

Patient Safety: A Call to Action

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Welcome!

In this session, we will:

- Set context for patient safety and your participation in this initiative
- Briefly review the learning collaborative approach
- Prepare for patient safety action



Critical Juncture: The Institute of Medicine Reports

Our collective attention has been raised:

- To Err is Human (1999)
- Crossing the Quality Chasm (2000)
 - Six overarching "Aims" for 21st Century health care:
 - Safe
 - Timely
 - Effective
 - Efficient
 - Equitable
 - Patient-centered



National Focus on Patient Safety

- **National Priority Partnership**
 - <http://www.qualityforum.org/about/NPP/>
- **National Patient Safety Foundation**
 - <http://www.npsf.org/>
- **National campaigns**
 - IHI's 100,000 and 5 Million Lives
 - Advancing Excellence in America's Nursing Homes
- **Trend toward Value Based Purchasing and Pay for Performance (P4P)**



Minnesota Focus on

- **Minnesota Health Reform**
 - <http://www.health.state.mn.us/healthreform/>
- **Minnesota Adverse Health Events Law**
 - 5th year of implementation and report
 - <http://www.health.state.mn.us/patientsafety/>
- **Minnesota Alliance for Patient Safety**
 - <http://www.mnpatientsafety.org/>



Who is Stratis Health?

- Independent, non-profit, community-based organization founded in 1971
- Leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities
- Supports quality improvement and patient safety
 - Across the continuum of health care (hospitals, nursing homes, clinics, home health agencies)
 - Across the continuum of quality (individual, setting-based, community, and population)



Who is Stratis Health? (cont.)

- 55+ staff of physicians, nurses, data analysts, quality improvement professionals, health educators
- Funded by public and private sources (federal and state contract, corporate and foundation grants)
 - Serves as Medicare Quality Improvement Organization (QIO) for MN



Medicare Quality Improvement Organizations (QIOs)

- Medicare contracts with one organization in each state to assure and improve the quality of care for Medicare beneficiaries in that state;
 - 53 contracts (50 states, plus 3 territories)
 - Most contracts held by non-profit, community-based organizations like Stratis Health
 - Work is in 3-year contract cycles, called “Scopes of Work”



QIO 9th Scope of Work

- Three core themes (2008-2011):
 - Beneficiary Protection
 - **Patient Safety**
 - Prevention
- Patient safety theme:
 - MRSA (hospitals)
 - Pressure Ulcers (hospitals and nursing homes)
 - Surgical care (hospitals)
 - Heart failure (hospitals)
 - Physical restraints (nursing homes)



National QIO Efforts

- QIO patient safety work across the country is engaging nearly 3,000 hospitals and nursing homes
 - Nursing Homes:
 - Pressure ulcers 932
 - Physical restraints 977
 - Hospitals:
 - Pressure ulcers 418
 - MRSA 432
 - SCIP & heart failure 563



Stratis Health Patient Safety Learning Collaborative

- Your organization has committed to being on a patient safety improvement journey with Stratis Health over the next 3 years, joining hospitals and nursing homes around the country in improving the care delivered to your patients and residents.

Congratulations and thank you!



What is a Learning Collaborative?

Teams from participating organizations focused on similar goals work together to:

- Learn about theory and proven strategies for improving care
- Try out tools to help achieve improvement
- Make and refine plans for improvement for their organizations
- Develop a network of colleagues at other organizations pursuing similar work



Learning Collaboratives: Methodology

- 3-4 learning sessions over 12-18 months
 - Typically facilitated by an external organization
 - ‘Faculty’ experts help design and facilitate
- Teams measure and share results to track progress
 - Storyboards at learning sessions
- Proactive support between learning sessions
 - Support, encouragement, and expertise offered through conference calls, email, and Web site interaction with faculty experts from the collaborative
- Final celebratory session (e.g., Outcomes Congress)
 - Share learning's and disseminate results



Learning Collaboratives: Do They Work?

- Stratis Health frequently uses the learning collaborative approach as an approach most useful when problems or issues are:
 - They are complex, overarching, and often cross-functional
 - They are problems, opportunities, or difficulties for which there is no single solution, and
 - They are actual problems, meaningful to participants, and for which participants are motivated to act



Learning Collaborative: Preparing you and your team

- Learning sessions:
 - Be open and ready for new knowledge and skills
 - Be willing to share candidly
 - Use the learning sessions as milestones to stay on track with your patient safety work
- Between session activities:
 - Take full advantage of expert guidance and support
 - Try out small tests of change back on the job



Learning Collaboratives: Preparing you and your team (cont.)

- Overall preparation:
 - Commit to measuring your processes and results, and benchmarking against peers
 - Empower your team with new skills, support for change, and a willingness to 'fail small'
 - Celebrate success, and learn from failed tests of change
 - Engage your senior administrative and/or clinical leadership



Patient Safety Learning Collaborative

Are you ready?



Questions?

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Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.



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