National Initiative VII

Summative Presentation
Cohort Four

Megan Newman, MD, FACP

Associate Program Director,
Internal Medicine Residency

Baylor Scott & White Health
Temple, Texas

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Cohort Four – Teaming to Improve Care

- Baylor Scott & White, Temple, TX
- Christiana Care Health Services, Newark, DE
- Guthrie Robert Packer Hospital, Sayre, PA
- Aurora Health Care – Cardiology, Milwaukee, WI
- Aurora Health Care – Internal Medicine, Milwaukee, WI

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What did you hope to accomplish?

Baylor Scott & White Health	Reinforce lessons from a communication workshop using a targeted educational intervention
ChristianaCare	Create a unique patient experience and provider experience that improved engagement and satisfaction of providers at work
Guthrie	Created a targeted data sharing approach to improve resident quality metrics- focusing initially on diabetes bundle compliance
Guthrie	Improve transitional care management visit rates using multidisciplinary huddles
Guthrie	Improve performance on the diabetes bundle by holding a workshop on how to use EHR dashboards
Guthrie	Improving colon cancer screening rates by having providers call patients and offering alternatives to traditional colonoscopy
Aurora Health Care We are AdvocateAuroraHealth	Improve communication and feedback between cardiology fellows and faculty; improve efficiency of the Cath lab
Aurora Health Care We are AdvocateAuroraHealth	Increase advance directive completion numbers for elderly patients through a standardized workflow

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What were you able to accomplish?

- Diabetes bundle
- Colorectal cancer screening
- Depression screening
- Fall risk screening
- Advanced directive completion
- Transitional care management

Improved Quality Metrics

- Root Cause Analysis leading to 3 PDSA cycles
- Faculty training on feedback techniques

Education

- Baseline data collected
- Data collection strategy formulated

Data Collection

- Explicitly defined and trained on communications

Communication

- Improved workplace satisfaction
- Expectations clearly communicated

Wellness

- Brainstorming interventions
- C-suite buy in

Stakeholders Engaged

- ACGME survey faculty feedback score improved
- Resident quality metrics
- Residents and Fellows engaged in QI

Improved Program Metrics

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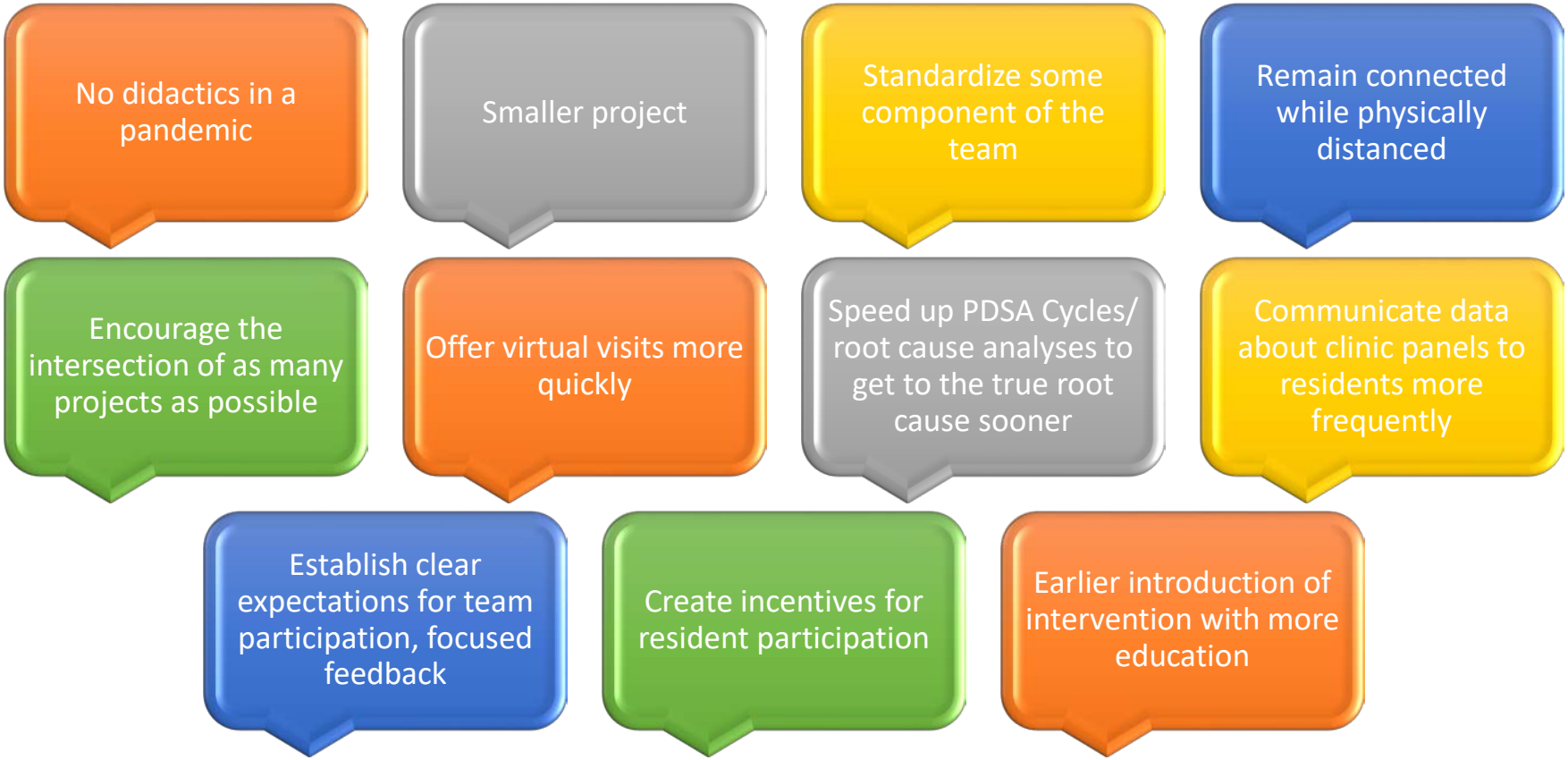
Knowing what you know now, what might you do differently?



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On a scale of 1 to 10 (with “1” meaning nothing and “10” meaning everything) how much of what you set out to do was your team able to accomplish and how were your results the same or different from your expectations.

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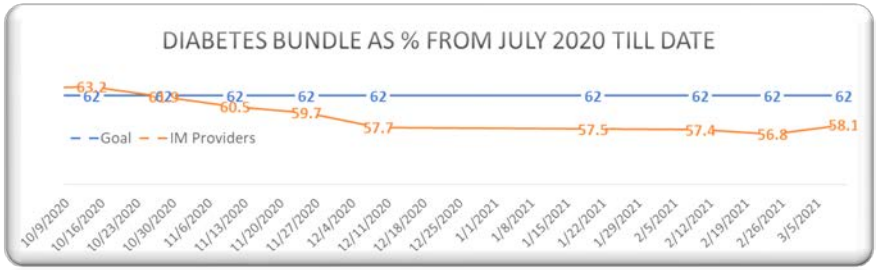

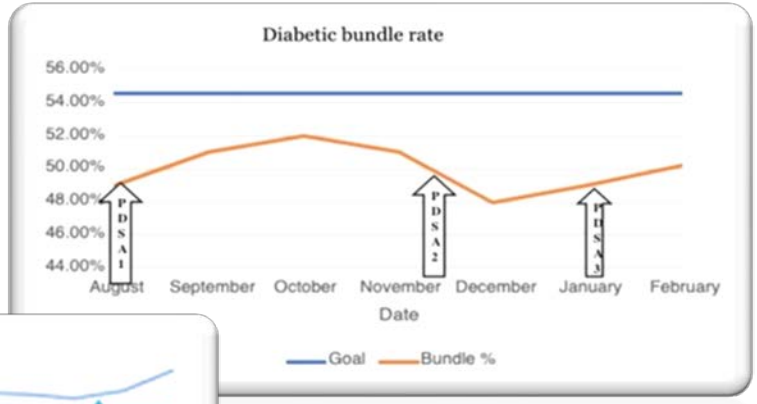

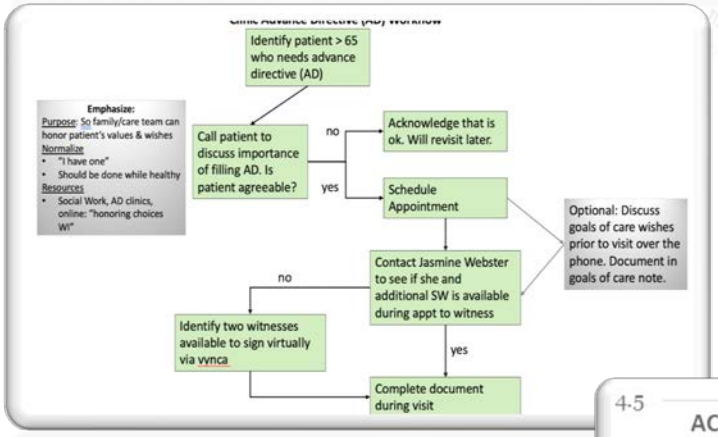

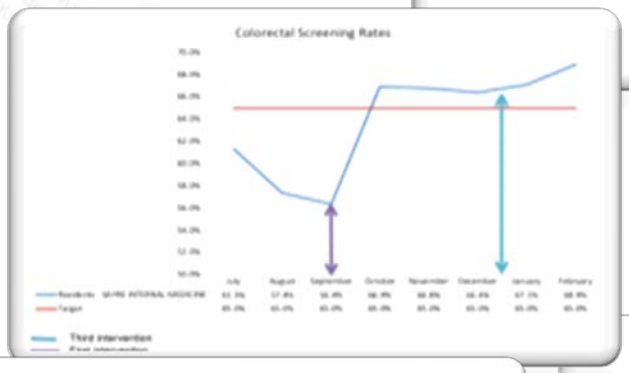

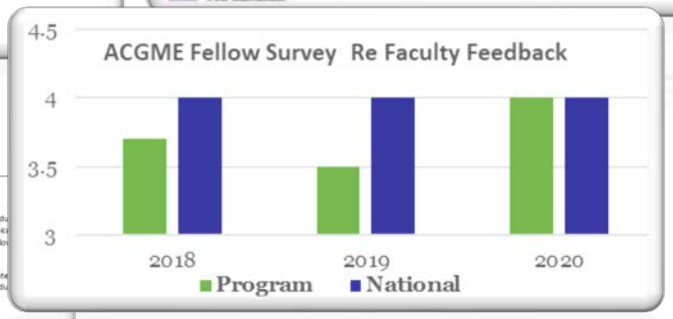

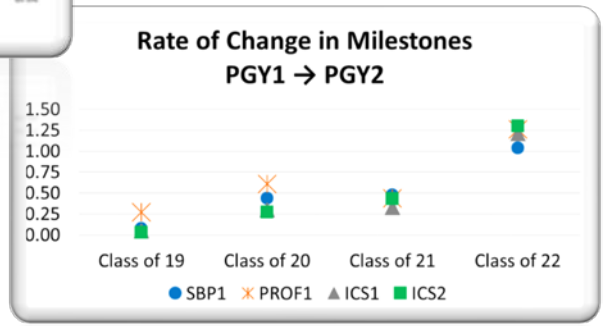

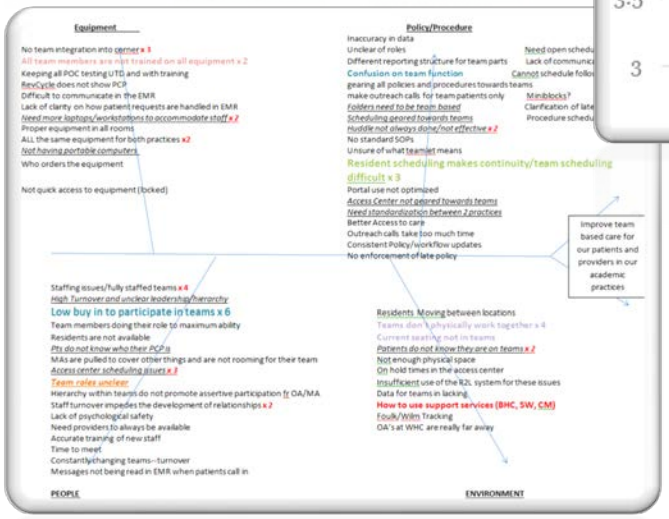

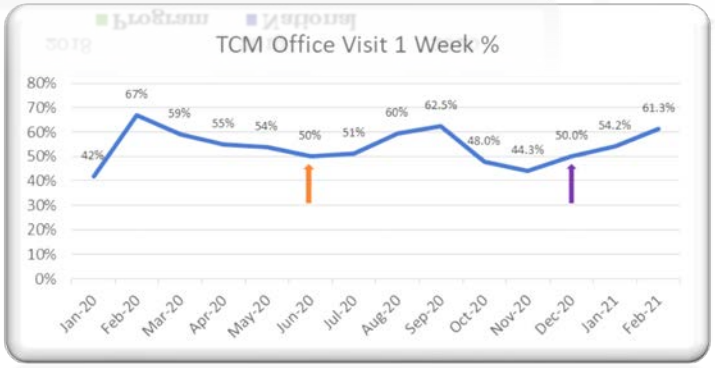

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AiAMC
Alliance of Independent Academic Medical Centers

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Cohort Five

Cohort Five Presenter

Michelle Noltimier RN BSN MBA
Director for Program Development and Student Clinical Education
Office of Health Professional Education

HealthPartners Institute

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Cohort Five – Program/Education

HealthPartners, Minneapolis, MN
Designing a Teaming Framework to Align Training to Patient Care Outcomes

Main Line Health, Bryn Mawr, PA
Nurturing Collaborative Skills in the Clinical Learning Environment

Monmouth Medical Center, Long Branch, NJ
Interprofessional Teaming to Address Hand Hygiene

Ochsner Health System, New Orleans, LA
Teaming on Labor and Delivery

Our Lady of the Lake Regional Medical Center, Baton Rouge, LA
Incorporating Lessons Learned to Increase Participation and Engagement in Interdisciplinary Huddles within Surgical Units

Aurora Health Care – GME, Milwaukee, WI
Using Crisis Response Mock Drills to Prepare Leaders and Enhance Policies

Aurora Health Care – Radiology, Milwaukee, WI
Radiation Exposure, Reduction Techniques, and Standardization of Swallow Study Evaluations

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What did you hope to accomplish? Themes

- Training
  - > Use of Medical Improv to improve teaming
  - > Interprofessional Conferences to improve teaming efficacy.
  - > Mock Drills to enhance team response to prevent suicide
- Quality
  - > Addressing hand hygiene using IP teams
  - > IP Rounding to improve patient safety
  - > Implementation of radiation safety for team members
- Communication
  - > Efficiency and situation awareness of team members by enhancing communication through checklists

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What were you able to accomplish?

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- Teaming Framework developed for training
- Interprofessional education conferences
- Enhanced training to promote staff safety
- Established work groups and pilots
- Debriefing as a way to improve process- use of PDSA
- Mock Drills to bring policies to life
- Spread of success to other areas/departments
- Enhanced engagement of teams
- Improved patient outcomes related LOS, experience, harm reduction
- Identification of safety issues and need for sustained education and training

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Knowing what you know now, what might you do differently?

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- Equal representation and more diverse team member participation
- Empowering others to speak up
- Scope and focus are important
- Plan for uncertainty
- Virtual meetings can assist in participation of members
- Advocate for technical resources earlier
- Plan to scale up
- Teaming might differ in crisis compared to routine care

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What does your CEO need to know to help keep your work sustainable?

em-views.com

- Establishing responsibility for work going forward- roles are clear and sustainable
- How the work can be incorporated into existing practices and expanded to new settings

- Importance of practices as a part of culture change eg hand hygiene
- Investment in resources/technology to enhance communication can facilitate desired outcomes
- Employing active methods of learning to gain understanding of complicated and high risk issues
- Support and engagement from all levels of leadership and clinical practice are important to sustain the teaming approach

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