



Quality Connections

Sharing Best Practices and Lessons Learned

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Edited by Bev McCullough

The Washington State Emergency Cardiac & Stroke Systems (ECS) will go live in June 2011.

Seventeen of our 34 RHQN CAHs have applied in the first round to the Washington State Department of Health for Stroke Center categorization. Two of you applied to be Level 2 Stroke Centers and fifteen of you applied to be Level 3 Stroke Centers. Additionally, seventeen RHQN CAHs applied to be Level 2 Cardiac Centers.

Many of you tell me you plan to apply during the 2nd round of dates available for applications. Please let us know how we can help you in this next round of applications. What are your challenges and barriers?

Kim Kelley at DOH is also a wonderful, kind and helpful resource. To reach Kim, get your application forms and for additional information:

<http://www.doh.wa.gov/hsqa/hdsp/default.htm>

February 8th's RHQN Best Practices Call:

Stroke Systems of Care featured Kim Kelley, Emergency Cardiac/Stroke System Coordinator at the Dept. of Health and Kerry Stewart at Lake Chelan Community Hospital, Dona Kravis at Mason General Hospital (Shelton) and Marilyn Snider at Lincoln Hospital (Davenport). Thank you" to each of you! It was a great call! A special "Thanks" to Rhonda Holden at Kittitas Valley Community Hospital (Ellensburg) for sharing their Stroke Assessment Tool and to Lincoln Hospital for sharing their billboard designs. Lincoln's special tip: Include photos of local people and providers in your billboards.

Calls are recorded and posted along with the presenter materials on the RHQN website:

<http://www.rhqn.org/resources/presentations.htm>

"Steal Shamelessly....Give attribution.....Don't reinvent the wheel!"

Save the Date: Emergency Cardiac & Stroke Systems of Care Conference.

Invite your system partners....EMS, Stroke Coordinators, Cardiac Coordinators, ED Manager, Medical Directors and referral partners to attend this conference together. The DOH, American Heart/Stroke Association and the RHQN are working together to ensure a great day for
May 17th-Seattle
June 7th-Spokane

Survey Updates

A big "Thank You" to each of you who sent the RHQN a copy of your most recent survey. We keep this information confidential and collate the information to help each of you.

Expecting a Survey this year? Email me now to book your Survey Readiness visit at least 3 months before your next Survey to allow time to make suggested changes.

Recent Clinical Citations compiled from RHQN CAHs:

WAC 246-320-141 Patient Rights

This is a very common citation.

- *Check now: Do patient materials (and Patient Rights information on your website) include ALL patient rights? Does your staff know ALL patient rights? Can you show proof of patients receiving patient rights information and staff education on rights.... including the new visitation rights?*

The January 13, 2011 WSHA bulletin has visitation rights information and a sample visitation policy:

<http://www.wsha.org/bulletinDetails.cfm?EID=6275>

- *Don't forget: Swing Bed Admissions require Swing Bed patients are provided with a copy of their Rights too.*

WAC 246-320-226 Infant Patient Safety

- *Check now: Do you have signed & dated proof showing patients received information about infant safety and abduction? Is this documented in your medical record?*

WAC 246-320-225 Blood Product Safety. Another common citation:

- *Check now: Do you have double signatures recorded for all blood products?*

WAC 246-320-241 Anesthesia

- *Check now: Is a post anesthesia assessment documented on all your surgical patients?*

WAC 246-320-226 Plan of Care-OUTPATIENT

- *Check now: Do you have Plans of Care documented for outpatients receiving? Examples include POC for diabetic patient receiving wound care to assure all staff performs care correctly.*

QMM Tracking Software

Last month I mentioned that Tina Shoemaker, Quality Director at Snoqualmie Valley Hospital is very pleased with "SafetyZone", an on-line event management system for CAHs developed with Flex Grant funds (www.claritygrp.com). Teresa Fulton, Director of Quality and Patient Safety at Whidbey General (Coupeville) shared her delight in the software tool they use: Patient Safety Network (PSN) through University Health Consortium (UHC) Patient Safety Net (PSN). Teresa says: "Over 70 hospitals around the world use it. I love it. I can trend, search etc and I also use UHC as my PSO so my events are even further protected." <https://www.uhc.edu/11851.htm>

New On-Site Class for Managers:

At your request, we have developed a new 4 hour class: "Quality 101: Managing for Success." Call for more information. We continue to schedule both the RCA: Critical Thinking Skills for Managers and the "Taste of Lean" classes. In 2011 we've been with management teams at Cascade Medical Center (Leavenworth), Whitman Hospital & Medical Center (Colfax) and Tri-State Memorial Hospital (Clarkston).

RCA: Lessons Learned from the Toyota Recall

I love my Toyota and what the Lean Toyota Production System has done to help Healthcare, so I was puzzled when I read last year about Toyota's apparent quality defect.

Finally the RCAs have been completed:

Did you know the recent debacle at Toyota was caused when a rental car driver returned a vehicle and told the receptionist that the floor mat was not attached securely and got stuck under the gas pedal? The receptionist assumed the customer would tell the service manager.....and the customer assumed the receptionist would tell the service manager. The result? The message was never relayed. . A missed communication about a complaint cost Toyota their reputation and millions of dollars. This could so easily happen in our healthcare systems.

There were two Root Causes: 1) The floor mat and issues related to it. 2) The lack of a Customer Service Culture. When staff "own" customer service, they listen to the customer and make certain the concern is addressed or communicated to the appropriate person before the problem escalates. Ask your receptionists, housekeeping staff, phone operators, etc. How often do they hear patient concerns? What do you do when you hear a concern? Give your staff sample scenarios: Do they know your policies and the Customer Service processes for complaints?

RHQN Quality Award Criteria-Update:

The list of measures is being reviewed by the RHQN Columbia Basin-Northeastern Washington Quality Leaders and RHQN North Central Washington Learning Lab. Stay tuned.

Recent "Peer Wants to Know" Emails:

Recent "Peer Wants to Know" email topics include: Ultrasound Use in the ED, Medical Marijuana, Payroll systems that don't consume managers every other Monday, Use of Hospitalists, Pharmacy, Wheelchair cushions and SNF Transfer Templates. Thank you to all who shared!

April 12th, 10:30 a.m.

RHQN Best Practice Call: Preparing for the Meaningful Use Clinical Quality Measures

Please email me if you have specific questions or would like to share the work you are doing. Watch for a "Save the Date" email.

I love getting your feedback. Please let me know of any topics you would like covered in future calls. I look forward to hearing from you and being with you to learn, celebrate, and share your Best Practices, Lessons Learned, and "Helpful Hints."

Bev

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