

# Quality & Risk Management

WHERE QUALITY & SAFETY  
ARE **PRIORITY ONE**

# Members of Our Team

- Nicole Hedderich, AVP Quality & Risk Management, Chief Quality & Patient Safety Officer
- Crystal Gray, Quality Outcomes Coordinator
- Rebecca Lee, PI Database and Project Coordinator
- Ashley McAfee, Risk Management Coordinator
- Thomas Grantland, Quality Improvement Manager
- Debbie Lobas, Infection Control Practitioner
- Caryn Wells, Clinical Performance Improvement Specialist
- Linda O'Brien, Infection Preventionist
- 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
  - 1<sup>st</sup> 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 \(PIQS\)](#)

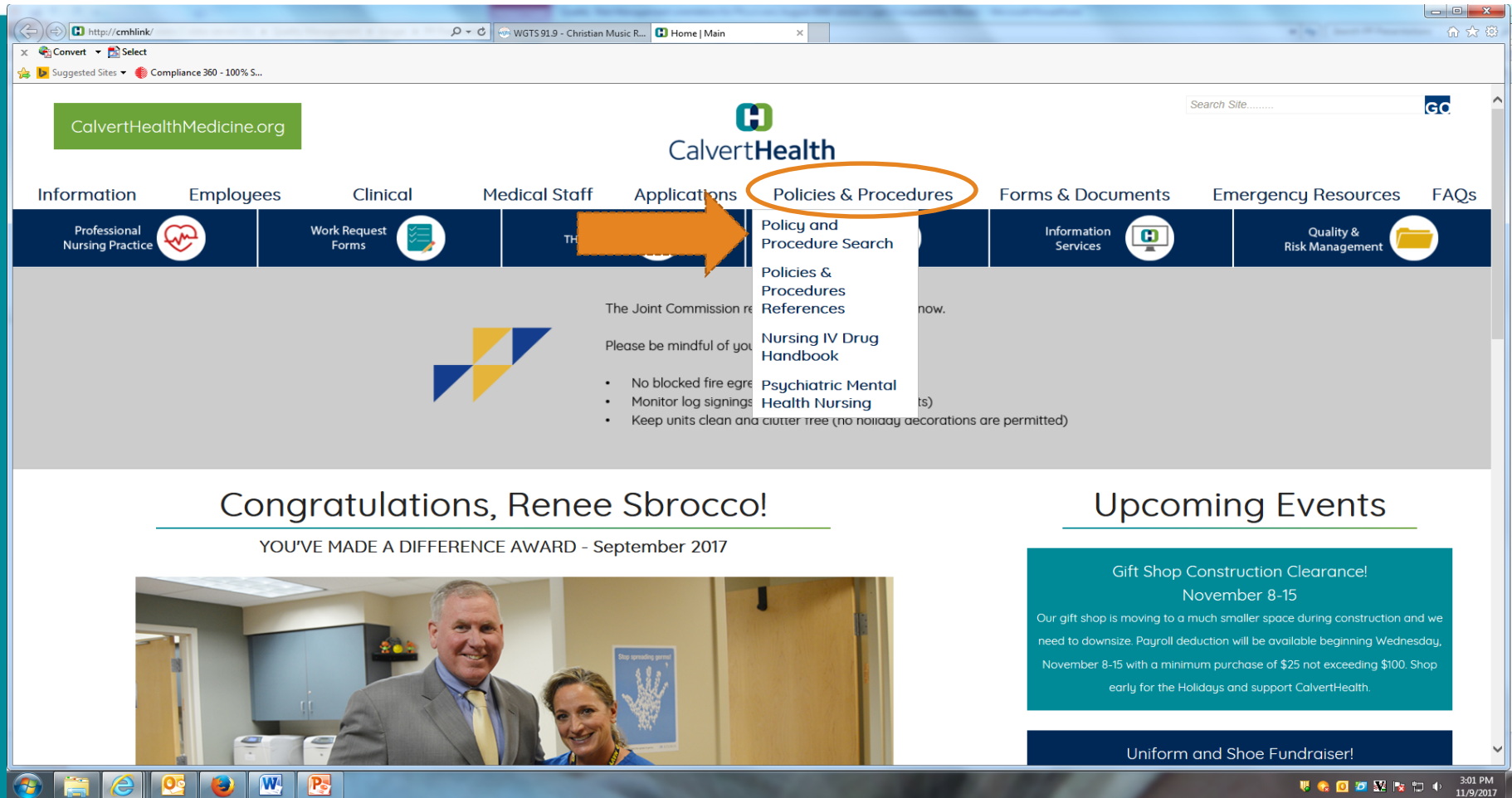
### Welcome to the World of Quality & Risk Management

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 Surveu.

# Intranet – Policies & Procedures



The screenshot displays the CalvertHealth intranet interface. The top navigation bar includes links for Information, Employees, Clinical, Medical Staff, Applications, Policies & Procedures (highlighted with an orange circle and an orange arrow), Forms & Documents, Emergency Resources, and FAQs. Below the navigation bar, the Policies & Procedures dropdown menu is open, showing options: 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, a 'YOU'VE MADE A DIFFERENCE AWARD' for September 2017, and a photo of a man and a woman in a clinical setting. To the right, there is a section for 'Upcoming Events' with details about a 'Gift Shop Construction Clearance' from November 8-15 and a 'Uniform and Shoe Fundraiser'.

CalvertHealthMedicine.org

CalvertHealth

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

Professional Nursing Practice Work Request Forms

Policy and Procedure Search

Policies & Procedures References

Nursing IV Drug Handbook

Psychiatric Mental Health Nursing


The Joint Commission re

Please be mindful of you

- No blocked fire egre
- Monitor log signings
- 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!

3:01 PM 11/9/2017