It Takes More Than A Village … A Compendium of Strategies to Raise the Quality Bar (Poster)

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

Quality Model - 4 Key Elements
1) Prioritization & Exclusivity  2) Staff Awareness of Data  3) Transparency of Outcomes  4) Ownership, Accountability & Incentivization

1) Incentivized Annual Goals
• Cascading from CEO to staff
• Accountability at time of annual performance appraisal
• Merit pay raises

2) Chief Quality Officer Rounds
• Facilitated by masters prepared unit educator
• Conducted 4 x per week
• Incorporate real time learning & improved patient care
• Focus on 1 prioritized quality issue
• Assure appropriate interventions
• Prompt critical thinking by bedside interprofessional staff

3) Visibility Walls & Quality Boards
• “On-stage” – in public view
• Display of recent results of quality indicators, plus goals and benchmarks

Outcomes

Falls
Pressure Ulcers
Hospital-Acquired CAUTIs

Significance
• The Affordable Care Act outlines improving care and reducing costs.
• Quality incentives, or value based purchasing programs, reward good outcomes and efficient health care practices with higher reimbursement rates.
• Centers for Medicare and Medicaid Services do not provide reimbursement for care related to hospital-acquired complications.
• Reimbursement payments are now performance linked directly to the quality of care through reward or penalty.

Employee Satisfaction

2009 2010 2011
3.39 3.0 3.87

Patient Satisfaction

2009 2010 2011 2012
88.2 88.7 89.5 89.9