

Quality & Risk Management

WHERE QUALITY & SAFETY
ARE **PRIORITY ONE**

Members of Our Team

- Nicole Hedderich, AVP Quality & Risk Management, Chief Quality & Patient Safety Officer
- Lindsay Falcone, Quality Outcomes Coordinator
- Brittany Lyon, Performance Improvement Coordinator
- Ashley McAfee, Risk Management Coordinator
- Thomas Grantland, Quality Improvement Manager
- Debbie Lobas, Infection Control Practitioner
- Caryn Wells, Clinical Performance Improvement Specialist
- Shawn Polidoro, Healthcare Regulatory Coordinator

Partnering With You

- Safety and Quality on your unit
- Regulatory Compliance
- Core Measures and Stroke Outcomes
- Clinical Pertinence Reviews, SNAP forms
- Other PI/QA tools
- Patient satisfaction
- Hospital Survey on Patient Safety
- Adverse event reporting
- Root Cause Analysis (RCA)
- Failure Mode and Effects Analysis (FMEA)
- QBR/MHACs/Readmissions/PAUs

The Joint Commission

- Joint Commission Accredited
- Upcoming survey – in the survey window
- Surveys are Unannounced
- The Key to Success is Continual Readiness (EOC Rounds and Tracers)
- Regulatory Compliance Committee
 - 1st Wednesday of every month at 12:30pm in the Boardroom
 - Chapter Leaders and ad hoc

Patient Safety Initiatives

- Culture of Safety-Primary Quality Goal
- High Reliability
- Periodic Safety Survey
- Regular Environment of Care (EOC) Rounds
- Employees encouraged to participate in safety initiatives
- Non-punitive incident reporting process
 - Never Events
 - Near Misses/Good Catch Program
 - Trends
- Numerous teams to improve processes

Teams with a Safety or Quality Focus

- Joint Quality Improvement Committee (JQIC)
- Organizational Performance Improvement and Safety Committee (OPISC)
- Medical Executive Committee (MEC)
- Medication Usage and Safety Team (MUST)
- Regulatory Compliance Committee
- National Patient Safety Goals Team (NPSG)
- Safety Coach Program
- Ethics Committee
- Falls Committee
- Quality & Patient Safety Council
- Restraint & Seclusion Team
- Wound care team

*Just to name
a few*

Safety Coach Program

- **Safety coaches** are:
 - Team members who have been trained to observe employee work behaviors and provide feedback about compliance and safety throughout the organization
 - Coaches use both formal (documented behavioral observations) and informal (just-in-time interventions) techniques.

Encounter With a Safety Coach

- Expectation:
 - **Anyone** who receives coaching is expected to accept the coaching in a positive and professional manner.
 - The program enables us improve our performance and maintain a safe environment.

Intranet - Resources

- Annual Performance Improvement and Safety Report
- Performance Improvement, Safety & Joint Commission Staff Guide
- Performance Improvement, Quality and Safety Report
- Public Access-PI Folders
- *Quality & Patient Safety* section
- Safety Net (Safety Incident Reporting)
- Policies & Procedures

Intranet - Quality & Risk Management

CalvertHealthMedicine.org

CalvertHealth

Information Employees Clinical Medical Staff Applications Policies & Procedures Forms & Documents Emergency Resources FAQs

Professional Nursing Practice Work Request Forms THE CALVERT Cafe Employee Toolkit Information Services **Quality & Risk Management**

The Joint Commission resurvey can occur any day now.

Please be mindful of your work environments:

- No blocked fire egresses or gas shut offs
- Monitor log signings (refrigerator and code carts)
- Keep units clean and clutter free (no holiday decorations are permitted)

Congratulations, Renee Sbrocco!
YOU'VE MADE A DIFFERENCE AWARD - September 2017

Upcoming Events

Gift Shop Construction Clearance!
November 8-15

Our gift shop is moving to a much smaller space during construction and we need to downsize. Payroll deduction will be available beginning Wednesday, November 8-15 with a minimum purchase of \$25 not exceeding \$100. Shop early for the Holidays and support CalvertHealth.

Uniform and Shoe Fundraiser!

2:56 PM 11/9/2017

Intranet – Safety Net



Get Helpdesk Support



CalvertHealth

CalvertHealthMedicine.org

| | | | | | | | | |
|---|--|---|--|--|---|-------------------|---------------------|------|
| Information | Employees | Clinical | Medical Staff | Applications | Policies & Procedures | Forms & Documents | Emergency Resources | FAQs |
| Professional Nursing Practice  | Work Request Forms  | THE CALVERT  | Employee Toolkit  | Information Services  | Quality & Risk Management  | | | |

Quality & Risk Management



QUICK NAVIGATION LINKS

Click on a link below to quickly move to the section you need:

[HCAHPS](#) | [Core Measures](#) | [Stroke](#) | [Safety Coach Program](#) | [Safety Net LIVE Site](#) | [MOLST](#) | [PI - QA Survey Tools](#) | [Policies and Procedures](#) | [The Joint Commission](#) | [Meet the Team](#)

RELATED LINKS

- [2016 Annual Report](#)
- [ICP Goals](#)
- [Guide to Joint Commission Readiness 2017](#)
- [Performance Improvement Quality and Safety Report \(PIQS\)](#)

Welcome to the World of Quality & Risk Management
Where quality and patient safety is priority ONE!

Our goal in the Quality and Risk Management department is to keep you abreast of the latest quality and patient safety information and keep tools for performance improvement activities at your fingertips. **Here you will find:**

- The latest copy of our staff guide; your resource for all you need to know to keep our patients safe and stay continually ready for a Joint Commission Survey.

Intranet – Policies & Procedures

The screenshot shows the CalvertHealth intranet homepage. The navigation bar includes: Information, Employees, Clinical, Medical Staff, Applications, **Policies & Procedures** (circled in orange), Forms & Documents, Emergency Resources, and FAQs. Below the navigation bar, there are several menu items: Professional Nursing Practice, Work Request Forms, Policy and Procedure Search (with an orange arrow pointing to it), Information Services, and Quality & Risk Management. A dropdown menu is visible under 'Policy and Procedure Search', listing: Policy and Procedure Search, Policies & Procedures References, Nursing IV Drug Handbook, and Psychiatric Mental Health Nursing. The main content area features a congratulatory message for Renee Sbrocco and an upcoming event announcement for Gift Shop Construction Clearance.

CalvertHealthMedicine.org

CalvertHealth

Information Employees Clinical Medical Staff Applications **Policies & Procedures** Forms & Documents Emergency Resources FAQs

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