UTMB Kicks Off In-house Clinical Safety and Effectiveness (CS&E) Program

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The CS&E Program is a UT System initiative that concentrates on Quality Improvement and Patient Safety. The program goals are simple: SAFETY AND EFFECTIVENESS WILL BE INTEGRATED INTO THE WAY WE DO OUR WORK EVERY DAY. WE MUST LEARN TO IDENTIFY, MEASURE AND MINIMIZE THE VARIATION IN ALL OF OUR HEALTH CARE PROCESSES TO MAXIMIZE THE QUALITY OF THE HEALTH CARE WE DELIVER.

Modeled after Dr. Brent James’ Advanced Training Program at Intermountain Health Care in Utah, MD Anderson Cancer Center (MDACC) first piloted the course in 2005, and UTMB has been participating since 2007. The classroom portion consists of ten sessions over six months, and combines live video streaming of guest speakers from the UT System with in-house speakers on a variety of team-based and process improvement topics.

In the spirit of our Culture of Trust, each of the teams is multidisciplinary, consisting of Sponsor, Physician Champion, Team Leader, Process Owner, and team members. Each team has a Quality Management Facilitator. These teams work together both inside and outside of the classroom to implement the necessary changes to meet the aim of their projects. At the end of the course, the teams present the status of their improvement projects to hospital leadership and previous CS&E graduates to demonstrate the impacts that they have made with their projects so far.

UTMB’s first in-house CS&E program was implemented on January 12, 2012, with two teams focused on:

- Reducing Sepsis Mortality
- Improving Patient Satisfaction for Day Surgery

The second CS&E session began April 13, 2012, with six project teams working towards targeted improvements in the following areas of strategic importance:

- Improving the transitions of care for Family Medicine
- Improving Pneumococcal Vaccinations compliance in the pediatric population
- Ensuring appropriate inpatient transfers to the Echo lab
- Reducing CT wait time in outpatient radiology
- Reducing start times in Cath Lab
- In-Basket Management in the Ambulatory Setting (a tool in Epic that manages patient initiated requests, such as prescriptions, etc.)

Look for images of the first CS&E class graduation, held on June 15, in the June 20 issue of Impact, UTMB’s bi-weekly newsletter focused on celebrating the accomplishments of UTMB’s faculty, staff and students.

Please visit the Quality & Healthcare Safety web page at http://intranet.utmb.edu/qualitymgmt/index for more information or to learn how to register for a future CS&E course.
UTMB Offers “Sunday Screenings”

UTMB and The Ruth Kempner Endowment for Breast Cancer Screening are partnering to provide free screening mammograms for uninsured women in Galveston County. Many women within this population often forgo annual mammograms, while others cannot attend their scheduled appointments due to a lack of transportation resources. In an effort to reach these women, UTMB Health is bringing its mobile mammography van to churches in Galveston County.

Program participants do not need to be members of these church congregations in order to receive a free screening mammogram and breast exam. However, participants need to pre-register for the program and meet a few basic eligibility requirements.

On May 20, 2012, the UTMB Sunday Screening Mammogram Program visited Avenue L Baptist Church, in Galveston (images below). If you have any questions about the program or would like to register, call UTMB Radiology at 409-772-6874.

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Primary Care Pavilion (PCP) Now Open!

The Health System is pleased to re-introduce the freshly renovated Primary Care Pavilion (PCP). Featuring ample parking and easy front door access, this site has been beautifully restored to serve patients in Galveston with a variety of patient care services.

Thank you to all of the UTMB staff who worked so hard to get the new facility up and running! Patients who visited their physicians here before will feel right at home; new patients will be pleased by the convenience, efficiency and relaxing atmosphere.

Newly renovated PCP and staff during the final stages move in:
AAACN endorses UTMB Telehealth Toolkit

The American Academy of Ambulatory Nurses (AAACN) has endorsed The Telehealth Managers Toolkit, co-authored and co-edited by Pam Kuchta MBA, BSN, RNC-NP, Nurse Triage Manager, UTMB Access Center, and National Co-Chair of AAACN’s TeleHealth Group. The 70-page resource for leadership and managers reviews the hiring and interviewing processes for call centers, offers tips on the management of urgent calls, describes remote nurse programs, makes recommendations around quality assurance, and much more.

Pam also recently developed a mini-series for CEU credit on Telephone Triage Assessment titled, “It’s Not Just a Phone Call Anymore,” which she will present at the Regional Maternal Child Health Conference in Houston on June 21.

For more information on the Telehealth Toolkit, please visit the AAACN’s website:
http://www.aaacn.org/cgi-bin/WebObjects/AAACNMain.

Welcome ANCC Magnet Designation Appraisers!

Magnet Recognition is the highest and most prestigious distinction a healthcare organization can receive for nursing excellence and high-quality patient care. UTMB Health is only one step away from earning this award!

Appraisers from American Nurses Credentialing Center (ANCC) will be on the UTMB campus June 20 – 22 to visit patient care and procedural areas. Anyone may be approached by an appraiser asking, “Why are you proud to work at UTMB Health? What difference do you make in a patient’s care?”

Think about how you might respond to these questions and speak with pride about what you do every day to make a difference!

Following their visit, the appraisers will then submit a report to the ANCC and UTMB will be notified in approximately three months regarding whether we are officially a Magnet designation.

If you have any questions or comments regarding the visit or the designation process, please contact Barb Bonifico at babonifi@utmb.edu.

Shout Outs!

“Keisha (Lakesha) Scurry (Morrison Food Services) goes above and beyond the call of duty. In the baby business, we have a very unique patient population in that they move from floor to floor at all times of the day and night. The ladies having a C-section have diets that advance from NPO to Clears to Reg. Any of the new moms may or may not have been able to eat in the hours before or after delivery. Keisha keeps careful track of each patient as to their situation and whether or not they have been fed, and she loads her cart accordingly – before she is even told of the needs. Thank you Keisha! We need you so much!”

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“Robert Preacher (Morrison Food Services) is very caring and goes out the way for our patients to make sure they have what is needed and requested upon their diets. I appreciate what he does and his positive attitude, big difference from the past employees.”

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“Sonya Villalobos and Jarvis Givens (Environmental Services) for going above and beyond!”

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“The Ob-Gyn & Anesthesiology business office’s housekeeper, Kim Kinlaw, takes wonderful care of us. She is friendly & helpful plus extremely diligent in her duties. It’s the little things that matter, and her attention to detail is to be commended! Hope you know what a gem you have in her; I know we all do!”

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“I want to express my gratitude to for my one-year post transplant celebration with the Transplant Team. My experience while I was under their care was extraordinary, considering the circumstances. The cleaning staff, food service staff, nurses, students, and doctors were so kind and caring I could not have asked for more. I know I was pretty difficult to deal with at an early stage, but I never would have gotten through it without the perseverance of the outstanding nursing staff. Post-transplant team members Margaret James and Gisele Lumbard have both been like my mother and sister rolled into one. Margaret especially has brought me through several difficult periods. As she has been assigned my transplant coordinator, my wife and I feel we have been blessed with an angel. She has always been there for us no matter the time or day and there have been quite a few. I don’t think a week has gone by that I haven’t had to interrupt her day, usually after working hours or on a weekend, to talk with her about an issue with my health or with my meds. I know this is not normal behavior because I started out this journey elsewhere and let me tell you, you’re just a number at those places. Both Margaret and Gisele are two of the most caring people I have ever met and they project such a high level of professionalism at the same time. I have never met two people so dedicated to caring for their patients.”

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Other positive mentions:

Toy Lee