

# Hasbro Children's Hospital Quality Priorities FY2016

## Patients

### Quality & Safety ~ Patient Experience

- Attain and maintain top-decile performance on relevant UHC, Value Based Purchasing (VBP), and other clinical indicators
- Improve early identification of clinical deterioration -utilizing PEWS, FAST TEAM
- Reach > 90% reliability to reduce Hospital-Acquired Conditions - Ventilator-associated pneumonia, CLABSI, CAUTI, VTE, Falls, HAPU, ADE, SSE
- Optimize patient/family engagement utilizing GetWell Network in preventing harm and obtaining perception of care, (Solutions for Patient Safety - SPS) by
  - Improving and providing education
  - Continuing leader rounds, timely follow-up with concerns and partnering with patient/family for resolution
- **Improve Overall Rating of Care and Willingness to Recommend\***
- Attain and then maintain top-decile performance in patient satisfaction results
- Continue to promote change to culture of safety
- Maintain training in error prevention and leadership methods
- Daily safety briefs on all units
- Review all serious safety events
- Improve transition for young adults
- Develop and nurture customer service culture, working with others – patients, colleagues, teams, etc. – as we would want them to work with us

## Providers

## People

### Engaged Employees & Physician Partners

- **Monitor length of stay (LOS) (UHC O:E\* & observed LOS)**
- **Reduce avoidable readmissions**
- Improve patient flow
  - Reduce rate of patients left-without-being-seen
  - Develop and improve wait times across the system
- Timely discharge
  - Facilitate anticipation of discharge through improved team communication (e.g., collaborative rounding, use of Flag for Discharge order)
- Improve documentation practices (e.g., clinical documentation, timely review and locking of notes)
- **Expand patient enrollment in MyLifespan\***
- Successful LifeChart optimization
- Ensure continuous readiness and compliance with all regulatory requirements (CMS, TJC, DOH)
- Continued adoption of Operational Excellence (OpX) by demonstrated use of the tools of Lean/Six Sigma to organize and accelerate improvement across key priorities
- Improve teamwork within/across units – seek opportunities to increase interdisciplinary education /collaboration

## Purpose

- **Meet established consolidated and affiliate-specific budget targets\* and improve operating performance**
- Improve management of work queues to ensure complete and timely charging

\* Reflects Lifespan System 4P – PATIENTS, PROVIDERS, PEOPLE & PURPOSE - Priority Focus Area for FY2016