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

1. Prioritization and Associated Exclusivity
2. Transparency of Data
3. Non-hierarchical Interprofessional Partnering
4. Ownership, Accountability and Incentivization

4 Key Elements

Quality Boards

- 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

NPPIC

Press Ganey Overall Nursing Satisfaction
Catheter-Associated UTIs Rate
Pressure Ulcer Rate
Fall Rate

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