

Establishing a Quality Baseline Systemwide with HQ Concepts



“We were looking for proven and standardized training about the role of quality in healthcare as a whole,” says Nidia Williams, PhD, MBB, CPHQ, FNAHQ, vice president, quality and patient safety at Lifespan and NAHQ board member.

THE PROBLEM

Lifespan, an integrated academic health system in Rhode Island, was on a journey to foster and centralize its quality efforts. However, leaders had difficulty getting frontline employees engaged in healthcare quality. Lifespan employs more than 15,000 employees, who work at the system’s flagship academic medical center as well as affiliate and community affiliate hospitals and more than 1,200 outpatient facilities around the state.

Staff, especially frontline healthcare workers, already face hours and hours of mandatory training. Lifespan’s healthcare quality

professionals had developed an internal introductory program, which was delivered during staff orientation. The program included the things incoming staff were required to know, including information about specific quality processes, tools, event reporting, risk management, and more.

Lifespan needed an effective solution that would enable nurses, clinical staff, and providers to learn about the significance of quality in healthcare, quality processes, and how healthcare quality professionals support the organization. Once frontline staff knew these concepts, the health system could more successfully bolster quality improvement initiatives throughout the organization. Further, Lifespan wanted its culture of quality and safety to be fostered, maintained, and understood throughout the health system.

THE NAHQ SOLUTION

Lifespan turned to NAHQ's HQ Concepts™, a one-hour online course that offers participants an introduction to the fundamentals of healthcare quality based on the industry-standard NAHQ Healthcare Quality Competency Framework. HQ Concepts teaches frontline staff the techniques to complete a cycle of improvement, implement sustainable change in processes, and articulate improvements made. More importantly, HQ Concepts imparts what quality is and why it is imperative — enabling staff to understand their role in the process.

“Quality and safety are tough messages to get out person to person,” Williams says. “Everything that I needed the front-line staff to know from a quality and safety perspective is in the HQ Concepts course. It’s the perfect package.”

Developed for a variety of learners, HQ Concepts provides healthcare quality training for clinical and nonclinical frontline healthcare professionals outside of full-time administrative quality roles. It introduces the following essential concepts in healthcare quality:

- Evolution of Healthcare Quality
- Principles of Quality Improvement
- Data-Driven Decision Making
- Teamwork at All Levels
- The Future of Healthcare Quality

HQ
Concepts™

“HQ Concepts was a cost-effective solution that provided Lifespan with an overview of important quality concepts that our frontline workers couldn't get anywhere else,” Williams says.



THE RESULTS

With HQ Concepts, Lifespan provides its frontline workers with streamlined healthcare quality training, including a shared vocabulary. In addition, employees now can relate their work directly to the organization's overall quality outcomes.

After implementing the HQ Concepts training, Lifespan has:

- Trained more than 10,000 employees in the fundamentals of healthcare quality
- Reframed “near misses” into “good catches,” acknowledging and giving positive reinforcement to employees for following healthcare quality and safety processes and protocols to report issues before they become events
- More effectively used data to enhance process and performance improvement
- Enabled greater awareness systemwide of healthcare quality's positive influence on patient care
- Gained confidence that employees across the system are engaged in healthcare quality initiatives

“I think people who don't work in quality think about quality as something other people do,” Williams says. HQ Concepts helps us understand that we all work collaboratively to deliver the best care – every person down the line and across the spectrum.”



LIFESPAN BY THE NUMBERS

About Lifespan

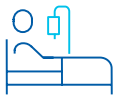
RI's largest
health system &
private employer



15,860+
Employees



3,200+
Affiliated Physicians



1,165
Licensed Beds

Rhode Island Hospital (RIH)

719 beds

Level 1 Trauma
(ACS-verified)

Hasbro Children's Hospital

Pediatric division
of RIH

Level 1 Trauma
(ACS-verified)

Lifespan Physician Group

- Specialty & Primary Care Practices

Coastal Medical, Inc.

- Primary Care Practices

The Miriam Hospital

- 247 beds
- Community teaching hospital
- Magnet

Newport Hospital

- 247 beds
- Community teaching hospital
- Magnet

Bradley Hospital

- 70 beds
- Child & adolescent psychiatric facility

Gateway Healthcare

- Community Behavioral health organization