Lifespan Quality Priorities FY2016

**Patients**

**Quality & Safety ~ Patient Experience**

- Attain and maintain top-decile performance on relevant UHC, Value Based Purchasing (VBP), other clinical indicators
- Reduce Hospital-Acquired Conditions
  - AHRQ PSI 90; Falls; Pressure Ulcers; CLABSI; CAUTI; C. Diff; MRSA; surgical site infections
- Reduce 30-day mortality
- Measure/ improve quality indicators in ambulatory settings
  - Meaningful Use, PQRS, PCMH, other key metrics
- Improve culture of safety (e.g., increase SafetyNet reporting; improve AHRQ Culture of Safety scores)
- Improve Overall Rating of Care and Willingness to Recommend*
- Attain and then maintain top-decile performance in patient satisfaction results
- Continue efforts to enhance service excellence
  - Focus on care, communication and compassion, and patient/family-centered care
- Expand/improve practices associated with improved patient safety (e.g., patient/family advisory councils, consistent patient identification, reduce alarm fatigue)

**Providers**

**Engaged Employees & Physician Partners**

- Reduce length of stay (LOS) (UHC O:E* & observed LOS)
- Reduce avoidable readmissions
- Improve patient flow
  - Reduce rate of patients left-without-being-seen
- 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)

**People**

- 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
- Workforce engagement in quality and process improvement (e.g., timely performance appraisals, performance goals tied to priorities, staff participation in OpX initiatives)

**Purpose**

- 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