

The Co-creation of Excellence: One Specialty's Journey
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Problem

Inconsistent data collection from 28 network ambulatory sites which vary in

- patient population served
- scope of service provided
- location of practice

Evidence

Site survey results determined

- Acute care rather than ambulatory care focused initiative
- Lack of familiarity with ambulatory services
- Wording and interpretation must meet ambulatory needs
- Clarity needed about what, why and who of data collection

Strategy

Performance improvement process education for staff

Inventory current performance improvement initiatives

Identify Gaps

Develop Goals and Action Plans

Practice Change

Staff will:

- Distinguish between 3 priority levels of performance improvement process
- Identify performance improvement gaps
- Apply performance improvement process
- Recognize connection between performance improvement and patient safety
- Understand need for continual performance improvement

Evaluation

Data indicates areas of site need

- Unfamiliar with tool and require training
- Require ambulatory friendly tool
- Familiar with tool but need training for application

Results

- Develop and implement systems within ambulatory for data collection and reporting
- Provide resources necessary to maintain system
- Utilize network resources for measuring and achieving regulatory compliance

Recommendations

1. Identify tools to collect and report data
2. Perform site risk assessment and appropriate drills
3. Use ambulatory terms for procedure definitions
4. Describe necessary steps for process improvement as it relates to
 - associate safety
 - national patient safety goals
 - nursing chart audits

Lessons

1. Communicate the challenges facing the network PI system as a whole and specialty impact
2. Provide information regarding
 - Who is collecting the data
 - What site specific data must be collected
 - When and where of data reporting
 - Why data is relevant to
 - *Patient population served
 - *Scope of services provided
 - *Service location