

2023 VIZIENT CONNECTIONS SUMMIT

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SEPT. 18–21, 2023  
WYNN, LAS VEGAS

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# The Quality-Safety-Experience Nexus: Influencing and Rounding for Excellence

**Baruch Fertel, MD, MPA**

Vice President of Quality and Patient Safety, NewYork Presbyterian

**Judy Wolfe, MD**

Associate Chief Experience Officer, Cleveland Clinic

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# Learning Objectives

- Illustrate the benefits of integrating Quality, Safety and Experience (QSE)
- Discuss the goals of the combined QSE and executive team rounds.
- Explain the key tactics to incorporate quality and safety in plan-of-care visits.

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# NATIONAL & INTERNATIONAL LOCATIONS

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# Geographic Reach

## PROVIDING CARE ACROSS NEW YORK

**NewYork-Presbyterian** delivers a single standard of exceptional care to patients across the region.



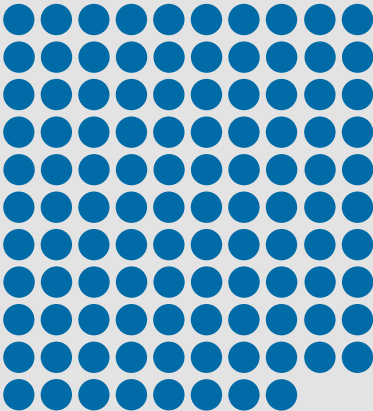
10 HOSPITALS



3 CORPORATE MEMBERS



4 AFFILIATES



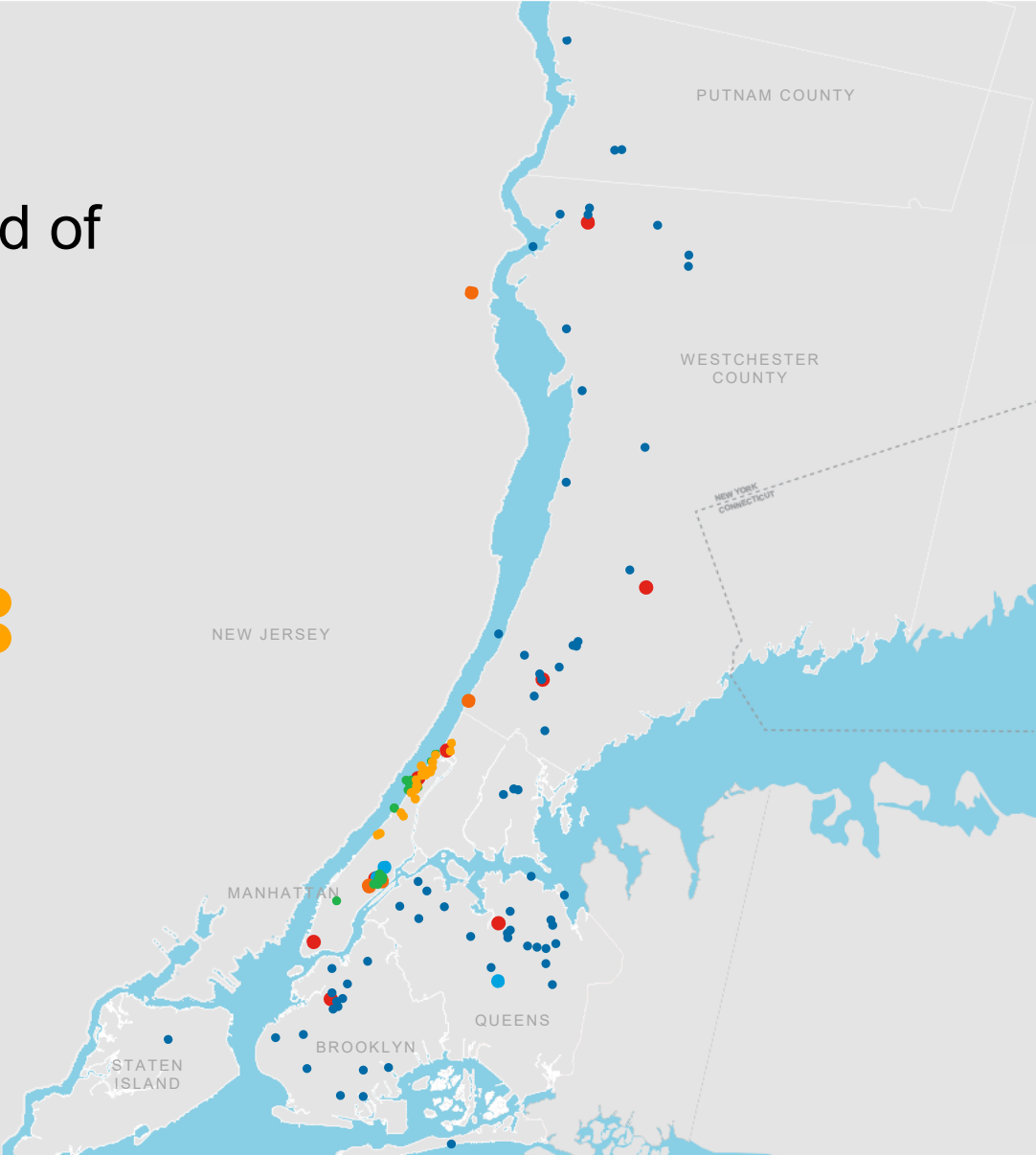
108 MEDICAL GROUP LOCATIONS



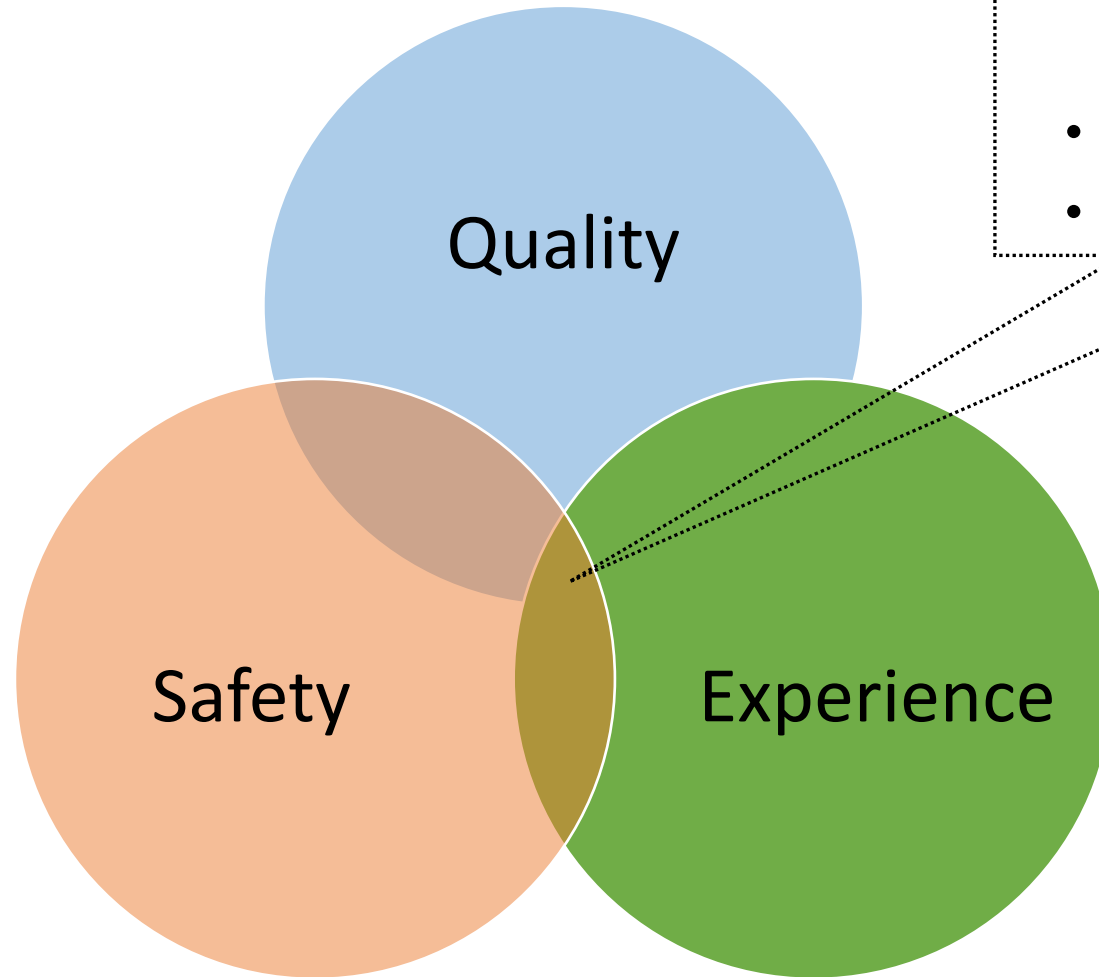
39 PRIMARY CARE AND SPECIALTY CARE LOCATIONS (ACN)



21 SCHOOL-BASED HEALTH CENTERS & SCHOOL-BASED MENTAL HEALTH CENTERS



# Quality, Safety and Experience (QSE) are Inextricably Linked



- Goal = center staff on QSE
- Amplify and support each others' work
- Inspire
- Recognize / engage

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# Lead with QSE

- “Facts convince, stories inspire”
- Lead with QSE at meetings
- Leverage the power of storytelling
  - QSE story
  - QSE metrics and best practices

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# Building Trust with Leaders

- Come to listen
  - Meet them where they are
  - Humble Inquiry
  - Not “just corporate coming to spy”
- Offer tools and resources
- Show them how
- Challenges

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# Tactical Plan

- Pre-meeting (45 mins)
  - Hospital: President, CMO, CNO, COO
  - Leads for Regulatory, Experience, +/- Quality and Safety
- Relationship building
  - “What challenges you the most?”
  - Best practice sharing and support

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# Rounding

- Small group GEMBA
  - 4-5 max (avoid crowds)
  - Local and enterprise
  - Mix of clinical and non-clinical
  - Scribe
- ~30-45 mins per unit
- Quality, safety, experience, regulatory

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# Considerations

- Standardization vs. local flavor
- Structured agenda (scripted)
- Free flowing

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# Post Rounds

- Debrief with leaders
- Thank them
- Close the loop
  - Assign responsible party to resolve identified issues
  - Follow up with caregivers about how it was addressed

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# Lessons Learned

- Relationships first, systemness second
- Model service excellence behaviors
- Not every meeting needs a rigid agenda
- An appreciation for difference can smooth the transition to high reliability

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# Key Takeaways



- Develop trust with authenticity
- Person-centered communication at all levels
  - Partnership, respect, individuality, safety
  - True “judgment-free zone”
- Keep the patient at the center
  - QSE is de-siloed

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# Questions?



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Medicine



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