

# 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

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A wide-angle photograph of a coastal dune landscape. A wooden boardwalk, made of light-colored planks, starts in the foreground and curves gently to the right, leading the viewer's eye into the distance. The dunes are covered in a mix of green grasses and low-lying shrubs, with patches of sand visible on the crests. In the far background, a line of dark evergreen trees marks the horizon under a heavy, overcast sky with soft, diffused light. The overall mood is quiet and somewhat somber, reflecting the theme of the text.

EPIDEMIC OF LONELINESS AND ISOLATION



# 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.

A black and white photograph of a person walking up a dark, narrow staircase. The person is silhouetted against a bright light source at the top of the stairs, creating a strong lens flare. The walls of the staircase are dark and textured, with metal handrails on both sides. In the background, a tall building with many windows is visible, also silhouetted against the bright light. The overall mood is one of ascent and pursuit of knowledge.

GETTING TO KNOW.....

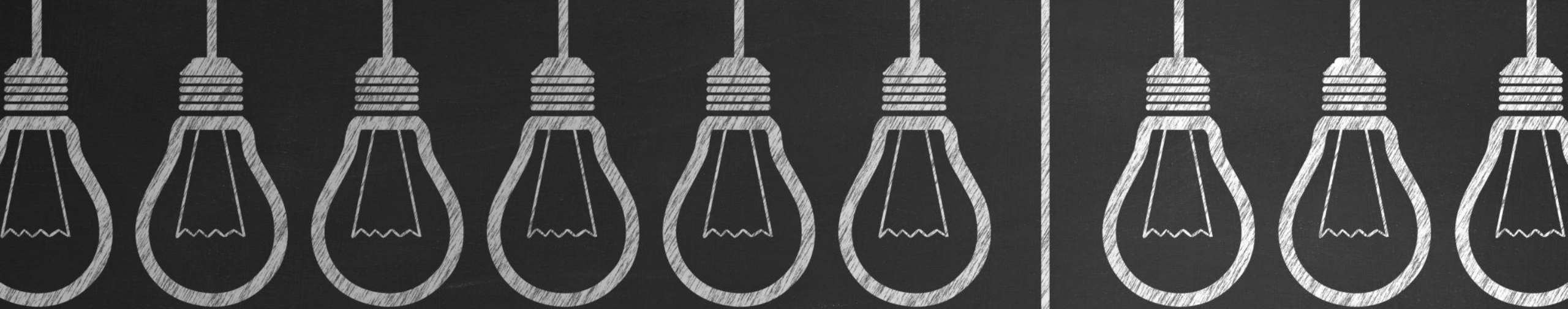
# GETTING TO KNOW .....

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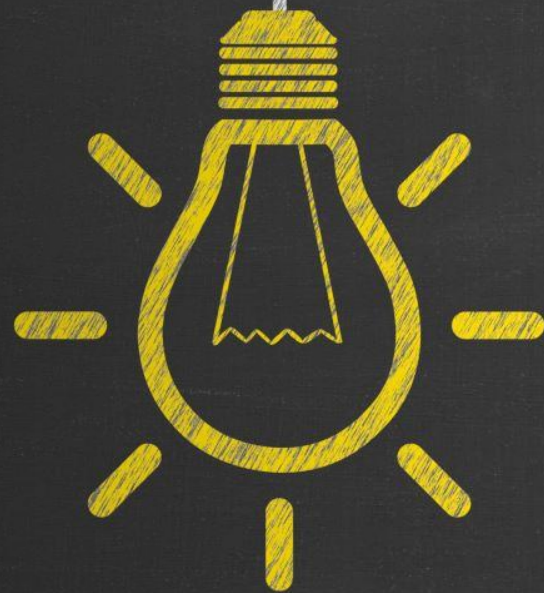
- Name
- Hospital/City
- Thing you enjoy most about your work
- What's one hobby you've always wanted to try







# THE NEW BASICS



# QUALITY PROGRAM

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- 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

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- 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

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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

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- 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

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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)

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- 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

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How do all these roles/positions work together

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

# CLINIC AND HOSPITAL

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- 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



The background features a collage of light blue and white paper-cut silhouettes of human heads in profile, facing right. Each head contains a large black question mark. A central head has a blue line-art lightbulb icon instead of a question mark. The text 'CLOSING THOUGHTS' is overlaid in white, serif, all-caps font, centered horizontally and partially covering the central head. A white horizontal line is positioned below the title.

# CLOSING THOUGHTS

Creating YOUR 'New Normal'

# CREATE THE 'NEW NORMAL'

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- 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.....

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Life is short.....

What's holding you back?







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## Thank you!

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