



## **Concurrent Sessions Tuesday, September 16<sup>th</sup> 2008**

9:30 – 10:45 AM

### **Applying the Chronic Care Model Across Settings (701)**

Dorothy A Andrae, MHA BSN RN CPHQ

Chronic Care Model Shapes Patient Care Across Settings

The chronic care model can be the framework to re-energize care processes in multiple settings. It reframes health care planning and can be used to integrate care across organizations in a community based model. By sharing the Chronic Care Model, it can be a multi-organizational approach to caring for chronic disease through a combination of integrated settings, shared interventions, networking and problem solving around a new framework for care. This model was successfully rolled out via regional meetings and helped healthcare partners learn how to apply comprehensive care management. Care management improves functional and clinical outcomes in patients with chronic disease and reduces the need for expensive medical services. A major focus is to create and support self-management for more effective patient involvement. The evidence shows this model successfully employed in many settings, ideal for a collaborative approach with patients.

### **Tools for Collaboration: Brainstorming and Affinity Diagrams (702)**

Eileen Johnson, MSN CPHQ

Are you ever in charge of figuring out what people really want in a project? Do you wonder how to get ideas “out of their heads and onto paper”? Does the beginning of a project seem to define “herding cats”? If you answered “Yes!” to any of these questions, this presentation is for you! Brainstorming is a technique that many people use, but very few use well. Affinity Diagrams are used less frequently but, as an adjunct to brainstorming, offer a very simple way to visualize and begin to organize the list of ideas generated in a Brainstorming session. This presentation will define both Brainstorming and Affinity Diagrams and will provide an overview of how to effectively use the two tools to begin to define requirements for any project.

### **Partnership for Patient Care Proactive Risk Assessment Initiative (703)**

Kathryn Pelczarski, BS

The Partnership for Patient Care (PPC) proactive risk assessment initiative has advanced patient safety and the implementation of evidence-based practices at the 49 hospitals in the Greater Philadelphia area. PPC is a regional collaborative that includes the hospitals in Southeastern Pennsylvania, the Health Care Improvement Foundation,

Independence Blue Cross, and ECRI Institute Using a regional, strategic, and cohesive approach to conducting FMEAs, the PPC provides education, tools, technical assistance, resources, and an interactive forum to facilitate hospitals' efforts to more rapidly implement best practices. PPC participants have conducted FMEAs with demonstrated overall improvement in evidence-based practices including perioperative glucose control to prevent surgical site infections (271%), antibiotic prophylaxis to prevent surgical site infections (214%), and prevention of central line catheter-related infections (93%). Results from PPC's on-going FMEAs including falls prevention, medication reconciliation, and venous thromboembolism prevention will be available in December, 2007.

### **Making the Connection: Using Lean to Create the Strategic Connection Among Associates and the Healthcare Organization Roadmap (704)**

Timothy Kostelnik, MS MBA CHE

Instead of working in pockets throughout the Healthcare Organization (HCO) applying Lean principles, our HCO chose to use Lean to connect the service line, department and individual associate goals to the overall annual strategic roadmap of the HCO. The HCO held an Enterprise Visioning and Action Planning event (EVAP) to identify the priority value streams and associated metrics. Each of the value streams identified HCO service lines and departments. Each service line and department developed their own goals and metrics and identified which of the HCO metrics they would impact. Based on the department goals, the HCO employees identified individual goals and indicated which of the department metrics they would impact. Value Stream Analysis, Rapid Improvement Events, Work Outs and Just-Do-Its were conducted to achieve the necessary process changes. A Lean Management training program was implemented from the HCO chief executive to the front line managers.