Becoming a High Reliability Organisation Through Partnership – A System and Physician's View

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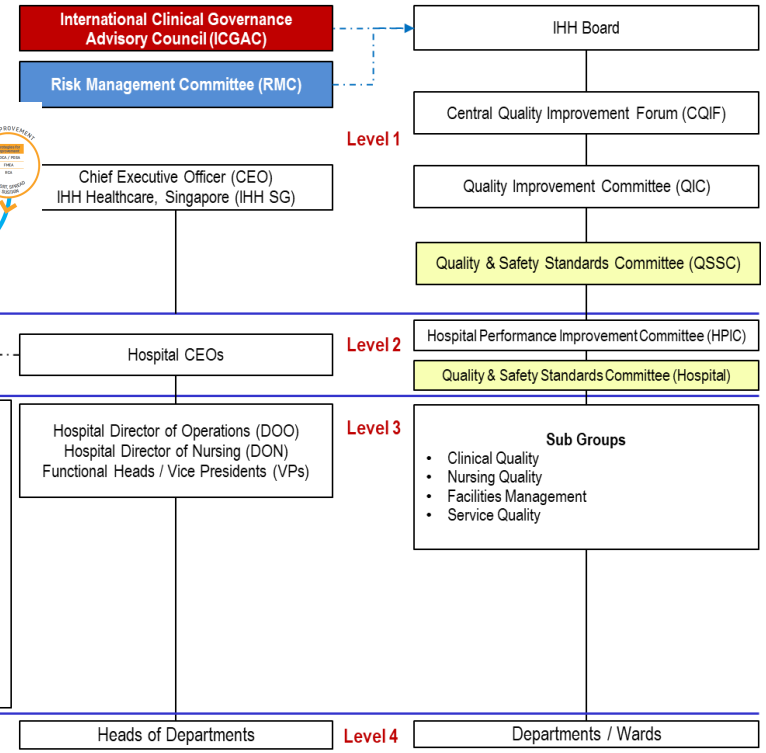
Background



MCR No.	Name of Doctor	Procedures and/or DRGs and the Adjacent DRGs	Sub-Parameters	Numerator	Denominator	Rate	Internal Benchmark	External Benchmark	*Rating
M00003C	DR AC	Endoscopic Procedures on Ureter - Endoscopic Fragmentation of Ureteric Calculus - Endoscopic Insertion / Removal / Replacement of Ureteric Stent	Return to OT for Complications During Index Hospitalisation	0	39	0.0%	0.0%	-	
			Complications During Index Hospitalisation	0	39	0.0%	0.3%	-	
			Readmission within 28 days for Complications	0	39	0.0%	0.4%	-	
			*Mortality Rate	0	39	0.0%	0.0%	-	
		Renal Transplantation	Return to OT for Complications During Index Hospitalisation	0	30	0.0%	0.0%	-	
			Complications During Index Hospitalisation	0	30	0.0%	0.0%	-	
			Readmission within 28 days for Complications	0	30	0.0%	0.0%	-	
			*Mortality Rate	0	30	0.0%	0.0%	-	
		Extracorporeal Shockwave Lithotripsy [ESWL] of Urinary Tract	Return to OT for Complications During Index Hospitalisation	0	29	0.0%	0.0%	-	
			Complications During Index Hospitalisation	0	29	0.0%	0.0%	-	
			Readmission within 28 days for Complications	0	29	0.0%	0.0%	-	
			*Mortality Rate	0	29	0.0%	0.0%	-	
		Prostatectomy - Laparoscopic Radical Prostatectomy - Endoscopic Destruction of Lesion of Prostate - Transurethral Needle Ablation of Prostate [TUNA]	Return to OT for Complications During Index Hospitalisation	0	13	0.0%	0.0%	-	
			Complications During Index Hospitalisation	0	13	0.0%	0.7%	-	
			Readmission within 28 days for Complications	0	13	0.0%	0.0%	3.1%	
			*Mortality Rate	0	13	0.0%	0.0%	-	

(1) Target and Tolerance

- Each quality indicator is measured as a percentage and benchmarked against target and tolerance
- Target = 100%; Tolerance takes reference from published literature

	Met target
	Met tolerance
	Did not meet tolerance/ Did not meet target and there is no tolerance

(2) Optimal Care Index (OCI)

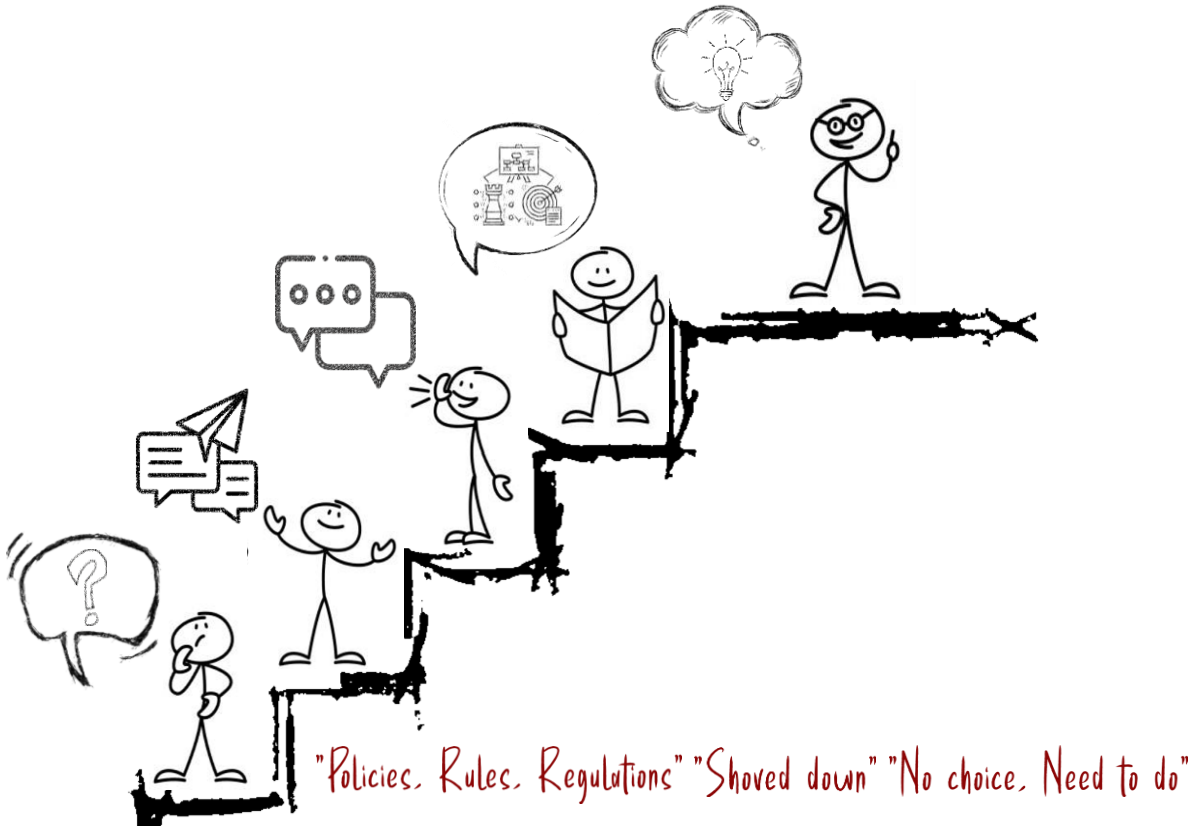
- Measures whether each case has met **all** the quality indicators.

e.g. TKR Quality Indicators	Case 1	Case 2	Case 3	Case 4	Case 5	Case 6	Case 7	Case 8
OCI SCORE FOR EACH CASE	1	1	1	0	1	1	0	1

Logistic regression output on factors associated with positive Overall Patient Safety Grade		Sig.	Odds Ratio	95% C.I.for OR Lower	95% C.I.for OR Upper
Composite Measures	1. Teamwork Within Units	.000	1.600	1.312	1.952
	3. Organizational Learning - Continuous Improvement	.006	1.398	1.099	1.780
	4. Management Support for Patient Safety	.000	1.520	1.237	1.869
	11. Handoffs & Transition	.278	1.100	.926	1.307
	12. Non-punitive Response to Errors	.539	1.049	.900	1.222

Data Rich and Information Poor

Background



Cascading information is a real struggle

Change Ideas

1. Revised QI Training Modules
2. Sharing data at various platforms
3. Patient Safety Leadership Rounds

We thought that these activities were helpful . . .

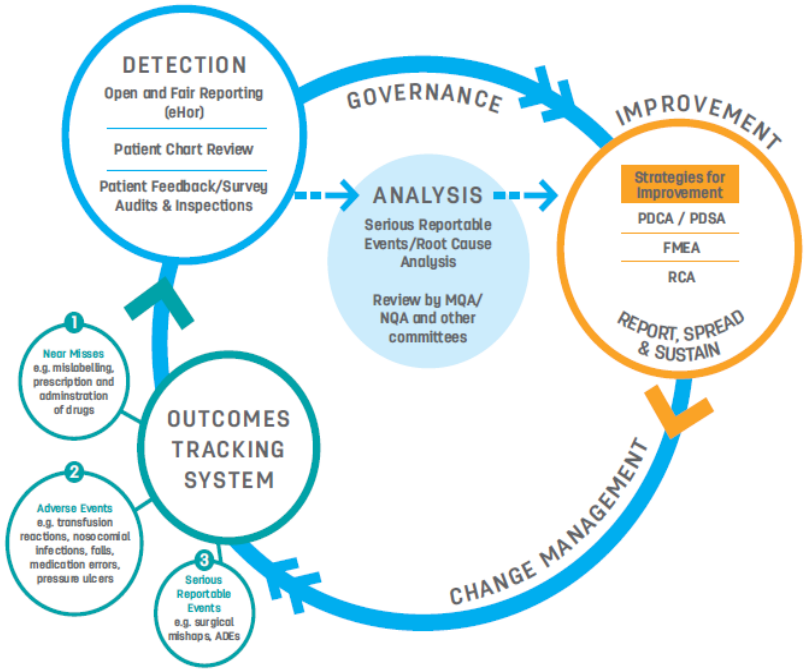
Outcomes

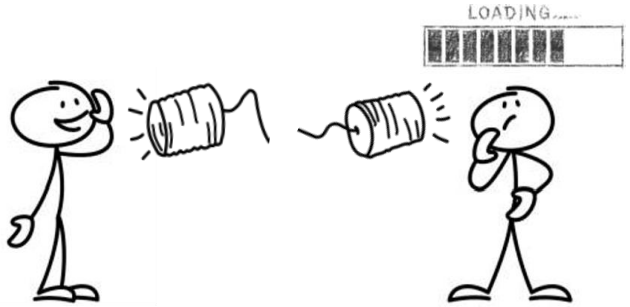
Patient Safety Culture Composite	Composite Measure % Positive Response (2023)	Vs AHRQ	Vs 2019
1. Teamwork Within Units	75%	-7% ◆	0%
2. Supervisor/Manager Expectations & Actions Promoting Patient Safety	68%	-12% ◆	-1%
3. Organizational Learning - Continuous Improvement	77%	6% ◆	-5%
4. Management Support for Patient Safety	69%	0%	-4%
5. Overall Perceptions of Patient Safety	55%	-11% ◆	-3%
6. Feedback & Communication about Error	63%	-6% ◆	-7% ◆
7. Communication Openness	44%	-22% ◆	0%
8. Frequency of Events Reported	60%	-8% ◆	-6% ◆
9. Teamwork Across Units	61%	0%	-2%
10. Staffing	26%	-27% ◆	-7% ◆
11. Handoffs & Transition	44%	-4%	-6% ◆
12. Nonpunitive Response to Errors	23%	-26% ◆	-3%
13. Health IT System Training	59%	-5%	1%
14. Health IT System Support and Communication	51%	1%	-5%
15. Health IT System Workflow / Work Process	32%	-10% ◆	-6% ◆

Scores from each hospital weighted equally

How are we doing …

Impact & Learnings





"...and that's why this is so important to the organisation"

"i see!"

"I'm so glad you get me!"

Embody, Empower, Encompass, Enable

A Physician's View...

The Hard Truth . . .

Questions for the audience

What are your thoughts…

Simplifying processes is a leadership responsibility to enable employees to do the right thing.

Maintain a high level of situational awareness, in hope to reduce errors.

Navigating Differences – generational, cultural, historical

Above all, communication is key – the intent and purpose