary: In June 2008, Wisconsin was selected as one of 14 municipalities and states to be selected as a Robert Wood Johnson Aligning Forces for Quality grant recipients. The Wisconsin Collaborative for Healthcare Quality (WCHQ), the grant awardee, is partnering with many state healthcare organizations to fulfill the requirements of the grant. The Wisconsin Hospital Association (WHA) is serving as the lead organization to address improvement initiatives in the acute care setting. Our areas of focus funded by this grant are:</p> <ul style="list-style-type: none"> • To assist health care providers in hospitals improve the quality of care by expanding knowledge of QI across the hospital; • Focus and strengthen the role of nurse leaders and frontline nurses in quality improvement initiatives; • Develop performance measurement methods with a focus on Nursing Sensitive Measures to more efficiently capture data elements needed. Leverage this information for the collection of Nursing Sensitive Measures across Wisconsin. <p>The Wisconsin Hospital Association (WHA) is launching a number of programs and products throughout 2010 that are designed to meet these aims. This display provides an opportunity to share with the WAHQ membership these offerings.</p> <p>The topic of the display includes:</p> <ul style="list-style-type: none"> • Results of the statewide surveys of QI Managers and Staff Nurses • A calendar of events throughout 2010 • Information on WHA's Quality Center website • Information on the Improvement Forum webinars, Nurse Leaders Forum webinars. • Information on the QI 100 Learning Series, an on-line self-directed product for health care clinical staff. <p>Core Team members are: Stephanie Sobczak, Dana Richardson, Judy Warmuth, Cindy Schlough, Jill Hanson We will be sharing how our baseline measurements led to the development of content for these offerings.</p>	



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Storyboard topic/ title: Froedtert Hospital Project for Skin Care Counts	Contact persons: <i>Mary Conti, RN</i> Clinical Resource Management Coordinator Phone (9/2008): 414-955-3166; Fax 414-955-6236 Pager: 414-590-5846 mconti@fmlh.edu
Summary: Pressure Ulcers are a significant risk for acutely ill or chronically ill debilitated individuals. Froedtert Hospital identified this issue as a Strategic Priority and aligned resources to identify high risk opportunities and to prevent nosocomial pressure ulcers. Pilot clinical units have identified skin care champions from all levels of the frontline staff. A daily report that identifies patient Braden scores (risk assessment), staged ulcer or unstageable ulcer information, and Care Plans is emailed to skin care champions daily. The Champions use this information to prevent new pressure ulcers and deteriorating stages of existing pressure ulcers. Core team members include: Laurie McGroarty, Barb Provo, Kim Coubal & Mary Conti.	