

High-Quality Health Care Engages Both Caregivers and Patients

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We know that patients judge health-care providers not only on clinical outcomes but on their ability to be compassionate and deliver excellent, patient-centered care. No hospital can afford to offer anything less than the best clinical, physical and emotional experience to patients and their families. Oregon hospitals are committed to delivering the finest care: it is the guiding principle behind all the work that they do in the state, from rural community care centers, to urban

medical facilities.

Although health care is a unique experience each and every time it is delivered, there is one common thread that ties them all together: quality.

What do I mean by quality? Simply put, hospital quality in Oregon addresses the six dimensions of the Institute of Medicine's definition of quality. This means that quality care is:

- Safe: Avoiding injuries to patients from the care that is intended to help them
- Timely: Reducing wait times and sometimes harmful delays for both those who receive care and those who give care
- Effective: Providing services based on scientific knowledge to all who could benefit, and refraining from providing services to those not likely to benefit
- Efficient: Avoiding waste, including waste of equipment, supplies, ideas and energy
- Equitable: Providing care that is

respectful of and responsive to the individual patient, regardless of race or ethnic background

- Patient-centered: Providing care that puts the patient first

Oregon hospitals are achieving these aims in a number of ways, including statewide initiatives designed to improve the quality of care and reduce harm to the patient. Here are just a few of the programs to which hospitals subscribe. I'll go into more detail about many of these in subsequent articles.

Transforming Care at the Bedside

Transforming care at the bedside, or TCAB, is a national program developed by the Robert Wood Johnson Foundation (RWJF), and the Institute for Healthcare Improvement (IHI). To date, seven Oregon hospitals are participating in the national program, designed to improve the quality and safety of patient care on medical and surgical units by engaging nurses and other frontline staff at the point of care.

At its core, TCAB allows the people who spend the most time with patients the power to improve care,

rather than rely only on hospital leaders or the quality improvement department. Leaders and staff critically reflect upon their experiences and develop new perspectives to improve patient care. For example, TCAB promotes viewing patients as partners when making decisions about their care, rather than viewing them simply as recipients of care. Patients are included in shift hand-offs and report on the patient's clinical condition at the change of shift.

Rural Lean Transformation Collaborative

Lean simply means getting rid of waste. Lean management principles have been used successfully in the manufacturing sector for decades, and now healthcare is seeing the benefits: streamlined processes, reduction in cost, and improved quality and timeliness of service.

Four Oregon hospitals are engaged in this collaborative, and the results speak for themselves. They've seen efficiency in the patient admission and registration process for diagnostic imaging, staff orientation process, and patient room turnover time, resulting in cost savings and increased patient satisfaction.

Stop BSI

Central Line Associated Bloodstream Infections, also known as CLABSI, kill between 30,000 and 60,000 people a year in the United States and results in nearly \$3 billion in excess health care costs. CLABSI is preventable.

The goal of the Stop BSI project is to eliminate catheter-associated bloodstream infections. Nine hospitals in the state are participating in the program, which began in 2009. The two major elements of the Stop BSI effort is to first, provide concise, evidence-based recommendations on how to address consistent central line care and management and second, adapt a framework for patient safety and improvement at the local unit level. In other words, it is a comprehensive safety program that utilizes the best evidence in everyday care, tracks outcomes and uses communication tools to improve teamwork and safety culture.

These are three examples of ways in which hospitals engage their staff in continuous quality improvement. I invite you to learn more about hospital quality at the new online resource Hospitals4Health, www.Hospitals4Health.org.

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Hospitals4Health is a statewide initiative intended to highlight Oregon hospitals' quality programs. This web forum, designed with the patient in mind, goes beyond medical jargon and statistics to offer insight into the care that Oregon hospitals provide. It features success stories about day-to-day work that improves health care quality, and information about specific quality programs hospitals have implemented. Together, we are Hospitals4Health.

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