# Welcome



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# Agenda

- [✓] Review series goals

- Discuss the unit-based safety approach

- Explore front-line staff approach to highly reliable care

# Webinar series

**Session 1: March 26**
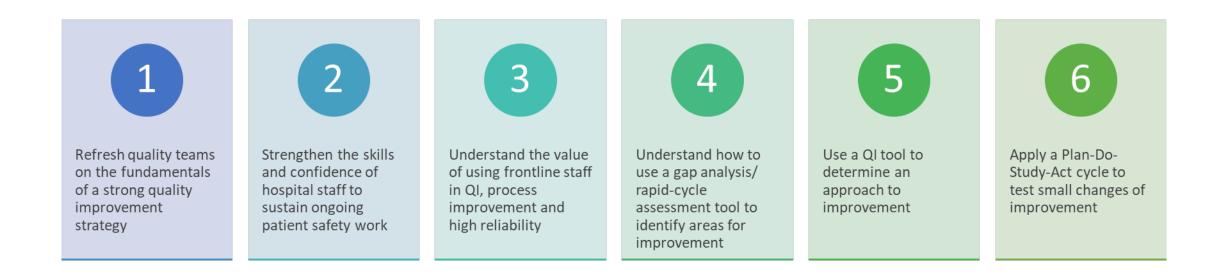
Unit-based safety and high reliability

**Session 2: May 29**

Closing the gap: Structures, processes and outcomes

**Session 3: June 26**

Data in action: Ready, set, go!

# Why are we here?
## Series goals

| 1 | 2 | 3 | 4 | 5 | 6 |
|---|---|---|---|---|---|
| Refresh quality teams on the fundamentals of a strong quality improvement strategy | Strengthen the skills and confidence of hospital staff to sustain ongoing patient safety work | Understand the value of using frontline staff in QI, process improvement and high reliability | Understand how to use a gap analysis/ rapid-cycle assessment tool to identify areas for improvement | Use a QI tool to determine an approach to improvement | Apply a Plan-Do-Study-Act cycle to test small changes of improvement |

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# Questions to run on...

- Where are the biggest opportunities you can think of right now?

- What are you going to do in the next 30 days?

# Hospital culture



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# What is culture?

- Patterns of human activity and the symbolic structures that give activities significance and importance

  - Lack fixed boundaries

  - Are constantly in flux

  - Interact and compete with one another

# Culture of quality

- When a quality culture is achieved, all employees, from senior leadership to frontline staff, have infused QI into the way they do business daily.

- Employees continuously consider how processes can be improved and QI is no longer seen as an additional task but a frame of mind in which the application of QI is second nature.

McKenzie L, Shaw L, Jordan JE, et al. Factors influencing the implementation of a hospital-wide intervention to promote professionalism and build a safety culture: A qualitative study. Joint Commission Journal on Quality and Patient Safety. 2019 Oct;45(10):694-705.

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# Elements of a culture of quality

# The UBS approach supports hospitals' efforts to:

- Convene a unit-based team to:
  - collaboratively solve problems;
  - improve performance; and
  - enhance the quality of measurable results.
- Support unit-level leaders to coach team members to perform to the best of their abilities.
- Provide education and development to ensure up-to-date knowledge and evidence-based interventions.
- Create partnerships to promote collaboration, shared decision making and accountability.

# How do we make sure the system is working with our staff?

Defer to the experts!

(Front-line staff)

# Featured speaker

## Oren Guttman, MD, MBA

Ed Asplundh Chief Quality and Patient Safety Officer  Jefferson Health Abington

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Questions?

Thank you.

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