

# The Trustee's Role in Quality and Patient Safety

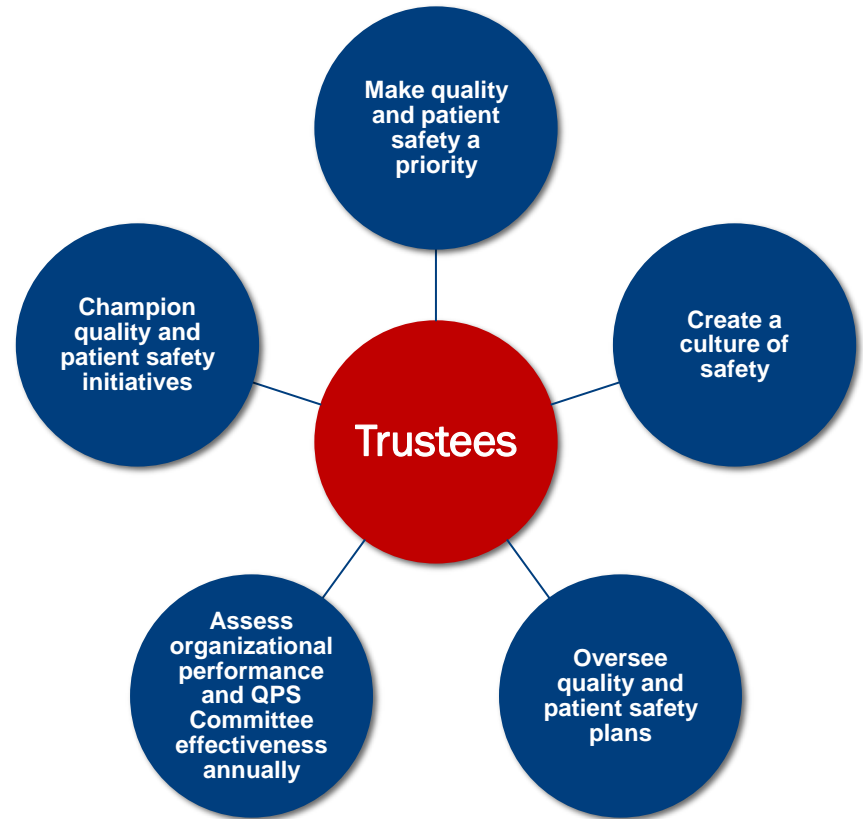
Kathleen Rauch, Vice President, Quality  
Advocacy, Research and Innovation



What is your quality and patient safety  
role as a trustee?



Your primary role is demonstrating a commitment to **safety** and **excellence**. You can do this by taking these actions.



# Make quality and patient safety a priority by ...

1

**Creating a Quality and Patient Safety Subcommittee, if one does not already exist**

2

**Requiring initial and ongoing quality and patient safety education for all Board members**

3

**Ensuring the full Board is adequately informed regarding all quality and patient safety issues and initiatives**

4

**Engaging in quality performance reviews and actionable discussions at every Board meeting**

# Create a culture of safety by...

Promoting  
transparency

You can't fix what you don't know is broken.



Encouraging a  
non-punitive  
environment

Be systems and process-focused.  
Adopt the Just Culture approach.  
Openly share patient stories to improve processes.

# Oversee quality and patient safety plans




QUALITY



PATIENT  
SAFETY



INFECTION CONTROL  
AND PREVENTION



Review and approve plans annually and understand how QPS priorities were determined.

# Assess organizational performance and QPS Committee effectiveness annually

## Organizational performance

Use clear goals, objectives and meaningful metrics.

Require data be presented in a way that clearly illustrates areas of success and potential improvement.



## QPS Committee effectiveness

Has the Committee advised the full Board on key quality and patient safety issues and initiatives?

Has the Committee guided quality and patient safety efforts?

# Champion QPS initiatives

Ensure resources are available to improve outcomes:



## Human

- The right staff with the right knowledge



## Financial

- Money available for staffing and services



## Technical

- Informatics specialists, programmers and analysts on staff



# Requirements and guidelines

## CMS

- Conditions of Participation
- Quality Reporting
- Quality Assessment and Performance Improvement

## State

- Regulations

## Accreditation

- Standards

### The Three R's

Regulatory  
Reimbursement  
Reputation

Your most important role is to  
ask questions!



# Acronyms and abbreviations

CMS – Center for Medicaid and Medicare Services

[QAPI – Quality Assurance/Performance Improvement](#)

QPS – Quality and Patient Safety

QRP – Quality Reporting Program

[TJC – The Joint Commission](#)

For a comprehensive list of healthcare acronyms, abbreviations and terms, visit [here](#).

**Kathleen Rauch**  
**krauch@hanys.org**  
**518-431-7718**

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# Staff

**Nicholas Henley**

**Executive Director, HTNYS; Vice President, External Affairs, HANYS**

**[nhenley@hanys.org](mailto:nhenley@hanys.org)**

**518.431.7721**

**Kristen Phillips**

**Director, Trustee Education**

**[kphillip@hanys.org](mailto:kphillip@hanys.org)**

**518.431.7713**

