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Quality Residency Capstone

Brown County Hospital

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Team

- Team members: BCH Lab-Deb Weiss, Devyn France BCH Nursing-Brandy Bussinger Quality-Matt Lentz BCH Medical Staff- Jennifer Schiermeyer
- These member were selected to this team due to the interactions with the process we were trying to correct

AIM Statement

- The goal is to reduce the time that reference lab results on clinic-to-hospital patients are seen by in-house providers. This will be completed with a two-step process, a current process fix, then a future fix with EHR implementation.

Measures

- Reviewing the process, we will be comparing the number of steps and complexity of the process originally to the new process

Selecting Changes

- The current correction to the initial process is to divert all reference lab results for inpatient to the hospital lab. From there, the hospital lab can upload results into the system for inpatients.

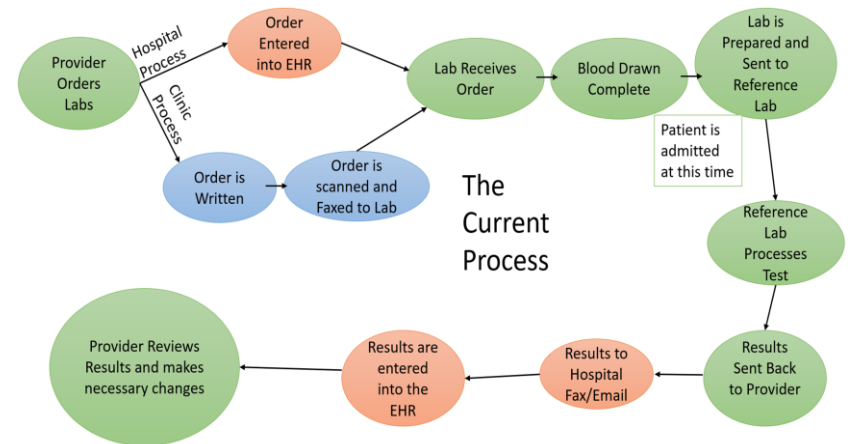
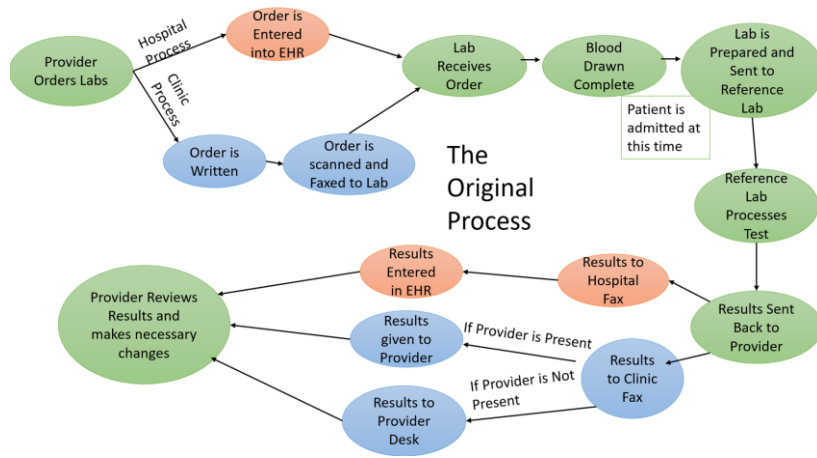
PDSA

- Plan: To reduce steps and complexity we divert all reference lab results for inpatient to the hospital lab.
- Do: Changes were implemented 2 months ago
- Study: Reviewing the changes, no errors with the process since the change
- Act: Process changes were verified and re-hardwired in the facility

Implementing Change

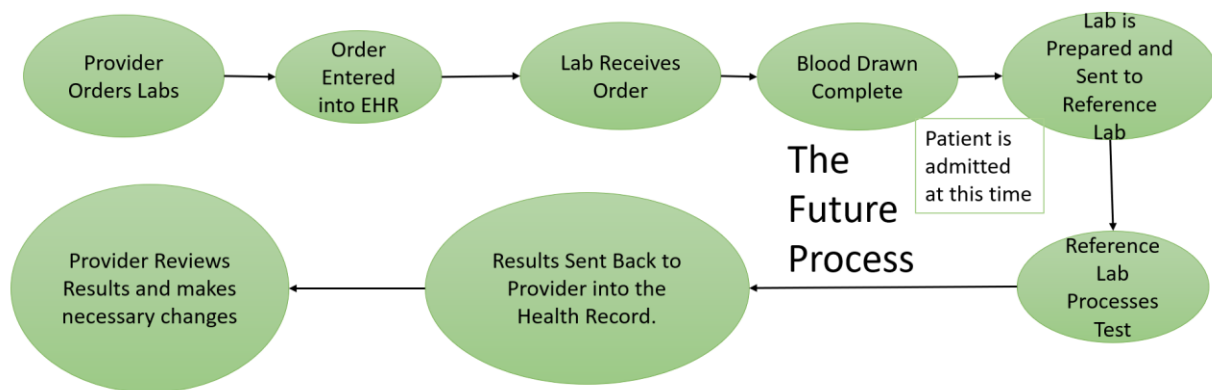
- With the implementation of changes, the results were immediate. Errors and delays were gone. A diagram of the original and new process were reviewed, highlighting a decrease in steps

Data



Spreading Changes

- Continue to work with staff, testing and providing education to make the process a part of our daily workflow.
- Moving forward with our new Medical Record, we will implement a new process, streamlining the process even more



Questions?

Name

Contact Information

References

- IHI: The Science of Improvement: How to Improve
<http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementHowtoImprove.aspx>
- Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.
- The Plan-Do-Study-Act (PDSA) cycle was published by W. Edwards Deming in *The New Economics for Industry, Government, and Education* [Cambridge, MA: The MIT Press; 2000]. For more on the development of the PDSA cycle and how it differs from PDCA, see: Moen RD, Norman CL. Circling back: Clearing up myths about the Deming cycle and seeing how it keeps evolving. *Quality Progress*. November 2010.