Hasbro Children’s Hospital Quality Priorities FY2016

**Patients**

**Quality & Safety ~ Patient Experience**

- Attain and maintain top-decile performance on relevant UHC, Value Based Purchasing (VBP), and other clinical indicators
- Improve early identification of clinical deterioration - utilizing PEWS, FAST TEAM
- Reach > 90% reliability to reduce Hospital-Acquired Conditions - Ventilator-associated pneumonia, CLABSI, CAUTI, VTE, Falls, HAPI, ADE, SSE
- Optimize patient/family engagement utilizing GetWell Network in preventing harm and obtaining perception of care, (Solutions for Patient Safety - SPS) by
  - Improving and providing education
  - Continuing leader rounds, timely follow-up with concerns and partnering with patient/family for resolution
- Improve Overall Rating of Care and Willingness to Recommend*
- Attain and then maintain top-decile performance in patient satisfaction results
- Continue to promote change to culture of safety
- Maintain training in error prevention and leadership methods
- Daily safety briefs on all units
- Review all serious safety events
- Improve transition for young adults
- Develop and nurture customer service culture, working with others – patients, colleagues, teams, etc. – as we would want them to work with us
- Monitor length of stay (LOS) (UHC O:E* & observed LOS)
- Reduce avoidable readmissions
  - Improve patient flow
    - Reduce rate of patients left-without-being-seen
    - Develop and improve wait times across the system
  - 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)
- Improve patient/family engagement utilizing GetWell Network in preventing harm and obtaining perception of care, (Solutions for Patient Safety - SPS) by
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- Develop and nurture customer service culture, working with others – patients, colleagues, teams, etc. – as we would want them to work with us
- Meet established consolidated and affiliate-specific budget targets* and improve operating performance
- Improve management of work queues to ensure complete and timely charging

**Providers**

**Engaged Employees & Physician Partners**

- 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
- Improve teamwork within/across units – seek opportunities to increase interdisciplinary education/collaboration

**People**

- 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