

COLLEGE OF POPULATION HEALTH

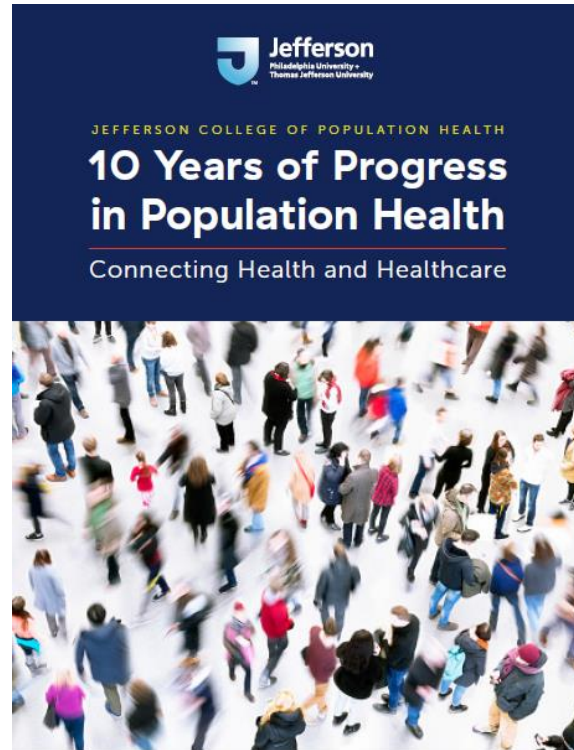
PopTalk Webinar Series

High Reliability: Vital Skills, Tools and Behaviors for Healthcare Leaders



Allan Frankel, MD
Jonathan L. Gleason, MD
Sheila Kempf, RN, PhD
Mary Reich Cooper, MD, JD

Jefferson College of Population Health



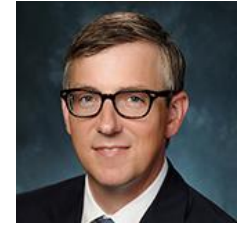
Today's Presenters



Allan Frankel, MD
Chief Executive Officer
Safe & Reliable Healthcare



Sheila Kempf, RN, PhD
Vice President, Patient Care Services
Chief Nursing Officer
Penn Medicine Princeton Health



Jonathan L. Gleason, MD
EVP, James D. and Mary Jo Danella
Chief Quality Officer
Jefferson Health

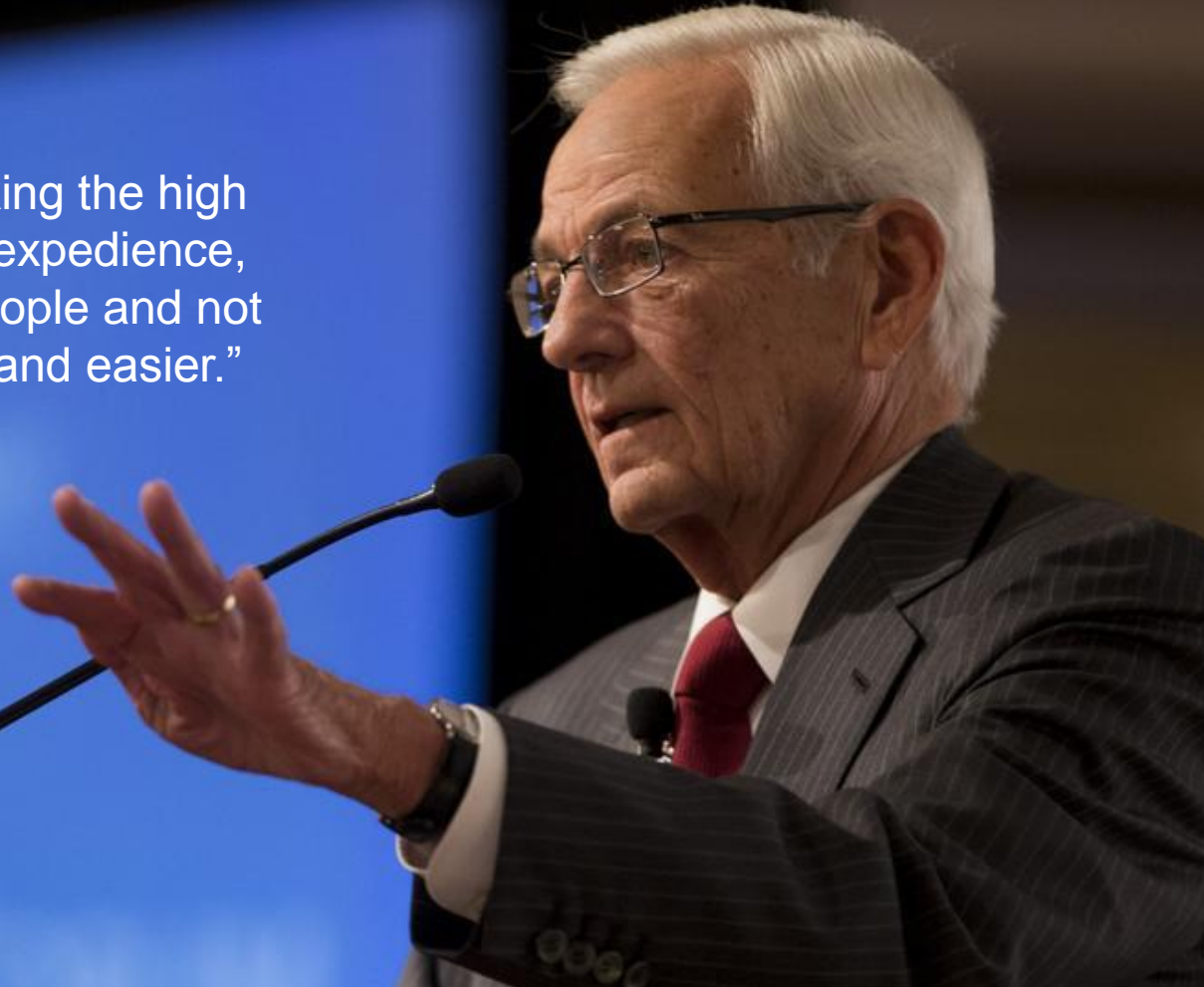
Moderated by



Mary Reich Cooper, MD, JD
Program Director
Healthcare Quality & Safety and Operational Excellence
Jefferson College of Population Health

“Once you get used to taking the high road, putting values over expedience, and treating people like people and not the means, it gets easier and easier.”

PAUL O'NEILL



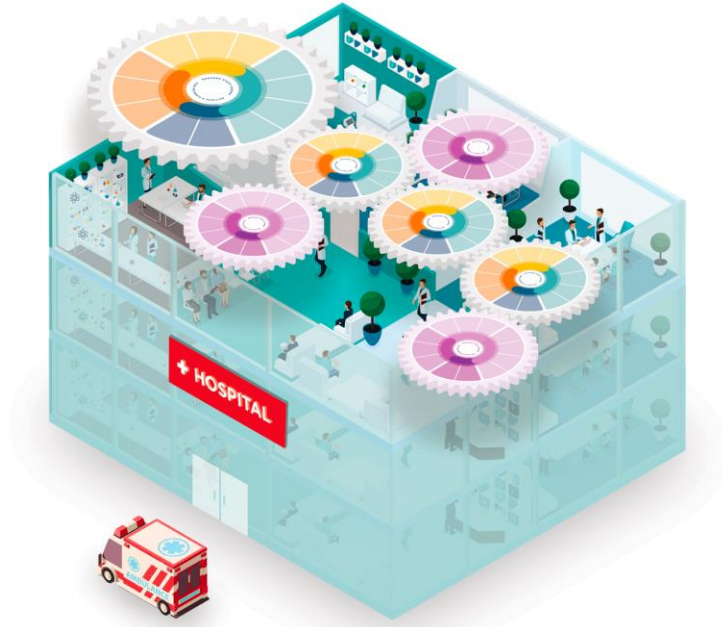
NUCLEAR NAVY

75 years without nuclear accident

“I am always chagrined at the tendency of people to expect that I have a simple, easy gimmick that makes my program function. Any successful program functions as an integrated whole of many factors. Trying to select one aspect as the key one will not work. Each element depends on all the others.”

ADMIRAL HYMAN RICKOVER





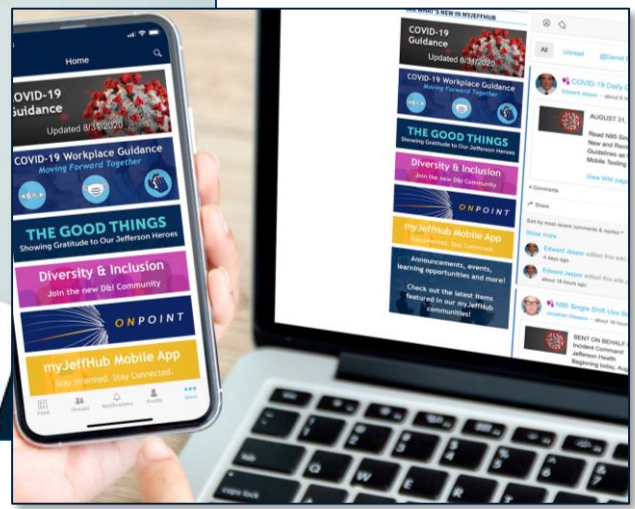


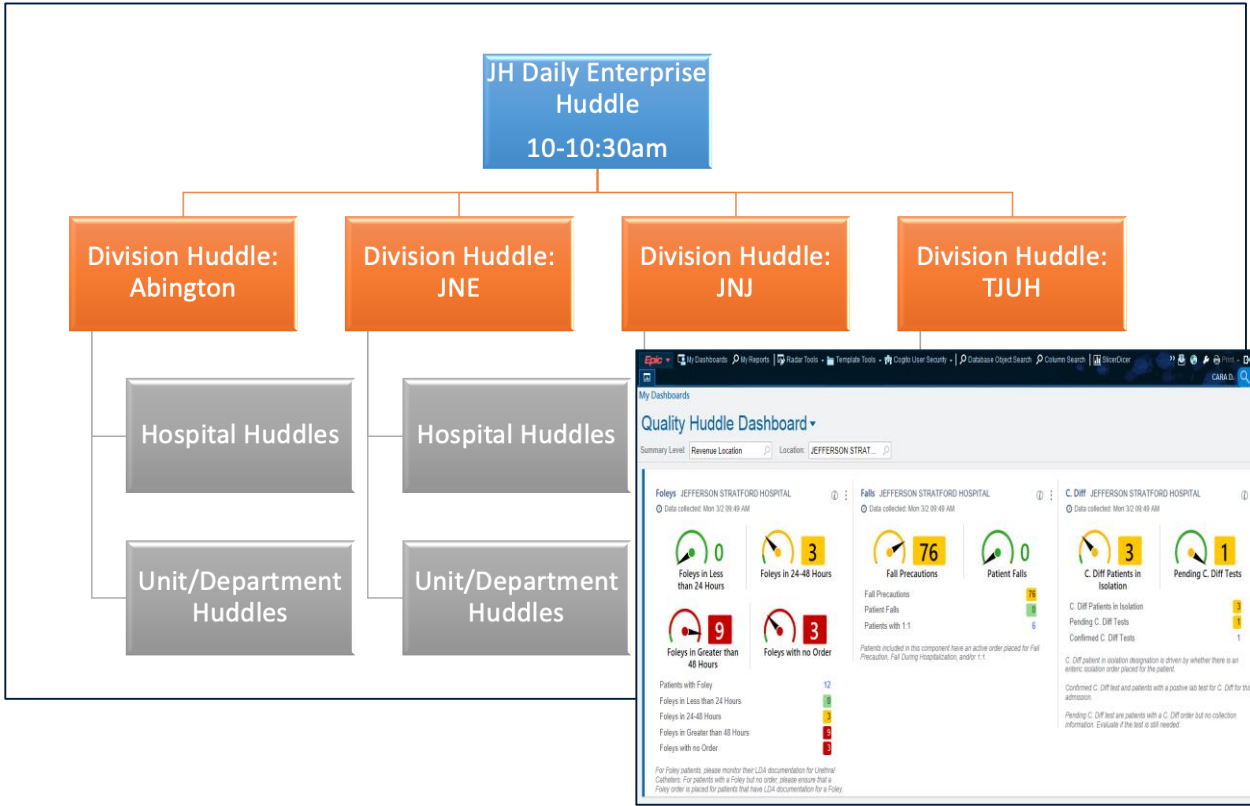
Sheila Kempf, RN, PhD
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ONPOINT

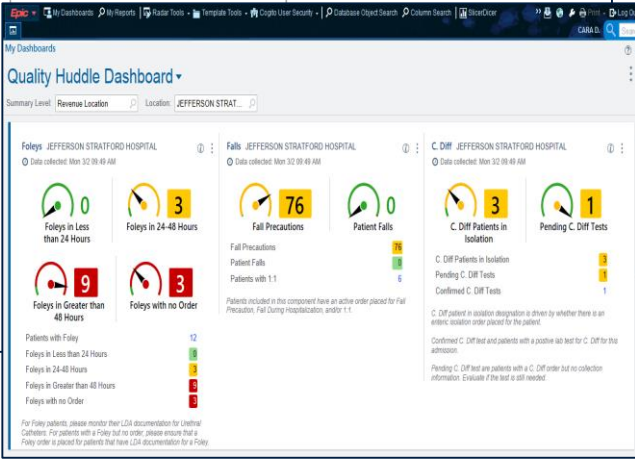
| Advancing Care Excellence





KPIs (June - Present)

Total Issues Resolved	183
Safety Issues Resolved	53
Quality Issues Resolved	27
Service Issues Resolved	70
Awareness	79
Alignment	21
Triage	63
Average Turnaround Time	48 hours
Good Catches/Wins	83
Long-Term Issues Identified	33







Define

Weeks 1-2

- Charter
- Existing teams

Measure

Weeks 3-7

- Data collection
- Existing Care pathways, policies
- Benchmarking

Analyze

Weeks 8-10

- Compare current state to benchmark
- Cross-walk
- Identify highest performing

Design

Weeks 8-10

- Design Future state standard or common processes
- Approval
- Project plan for deployment

Optimize

Weeks 9+

- Deploy
- Education
- Communicate
- Change Management

Verify

Weeks 9+

- Confirm/audit standard processes, metrics, reporting

Sustain

Weeks 9+

- Ensure standard work
- Reporting, audit structure
- Tracking of metrics



Serious Safety Event Review

Comprehensive RCA (cRCA) - DRAFT

- cRCA – Jefferson’s version of RCA2 (Analysis and Action)
- cRCA are conducted to identify and address the root causes of an event that resulted in patient harm
- cRCA is part of an enterprise-wide Safety Management System (SMS) - support professionals who do complex work by providing them with a system that facilitates excellent care and eliminates harm)
- cRCAs will be conducted by Divisional cRCA SWAT team members across the enterprise

Overview of Steps:

STEP	TIMELINE
Event detected	
Preliminary event review	within 72 hours of event
In-depth event review	within 25 days of confirmed event
Post-event review	after 25 days of confirmed event

Event Detected

Safety event occurred	Entered into event reporting system
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Preliminary Event Review

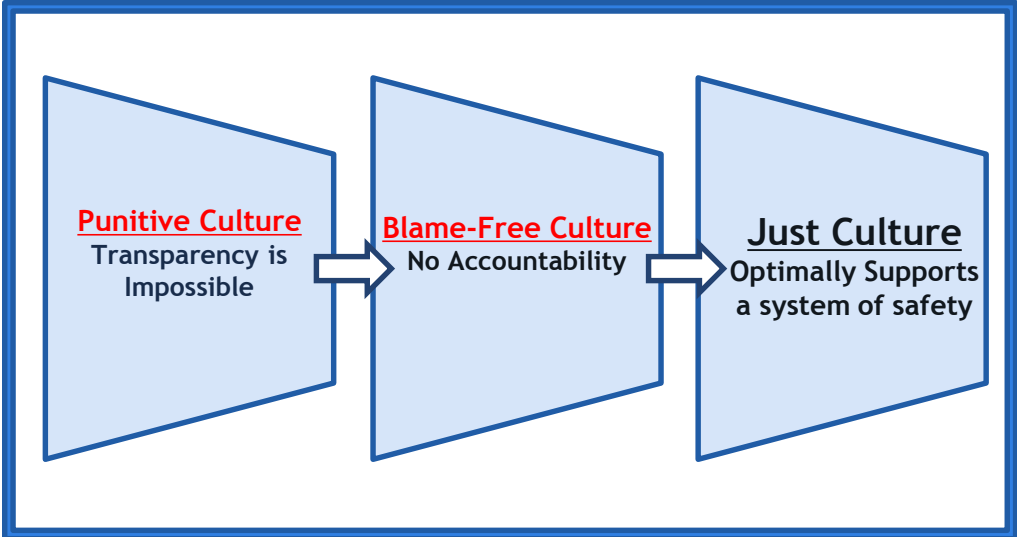
STEP	TOOLS	Link to Tools
Triaged for preliminary investigation	<i>Safety Event timeline</i>	 Final cRCA Process Map 9.10.2020 (v14); Abbreviated algor.pdf
Immediate front line fact discovery	<i>Frontline staff fact gathering worksheet</i>	 D-1 Frontline Fact Gathering Worksheet
Local operational leadership preliminary event notification – within 24 hours of event		

HOME OF SIDNEY KIMMEL MEDICAL COLLEGE



Safety Management System

Advancing Care Excellence



1. Console Human Error.
2. Coach Well Intentioned, But Risky Behavior.
3. Corrective Action for Reckless Behavior.

Measures
Safety KPIs & Safety Culture Surveys



Jefferson Health logo and survey text:

This simple form walks you through the Just Culture algorithm to assign points based on the behavioral choices you are evaluating.

Which discipline are you in?

...

Was this action related to a safety event?

Yes

No

If Yes, enter safety event number:

...

Which discipline was incident open to the individual whose behavioral choice you are evaluating (choose one)

Only to produce an outcome. For near misses in the OR


...

Only to follow a preestablished rule. For OR a time out before surgery







Jefferson Health Enterprise Quality & Safety Scorecard

Summary	Trend	Why is this important?
	FY2021 Enterprise COVID-19 Mortality Rate	
	4.39%	
	FY2021 Enterprise Target Rate	8.69%
This measure is meeting target. This measure has been trending downward over the last 12 months.		


Analysis: COVID-19 Mortality

Summary	Trend	Why is this important?
	FY2021 Post-Op Respiratory Failure Rate	
	0.00	
	FY2021 Target Rate	2.29
This measure is meeting target. This measure has been trending downward over the last 12 months.		


Analysis: Post-Op Resp Failure

Summary	Trend	Why is this important?
	FY2021 CLABSI SIR	
	0.799	
	FY2021 Target SIR	0.633
This measure is too high. This measure has been trending upward over the last 12 months.		

Analysis: CLABSI SIR

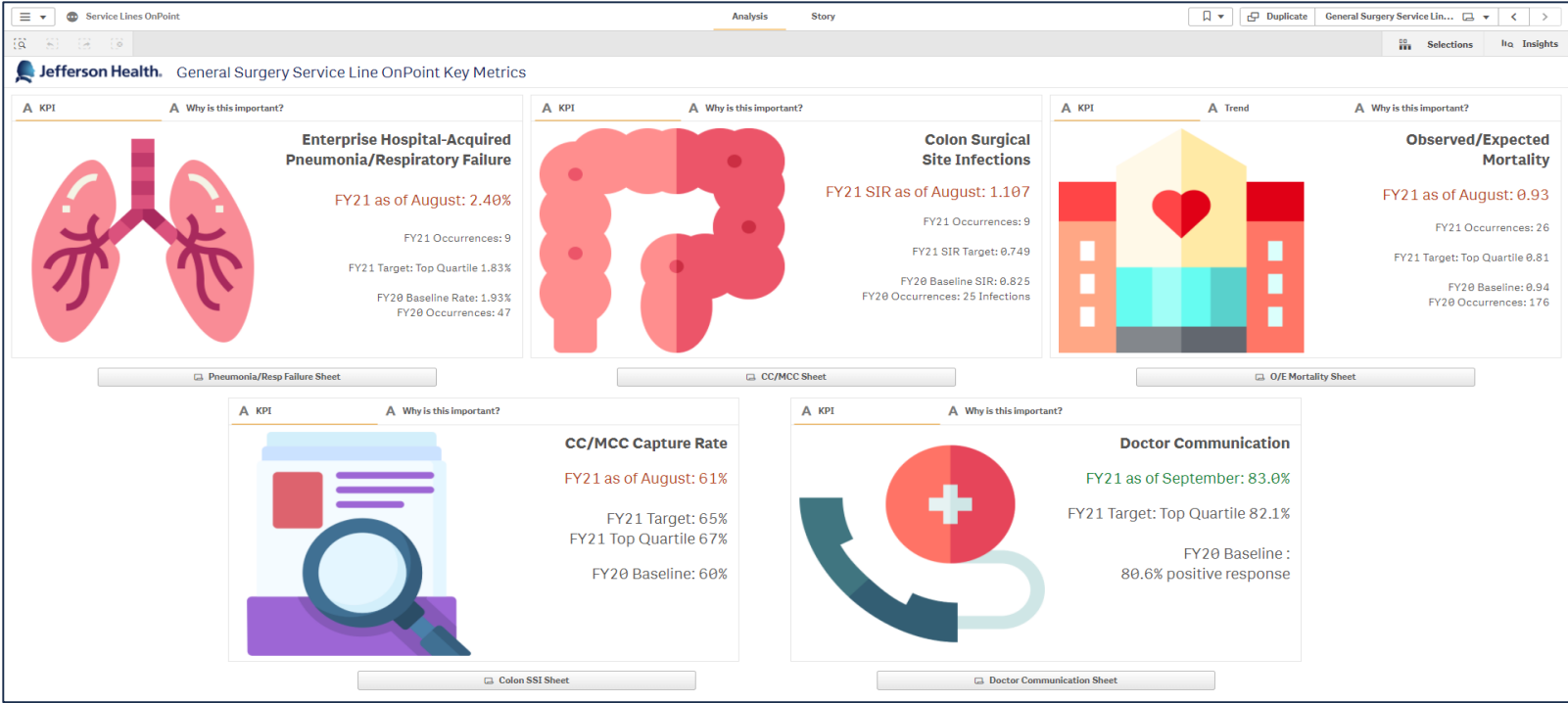
Summary	Trend	Why is this important?
	FY2021 % Patients Recommend Hospital	
	71.38%	
	FY2021 Target Rate	71.73%
This measure is too low. This measure has been trending upward over the last 12 months.		

Analysis: Patient Experience

Summary	Trend	Why is this important?
	FY2021 Great Catch Events	
	2,478	
	FY2021 Target (FYTD)	2,425
This measure is meeting target. This measure has been trending upward over the last 12 months.		

Analysis: Great Catch Events

- Division
- Hospital
- Fiscal Year
- Fiscal Year Quarter
- Calendar Year
- Calendar Year Quarter
- Calendar Month



Q & A

High Reliability Healthcare Academy: Creating Chief Reliability Officers of the Future

Weekly from March 23-June 25, 2021



In partnership with [Safe and Reliable Healthcare, LLC](#), JCPH is pleased to offer the High Reliability Healthcare Academy, a targeted training program for existing and aspiring leaders that will uniquely position them to meet these complex and dynamic challenges.

[To register or learn more click here.](#)

Spread the Science, NOT the Virus

Safety Series

January - June 2021 | 3rd Tuesdays at 4:00 pm ET



February 16

Adverse Events During COVID-19: The MHA
Keystone Center PSO's Analysis & Response

Save the Dates

March 16

April 20

May 18

June 15

[Learn More & Register](#)

PopTalk

Webinar Series

One-hour webinars featuring experts in population health.



Vaccine Hesitancy in the Era of COVID

February 10, 2021 | 12:00-1:00 pm ET

[Register Now](#)

Economic Evaluation of Vaccines: Challenges & Opportunities

February 17, 2021 | 12:00-1:00 pm ET

[Register Now](#)

The Five Myths About Poverty:

What you may think, and what we know...

March 3, 2021 | 12:00-1:00 pm ET

[Register Now](#)

[Visit our Website](#)
for more information

Thank You!