

Lifespan Quality Priorities FY2016

Patients

Quality & Safety ~ Patient Experience

- Attain and maintain top-decile performance on relevant UHC, Value Based Purchasing (VBP), other clinical indicators
- Reduce Hospital-Acquired Conditions
 - AHRQ PSI 90; Falls; Pressure Ulcers; CLABSI; CAUTI; C. Diff; MRSA; surgical site infections
- Reduce 30-day mortality
- Measure/ improve quality indicators in ambulatory settings
 - Meaningful Use, PQRS, PCMH, other key metrics
- Improve culture of safety (e.g., increase SafetyNet reporting; improve AHRQ Culture of Safety scores)
- **Improve Overall Rating of Care and Willingness to Recommend***
- Attain and then maintain top-decile performance in patient satisfaction results
- Continue efforts to enhance service excellence
 - Focus on care, communication and compassion, and patient/family-centered care
- Expand/improve practices associated with improved patient safety (e.g., patient/family advisory councils, consistent patient identification, reduce alarm fatigue)

Providers

People

Engaged Employees & Physician Partners

- **Reduce length of stay (LOS) (UHC O:E* & observed LOS)**
- **Reduce avoidable readmissions**
- Improve patient flow
 - Reduce rate of patients left-without-being-seen
- 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
- Workforce engagement in quality and process improvement (e.g., timely performance appraisals, performance goals tied to priorities, staff participation in OpX initiatives)

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