

It's All About the Culture – Creating a Culture of Inquiry and Passion for Quality Improvement

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It's All About the Culture – Creating a Culture of Inquiry and Passion for Quality Improvement

5 Tower Medical-Surgical Oncology Unit Staff
Lehigh Valley Health Network, Allentown, Pennsylvania

Objective

Describe a successful performance improvement model implemented within a 200-bed academic, community Magnet™ hospital and the resultant actions and outcomes for a 30-bed medical-surgical oncology unit.

Significance and Background

Reimbursement changes from the Centers for Medicare and Medicaid Services and value based purchasing systems have made performance improvement for oncology services more crucial than ever. A voluminous amount of data collection is the norm within acute care environments. However, robust analysis of real time, actionable data and subsequent development of action plans that truly enhance oncology quality outcomes are often lacking.

Network Priority and Performance Improvement Council (NPPIC)

- Members
 - Network assistant chief medical officer
 - Hospital nurse administrator
 - Network chief quality officer
 - All 7 unit nurse managers and physician medical directors
 - Representatives of other interprofessional departments
- Meets monthly for 1 hour
- Unit nurse managers and physician medical directors co-lead individual project improvement teams, inclusive of front line, direct care stakeholders.
- Key performance metrics reviewed; work group co-leaders of projects not meeting metrics offer status reports and seek guidance from members.

A Culture of Inquiry and Passion

Chief Quality Officer Rounds



Chief Quality Officer Rounds

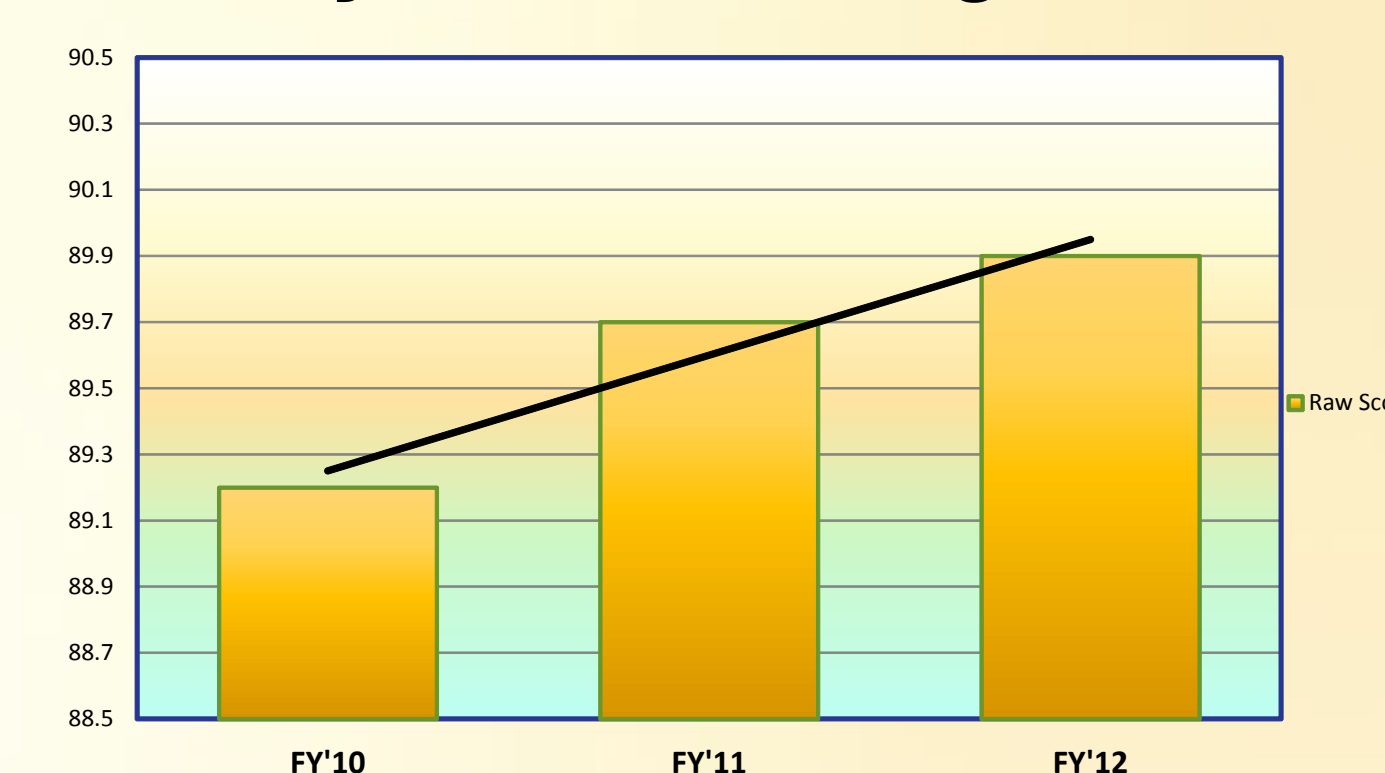
- Facilitated by masters-prepared unit educator
- Conducted 4 x per week
- Incorporate real-time learning and patient care
- Focus on 1 prioritized quality issue
- Assure appropriate interventions
- Prompt critical thinking by bedside interprofessional staff

Quality Boards

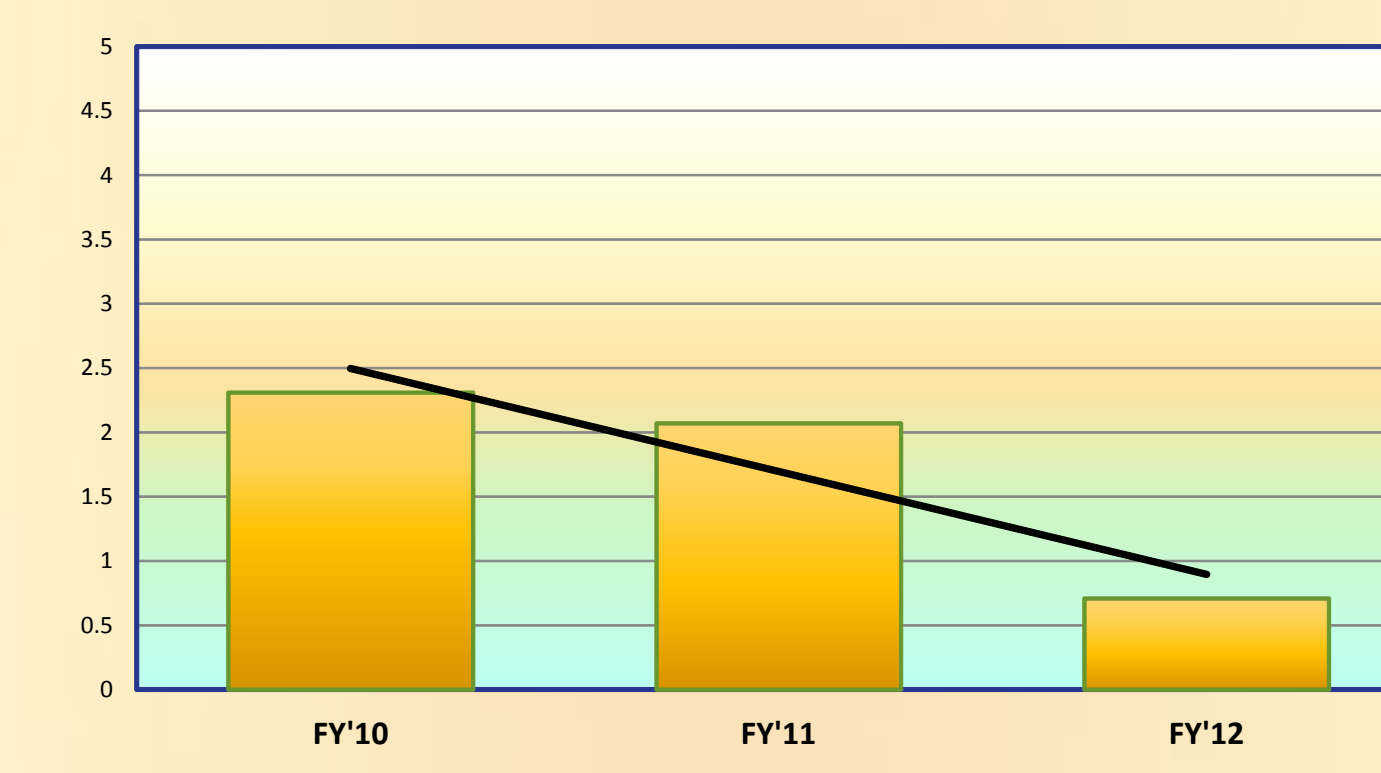
- “On-stage” – in public view
- Display of recent results of quality indicators plus goals and benchmarks
- Quality indicators based upon Network, service line and unit goals

We Took Our Passion and Made It Happen!

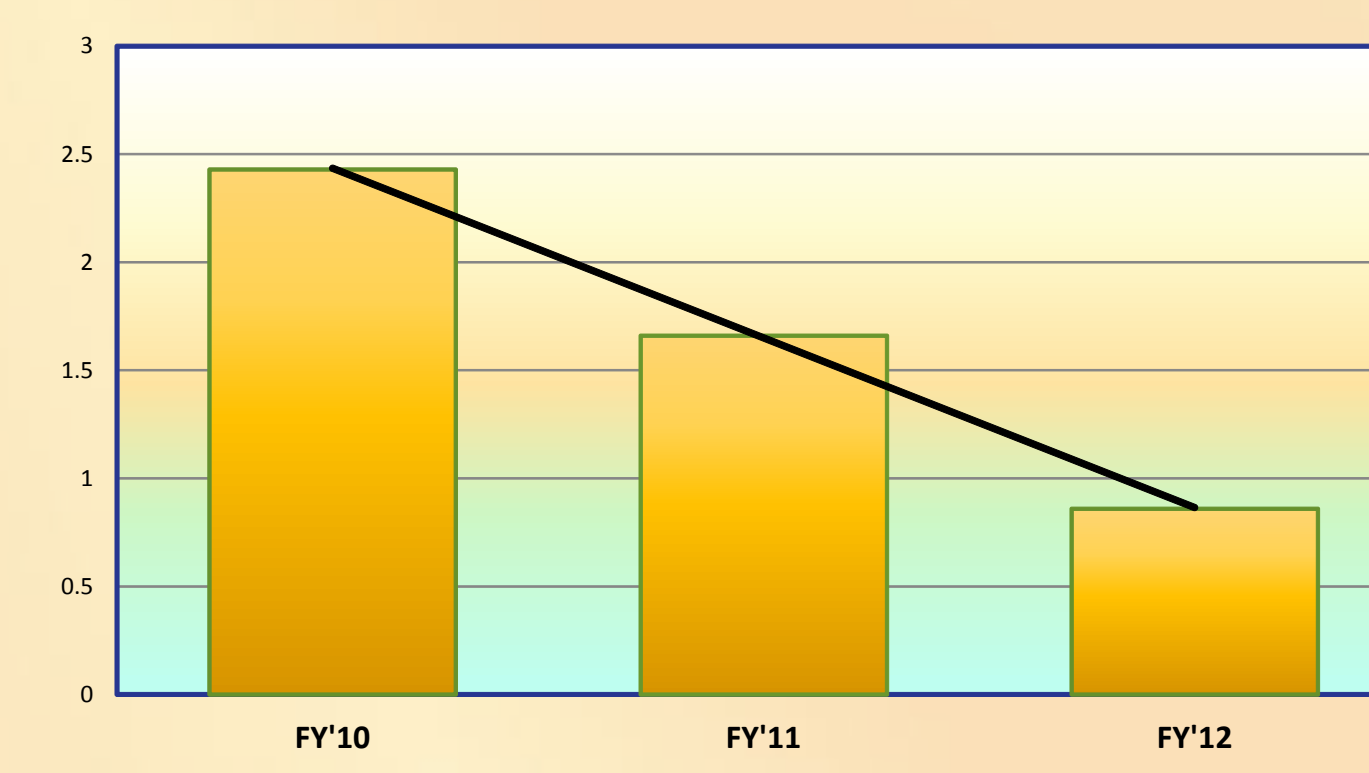
Press Ganey Overall Nursing Satisfaction



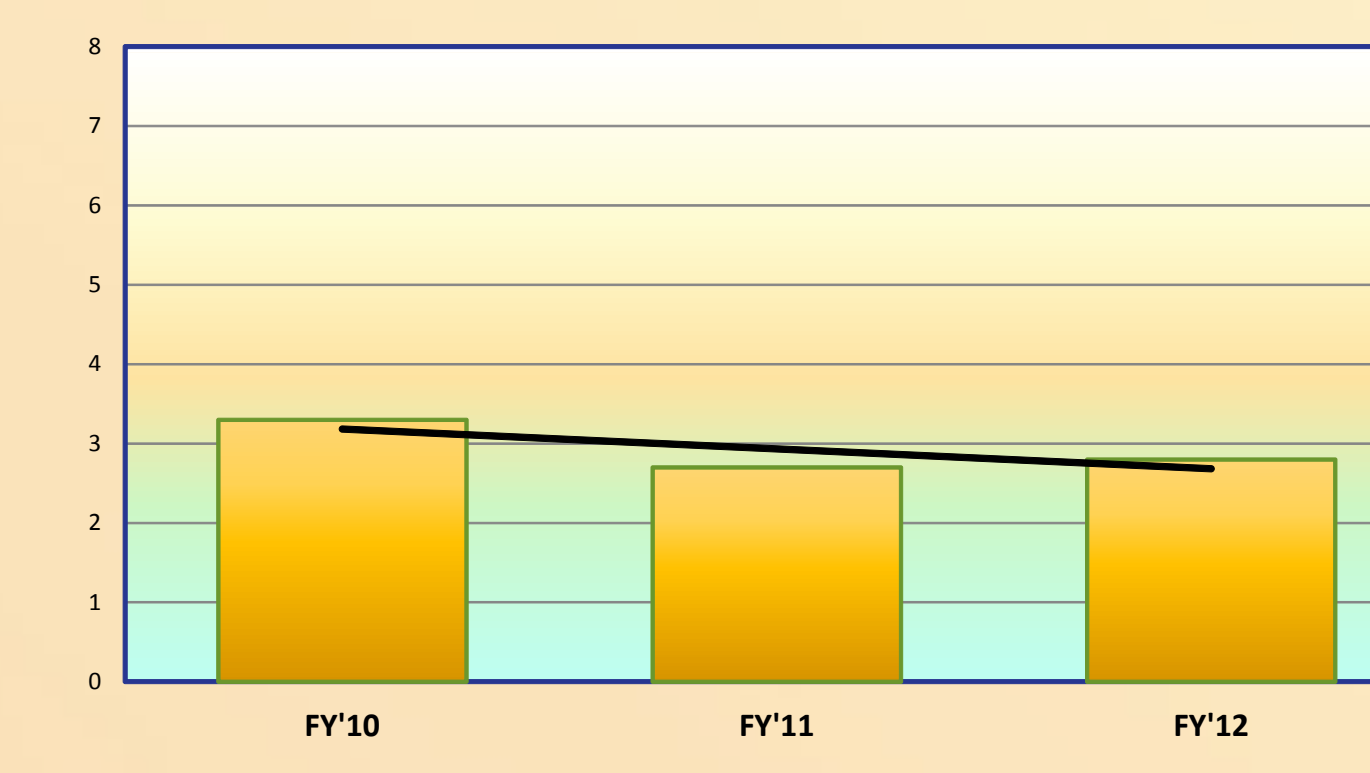
Catheter-Associated UTIs Rate



Pressure Ulcer Rate



Fall Rate



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