



PACE Exchange Scenario Three: It's all in the data.

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As a senior leader in your organization you've noticed some alarming trends in your patient experience data that suggest your patients and their families have increasing concerns about patient safety, and some concurrent trends in your patient safety reporting that suggest your rates of falls have increased and your hand hygiene results have declined in each of the last 3 quarters.

What steps would you take to begin to address these areas of concern?

<p>1. Discuss the case in your group and identify the issue. 2 safety issues: 1. Falls 2. Hand Hygiene</p>		
<p>2. If we could improve the situation, what specifically would you like to improve? Hand hygiene compliance Decrease in fall rate by 50% in Q2</p>		
<p>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</p>		
<p>3a) Action 1: What you will do? Working Group [staff, senior leadership, quality and risk, patients, senior leadership] also to include data on falls and hand hygiene; determine what are the root causes from the data</p>		
<p>When? April first at the beginning of new QIP cycle - identify as one of the QIP indicators</p>	<p>Who will you engage? Infection control, risk and quality for data analysis, Decision Support/IT, Clinical Directors, staff</p>	<p>How? set start and end date of Working Group - develop actions and assign the MRPs for each of the actions, to determine which change idea will have the biggest impact with little impact to implement first ie XY Matrix.</p>
<p>3b) Action 2: What you will do? Implement each of the change ideas from the Working Group - do, study and evaluate for about 3 weeks then implement another change and continue to implement each as rapid cycles to determine if a change is actually an improvement. If it is not having an impact</p>		



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<p>determine if you need to keep or sunset and implement a new change and keep those that are having an impact.</p>		
<p>When?</p>	<p>Who will you engage?</p>	<p>How?</p>
<p>3c) Action 3: What you will do?</p>		
<p>When?</p>	<p>Who will you engage?</p>	<p>How?</p>
<p>4. How will we measure success?</p>		

Thank you for lending your voice to the PACE Forum!