

HealthTech

Digest | June 2024
Issue 4 Volume 2

Quality Assurance Performance Improvement Strategy 1: Implement a Good Catch Program

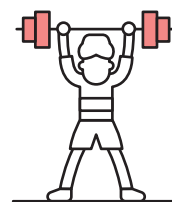
Editor:

Carolyn St.Charles

RN, BSN, MBA

Chief Clinical Officer

Carolyn.stcharles@health-tech.us



Disclaimer: HealthTech hopes that the information contained herein will be informative and helpful on industry topics. However, please note that this information is not intended to be definitive. HealthTech and its affiliates expressly disclaim any and all liability, whatsoever, for any such information and for any use made thereof. HealthTech does not and shall not have any authority to develop substantive billing or coding policies for any hospital, clinic or their respective personnel, and any such final responsibility remains exclusively with the hospital, clinic or their respective personnel. HealthTech recommends that hospitals, clinics, their respective personnel, and all other third party recipients of this information consult original source materials and qualified healthcare regulatory counsel for specific guidance in healthcare reimbursement and regulatory matters.

Introduction

Quality is not something that happens in a vacuum. Improving quality outcomes and improving patient safety requires the focus and engagement of the governing board, providers, leaders, staff as well as patients and their families.

Our first newsletter in the series, focuses on developing a 'Good Catch' Program. Subsequent newsletters will focus on other aspects of improving quality and safety including: Leader Rounding and Daily Huddles, Provider Engagement, Patient and Family Engagement, Measurement, and Improvement methodologies.

The Institute of Medicine defines health care quality as:

"the degree to which health care services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."

AHRQ Healthcare Quality Domains include:

Safe: Avoiding harm to patients from the care that is intended to help them.

Effective: Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).

Patient-centered: Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.

Timely: Reducing waits and sometimes harmful delays for both those who receive and those who give care.

Efficient: Avoiding waste, including waste of equipment, supplies, ideas, and energy.

Equitable: Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

Good Catch Program

Sometimes situations occur in which staff or providers identify a potential error or risk of patient harm but intervene before the error can actually occur. This might also include identifying systems or processes that could lead to a future error or patient harm.

The most important element of a Good Catch program is using the information to identify how to improve quality and prevent errors in the future.

Good Catch Program:

1. Decide who in the organization will receive the "Good Catch" information. Consider a committee composed of staff and providers with one leader to help facilitate as needed.
2. Define criteria for a "Good Catch". Keep the criteria simple - not complicated. It's important to engage the whole organization, not just clinicians. Include processes or systems that might lead to an error in the future.
3. Develop a submission form. Include ideas for how to prevent similar errors in the future or how to improve systems or processes.
4. Encourage staff and providers to submit every "Good Catch" - even if it seems small or insignificant. Allow submissions in which a "Good Catch" is observed by someone else.
5. Involve 100% of staff, not just clinical staff. Include environmental services, dietary, business office, registration, etc.
6. Award a monthly "Good Catch" award. Present the individual or individuals and the "Good Catch" at the monthly or quarterly leadership meeting, quality meeting and governing board meeting.
7. You may also want to consider an award for the "Best Good Catch". Of course there will need to be criteria developed.
8. Honor the department at a governing board meeting and post on social media. Pizza parties are good too! For the best individual Good Catch consider a monetary award or a day off with pay, Make the monetary award significant, not just a token amount.

What are your ideas for improving quality?

HealthTech would like to highlight your "Good Catch" program or other ways you have found to involve staff and providers in improving quality in your organization in a future newsletter.

Submit your best practices to Carolyn St.Charles at carolyn.stcharles@health-tech.us.



SCAN ME

HealthTech

Your hospital transformation
starts with a conversation.