

2023 VIZIENT CONNECTIONS SUMMIT

TOGETHER
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SEPT. 18–21, 2023
WYNN, LAS VEGAS

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Less Really Can Be More: A Staffing Efficiency Story

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Learning Objectives

- Explain the benefits of a whole system quality structure.
- Identify at least two approaches to meet customer needs with limited full-time equivalent resources.

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Intermountain by the Numbers



7 Primary States
(UT, NV, ID, CO, MT, KS, WY)



63,000+
Caregivers



1,089,000+
SelectHealth
Members



\$14.7 Billion
Total Revenue



32 Hospitals



385
Clinics



4,200 Employed
Physicians & APPs

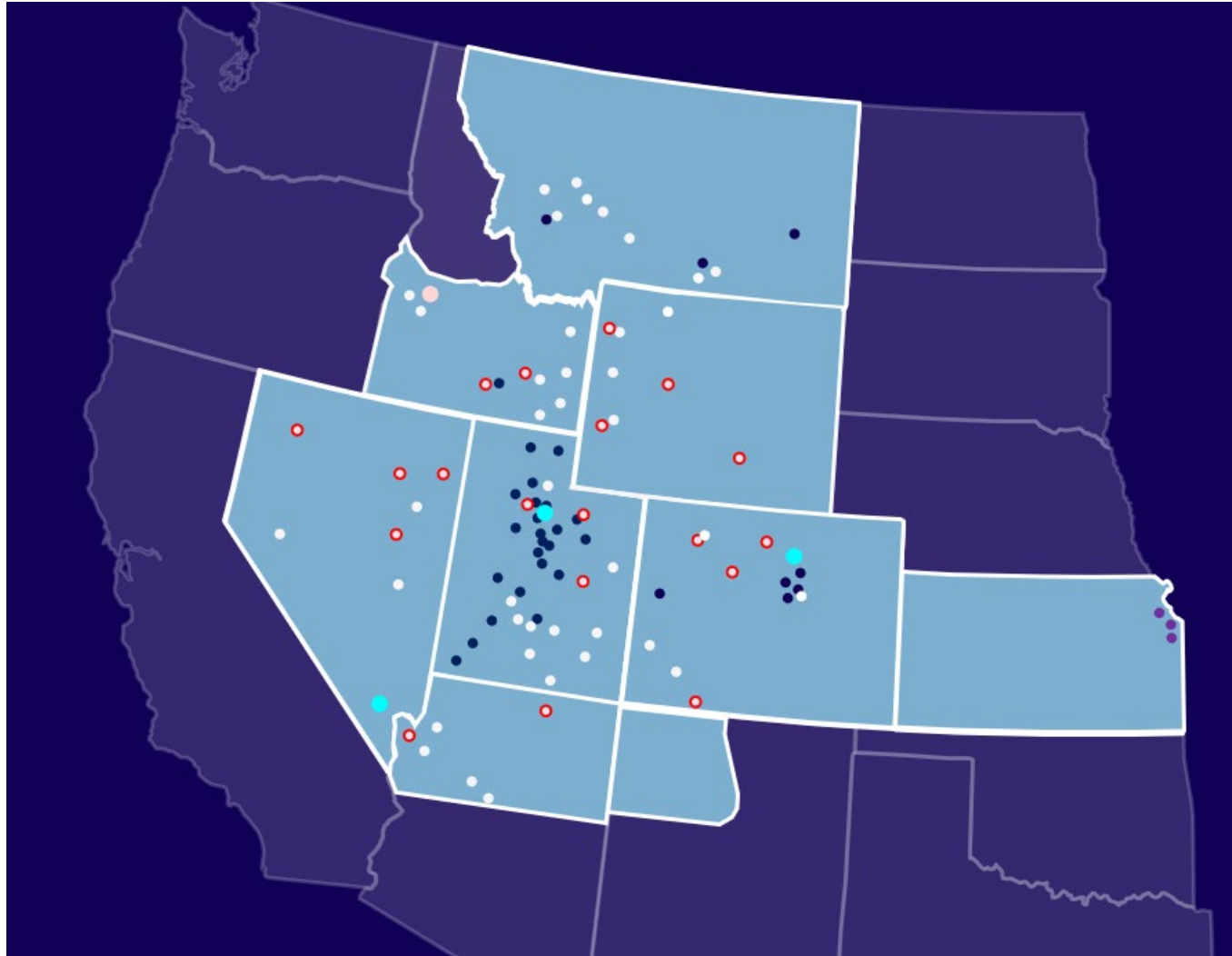


4,699
Licensed Beds

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Intermountain Health's Current Footprint



- Hospitals
- Region HQ
- Saltzer Health
- Affiliate/Outreach Partnerships
- Classic Air Medical Bases
- Peaks Region safety net clinics

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Supporting Teams in Clinical Excellence

Executive Team

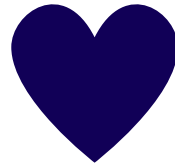


VP Chief Quality and Safety Officer
AVP Clinical Excellence Operations
Executive Director Nursing

System Led • Locally Deployed • Caring and Learning Together



Safety &
Clinical Risk



Experience



Quality



Infection
Prevention



Patient
Advocacy



Regulatory
Affairs



Clinical Data



Physician
Advisory/ CDI



Human Factors
& Clinical
Performance



Clinical Policies

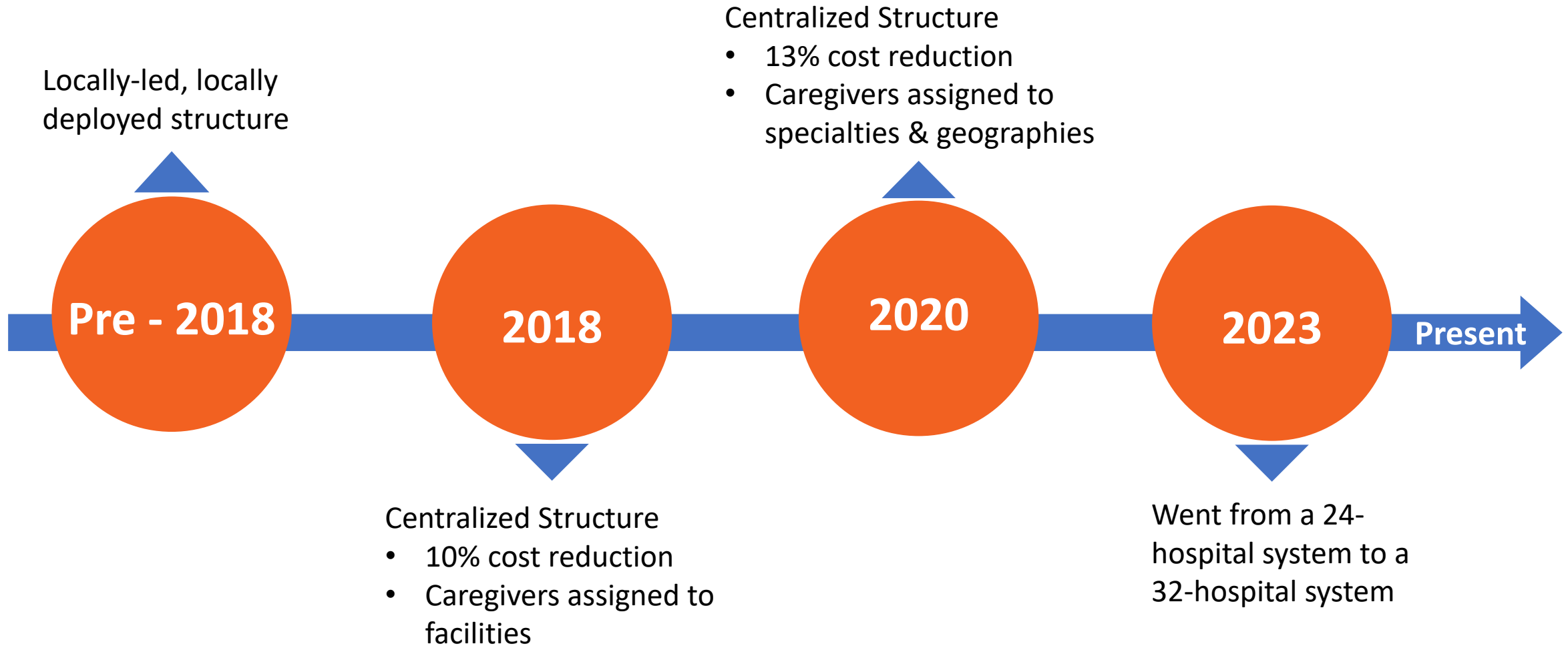


Local Care
Site Leader

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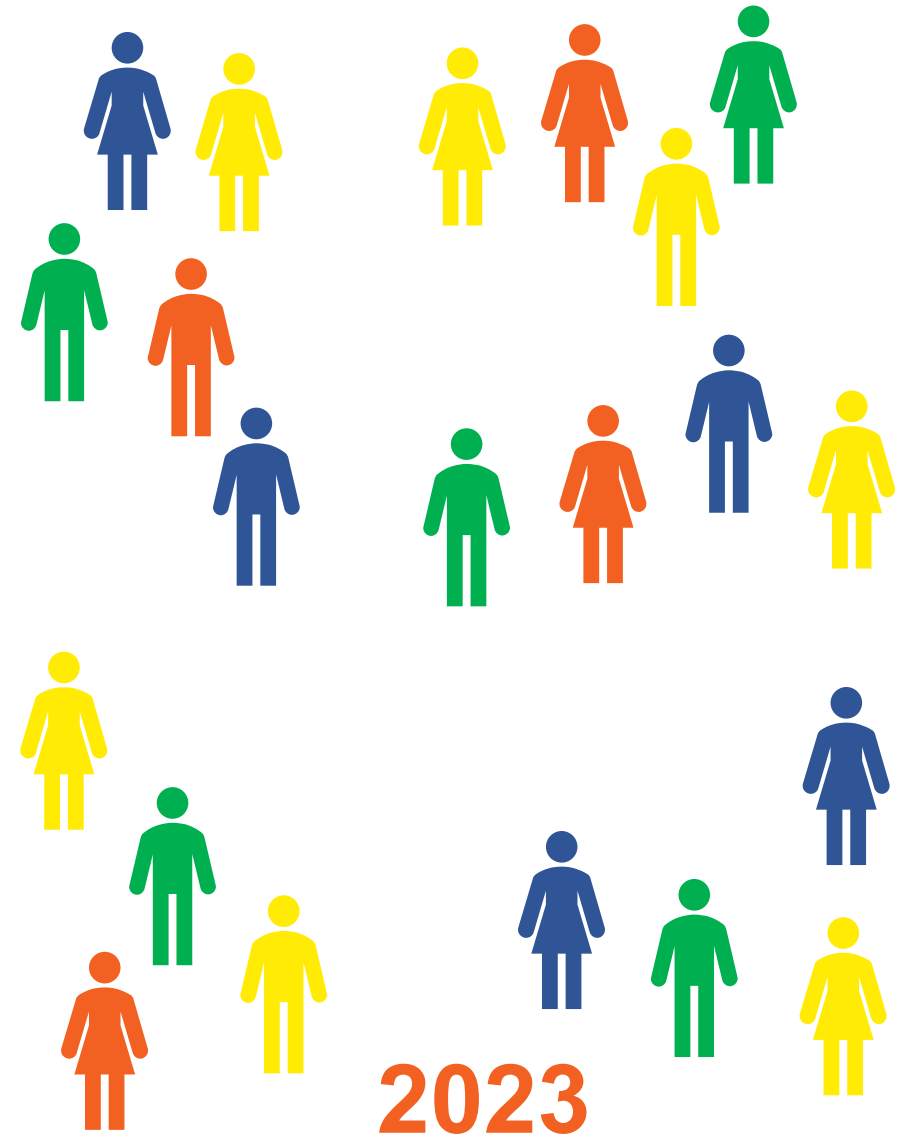
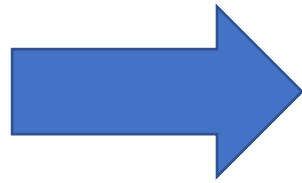
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Background Clinical Excellence Timeline



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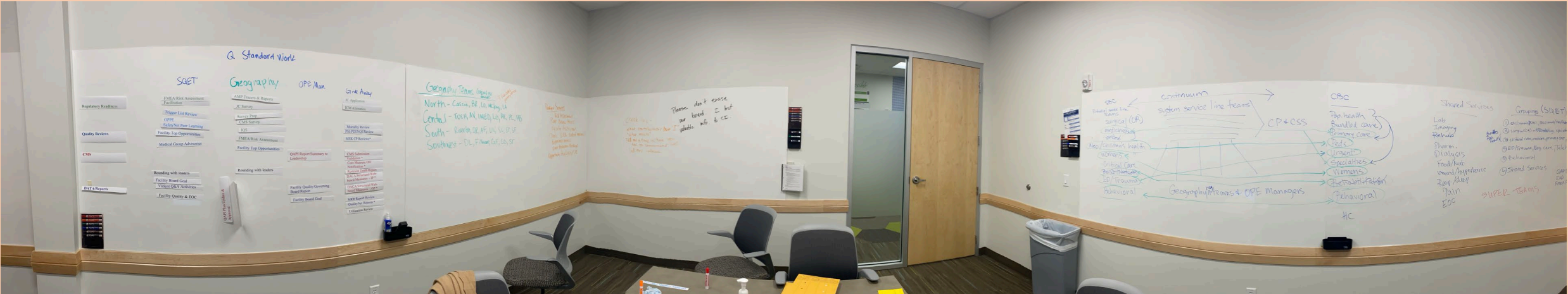
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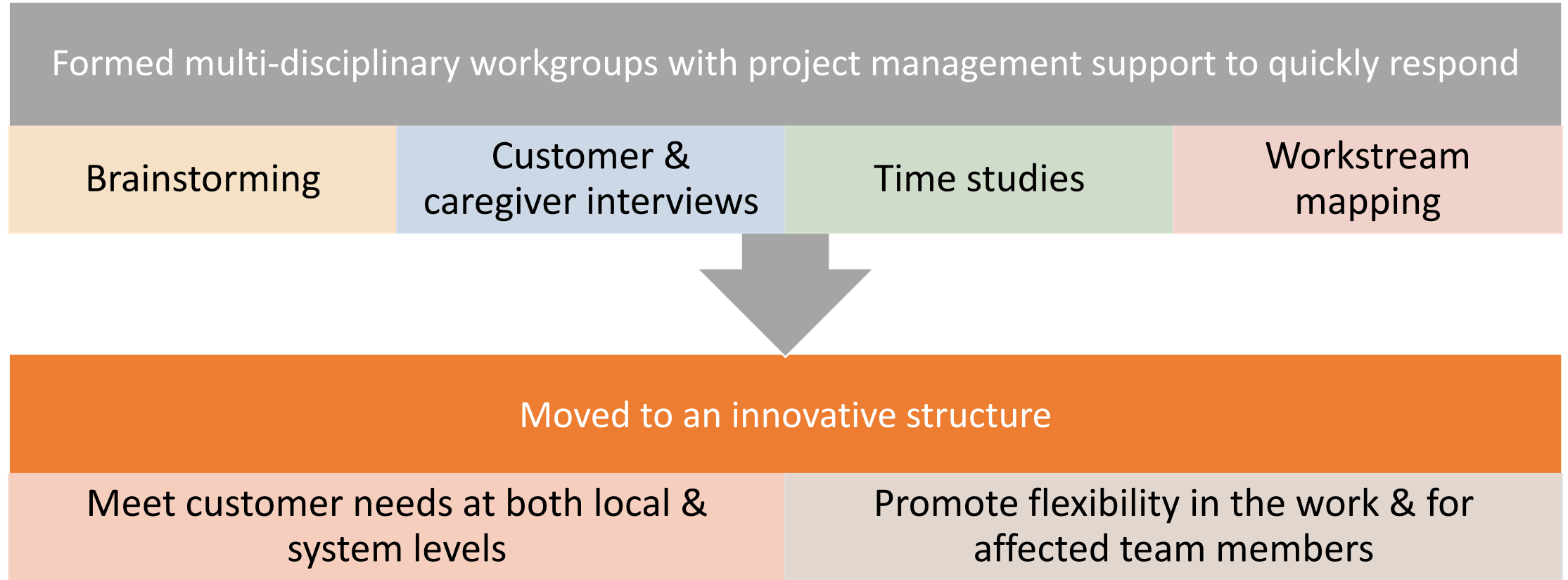
Intervention Detail



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Intervention Detail

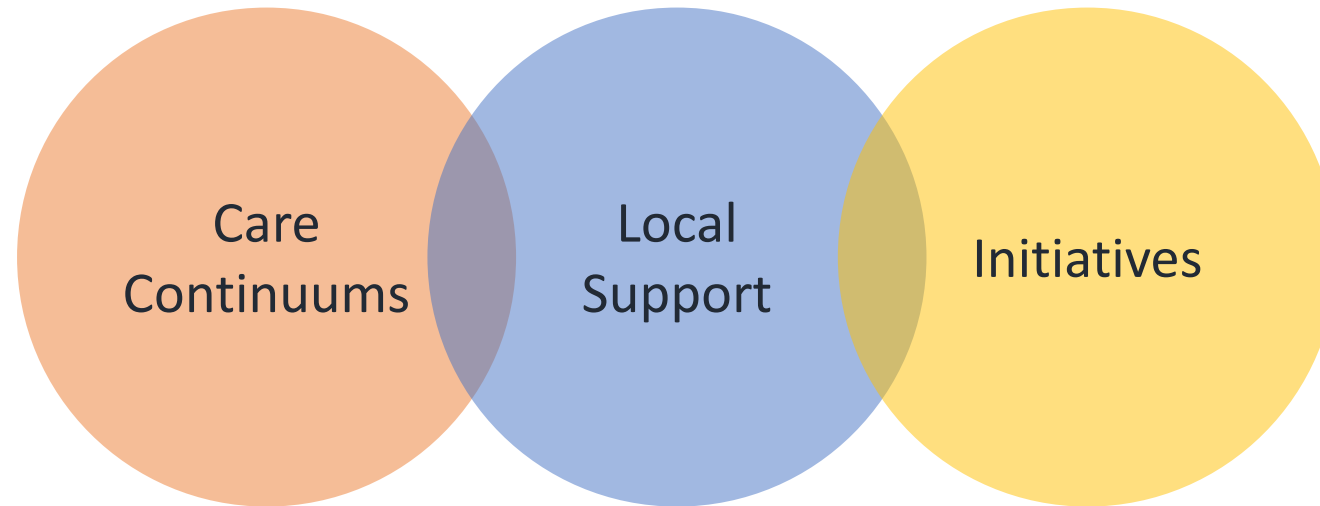


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Intervention Detail

- Strategic & operational priorities
- Caregiver portfolios vary
- Professional development



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Outcomes

Right-sizing Teams & Support

Structure can be a best friend or worst enemy

Flex to the work

Clarified scope & healthy boundaries

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Outcomes

Caregivers are not limited to a geography or service line

Benefits – larger pool of teammates for backup and collaboration

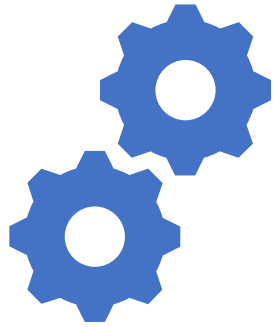
Connection to local and system work

Benefits - trusted relationships and ease of standardization

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Outcomes



**Operational
Efficiencies**

Quality Assurance
Performance Improvement

Regulatory

Patient Safety Indicators

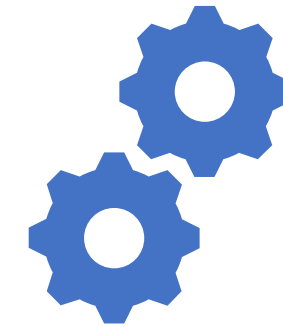
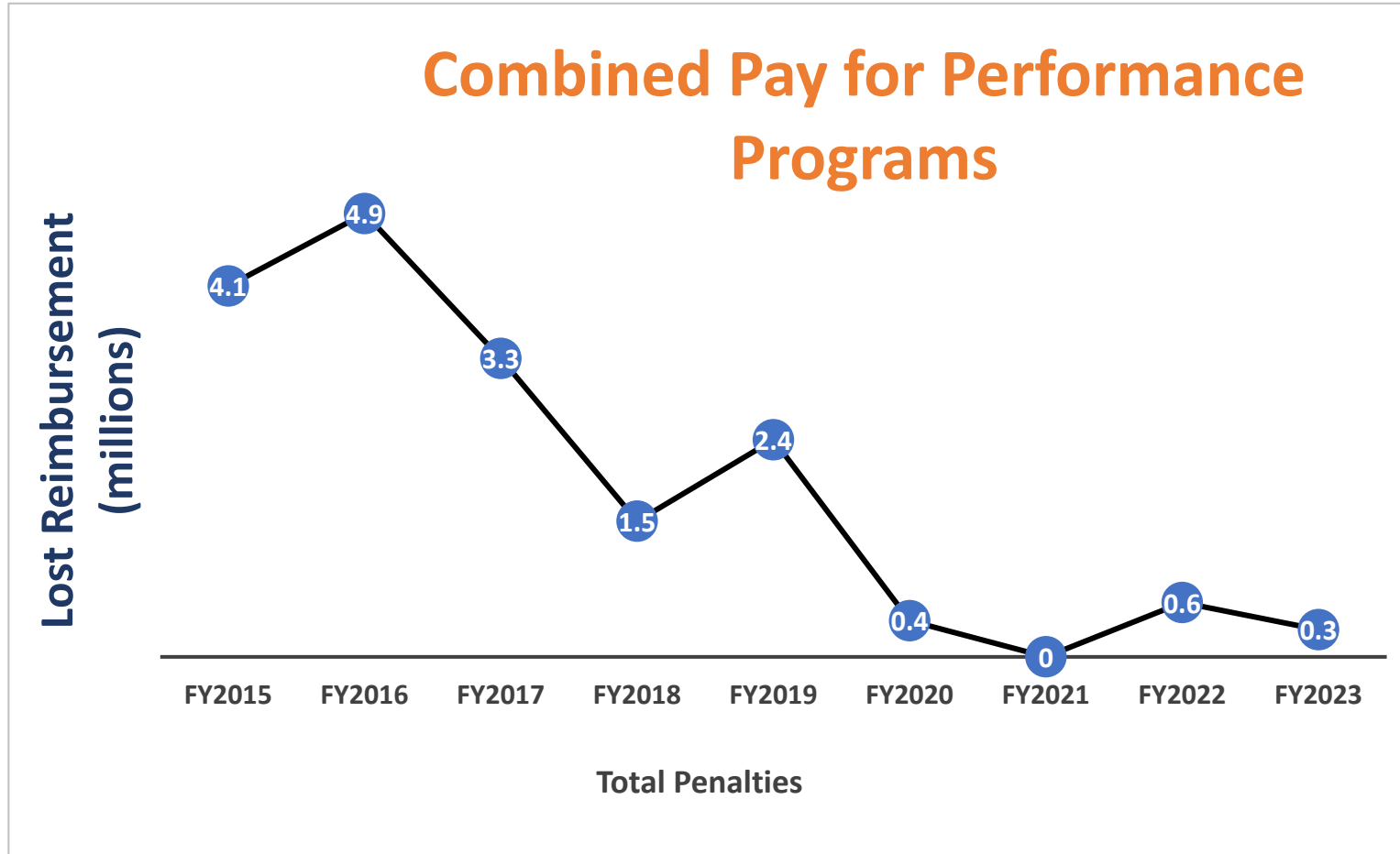
Rounding

Peer Learning

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Outcomes



Operational
Efficiencies

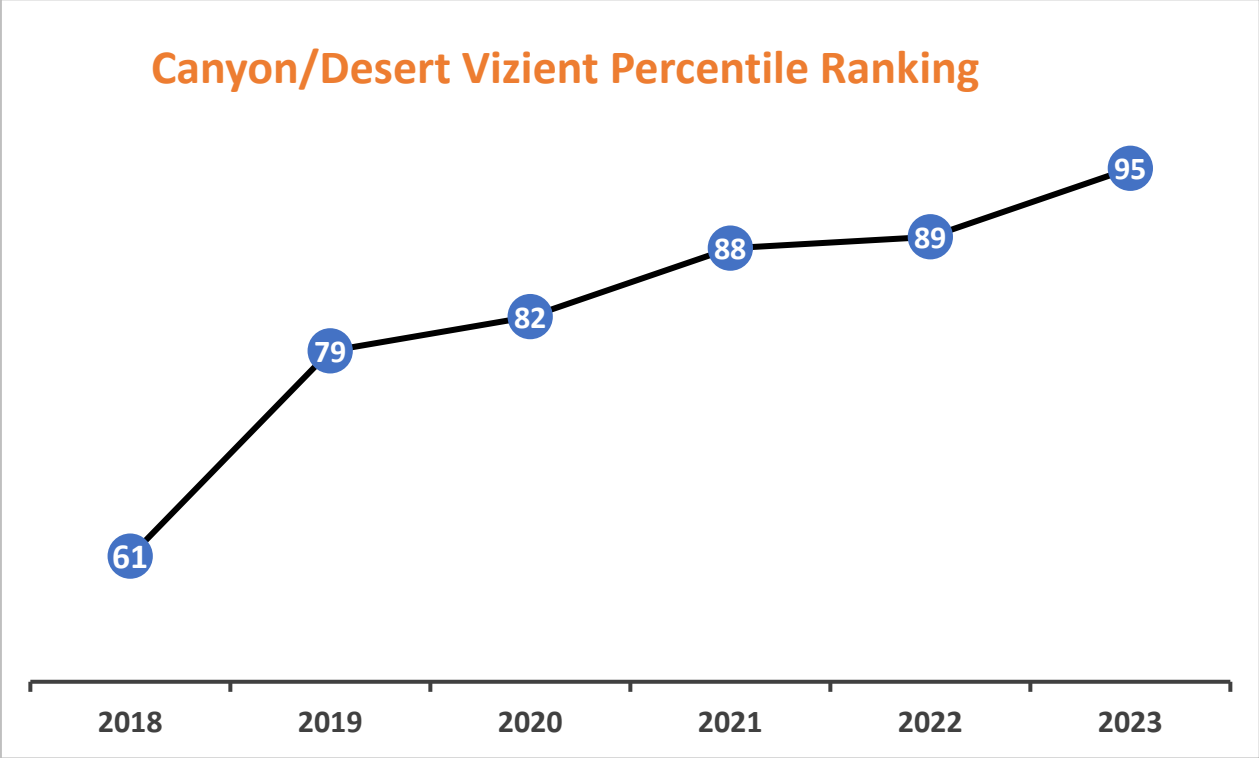
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Outcomes



Vizient Q&A



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Success



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Top performers

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Lessons Learned

Right-sizing Teams & Support

Structure can be a best friend or worst enemy

Flex to the work

Clarified scope & healthy boundaries

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Key Takeaways



Set Clear Goals



Standardize Work



Engage Team

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***“A Bad System Will
Beat a Good
Person Every Time”***

~ W. Edwards Deming



Photo courtesy of The W. Edwards Deming Institute®.

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Questions?



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