Quality at OHSU
Prioritizing Initiatives

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Objectives
- Recap 2020
- Current state
- Risk assessment
- Effort vs. Impact

2020...
Current State

• What does our new normal look like?
• How will we keep our patients and staff safe and engaged?
• How will we prioritize our opportunities?
• What do our regulatory agencies expect from us?

Current State

• We'd all like to go from this...

• To this...

Risk Assessment

• Required by CMS
• Not just emergency preparedness or patient care plan
• Must be documented with a path of escalation
OHSU’S Risk Assessment Tool

- Standard across the organization
- Required all key healthcare metrics reported through the OHSU Management System
- Reviewed by metric owners and leadership
- Allows for clear next steps
Let's try it out...

- What is an opportunity your organization is currently facing?

Effort vs. Impact Matrix

1. High Impact/Low Effort
   - Quick Wins

2. High Impact/High Effort
   - Major Projects

3. Low Impact/Low Effort
   - Low Hanging Fruit

4. Low Impact/High Effort
   - Thankless
OHSU Performance Excellence System (OPEX)

- FIDA
- Gemba Walk
- Kaizen Events
- Value Stream Mapping
- SIPOC
- Spaghetti Diagram
- Standard Work

Mindset

- Respect for People
- Increasing improvement capability of people
- Value & Waste
- Focus on customer
- Transparency
- Engage everyone as a community of scientists
- Blame the process, not the people

OPEX Principles

1. Value is defined by those we serve.
2. To excel in creating value, we must constantly improve.
3. Improvement depends on standards and thoughtful innovation.
4. Standards require doing the same work the same way every time.
5. Innovation comes from planning, experimenting and observing.
6. Problems are opportunities: The only failure is not trying to improve.
7. For all of us to excel, each of us must learn, teach and lead.

Mindset

- Respect for People
- Developing individuals' knowledge and problem-solving skills
- Going to the source to find facts to make correct decisions and build consensus
- Building mutual trust

Continuous Improvement

- Challenging the organization to achieve the best outcomes for our patients, people and hospital
- Solving problems well
- Achieving goals at our best speed

Fundamentals
Thank You