

2023 ORH Hospital Quality Workshop

May 15-17, 2023

Seaside Civic and Convention Center | Seaside, OR

Getting to Know the New Basics in Health Care Quality

Susan Runyan, CEO, Runyan Health Care Quality Consulting

A wide-angle photograph of a coastal dune landscape. A wooden boardwalk, made of light-colored planks, winds from the foreground into the distance, curving to the right. The terrain is covered in tall, green grasses and patches of purple heather. In the background, there are rolling sand dunes with sparse vegetation, and a line of trees on the horizon under a heavy, overcast sky. The overall mood is quiet and somewhat desolate.

EPIDEMIC OF LONELINESS AND ISOLATION

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- Loneliness is far more than just a bad feeling—it harms both individual and societal health.
- The mortality impact of being socially disconnected is similar to that caused by smoking up to 15 cigarettes a day, and even greater than that associated with obesity and physical inactivity.
- And the harmful consequences of a society that lacks social connection can be felt in our schools, workplaces, and civic organizations, where performance, productivity, and engagement are diminished.

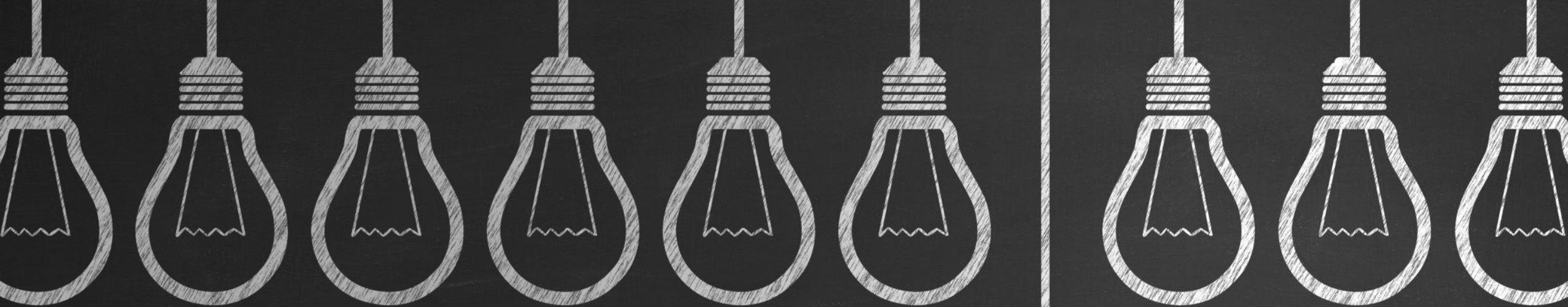


GETTING TO KNOW

GETTING TO KNOW

- Name
- Hospital/City
- Thing you enjoy most about your work
- What's one hobby you've always wanted to try





THE NEW BASICS

QUALITY PROGRAM

- Structure

- How many employees are in the quality department
- What types of roles are in the quality department
- Who does the quality manager/director report to in the org chart

- Committee

- How many quality committees are there (hospital wide, nursing, med staff)
- How often do your committees meet
- Are you, the quality director, the chair
- Who does the minutes/agenda
- Who are on your committees

PATIENT AND FAMILY ENGAGEMENT

- Does your organization have a PFAC
 - How often do you meet
 - How are committee members selected
 - What is the composition of your committee - how many patients vs staff
- Does your organization
 - do bedside shift report
 - Have a patient directory in the room
 - Have small notebooks/pens at the bedside
 - Have 3-ring notebooks for patients to keep

COMMUNITY CONNECTIONS

What are some community organizations you meeting/work with regularly

- Health Department
- Home Health
- Churches/Synagogues
- School Districts
- EMS
- * Care Coordination/Community Health Workers
- * Mental Health
- * Law Enforcement
- * Daycare
- * Funeral Homes

STAFFING

- Quality Director/Manager
 - Where do you obtain training
 - Do you hold a certification
 - Who trained you for your position
 - Groups/organizations you belong to
- Nursing/Medical Staff
 - How is your staffing
 - Use agency/locums currently
 - Involve agency/locums in your quality program/education
 - How do they know measures

QUALITY INFORMATION EXCHANGE

How does your quality department share data results and quality information

- Newsletter
- Quality boards
- Department huddle boards
- Hospital website
- * Hospital Facebook page
- * Newspaper
- * Brochures/Service line print materials
- * New hire orientation

LEADERSHIP ROUNDING (CLINICAL OR NON-CLINICAL)

- Patient

- Clinical
- Non-Clinical
- Roles that participate
- What do you do with this information
- What type of pattern/rotation

- Department

- Safety Rounds
- Observation
- Survey Prep
- How does this work through committee
- What type of pattern/rotation

WORK BESTIES

How do all these roles/positions work together

- Quality
- Risk
- Infection prevention
- Nursing
- * Human Resources
- * Administration
- * Finance
- * Compliance
- * Care Coordination
- * Complaints
- * Marketing
- * Board

CLINIC AND HOSPITAL

- What kind of planning goes on together
- How do care transitions work between the two
- What kind of quality measures are run in the clinic
- Is clinic quality truly a part of the hospital quality
- Does someone from the clinic sit on the PFAC or Quality Committee



CLOSING THOUGHTS

Creating YOUR 'New Normal'

CREATE THE 'NEW NORMAL'

- Analyze and bolster your quality program
- Build a strong internal team
- Get some 'work besties'
- Create community connections
- Craft clinic and hospital links
- Hear the voice of the patient
- Foster patient and facility rounding - both clinical and non-clinical
- Spread quality information and data
- Invest in your professional self
- Connect with each other
- Reach out when you're struggling

TRY THE HOBBY YOU HAVE
ALWAYS WANTED TO.....

Life is short.....

What's holding you back?





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Thank you!

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runyanhcquality@gmail.com