

# CLER Pathway 2: Healthcare Quality

### Recent Quality and Process Improvement Initiatives and Outcomes

Recent changes you may have noticed as a result of Northwestern Medicine's constant strive to better patient care

#### **Ongoing Quality and Process Improvement Projects**

Prompts within the electronic medical record that encourage you to order VTE prophylaxis (DVT boots or chemoprophylaxis) for patients that may need it or consult with a pharmacist to determine optimal antibiotic coverage for patients

EMR capabilities to support rigorous medication reconciliation at admission and discharge

Preventing infections through influenza and pneumococcal immunizations

Checklist and nurse support for safe insertion of central venous catheters

Eliminating falls with injuries

Improving sepsis recognition and intervention

Reducing pressure ulcers

Avoiding unnecessary CRRT in the MICU

Treatment of diabetic ketoacidosis

Reducing stroke door to needle time



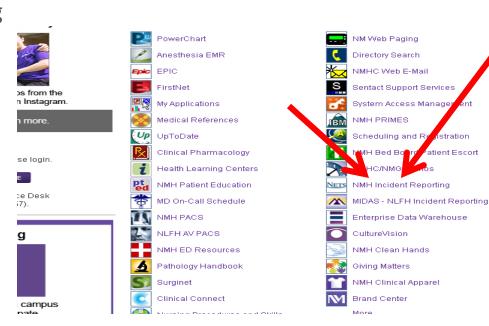
## Reporting Quality Disparities: Overuse, Underuse, and Misuse

When in doubt, report the event!

- *Overuse, Underuse and Misuse* in diagnosis or treatment of patients:
  - Overuse occurs when a drug or treatment is given without medical justification
  - <u>Underuse</u> occurs when doctors or hospitals neglect to give patients medically necessary care or to follow proven healthcare practices
  - <u>Misuse</u> is another way of describing medical errors: when a patient doesn't fully benefit from treatment because of a preventable problem
- How do I report?
  - NMH Incident reporting



– Where to find on NMI:





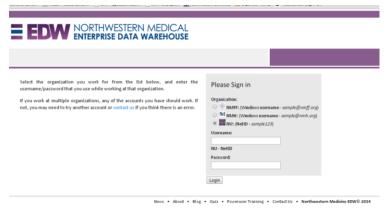
## Healthcare Quality and Process Improvement: Get Involved!

- Join a hospital quality committee
  - E-mail <u>academicaffairs@nmh.org</u> for more committee openings, descriptions, and information on how to join



- Have an idea? Ask your coordinator for information on how to initiate a process improvement project!
- Do you know where to find your specialty's patient data on quality metrics and benchmarks related to your patient population?
  - Departmental quality committee dashboards are accessible in the EDW: just use your NET ID!







#### Northwestern Medicine Quality Improvement Goals

Our quality goals as a system

- Improve quality and the patient experience as evidenced by an increase in our "Likelihood to Recommend" scores (see HCAHPS survey results)
- Improve efficiency in serving our patients by exceeding budgeted cost performance
- Get my flu shot and achieve full workforce (McGaw, FSM, NMH, NMG) flu vaccination participation

