Establishing a Solid Quality and Safety Foundation

"We required a standardized focus on basic quality principles and tools," says Kathy Davis, DNP, RN, MBA, CPHQ, system vice president, quality, safety and clinical integration at MultiCare Health System.

THE PROBLEM

MultiCare Health System, established in Tacoma, Wash., in 1882, has grown into the largest, not-for-profit, community-based, locally owned health system in Washington state. MultiCare operates nine hospitals and numerous primary, urgent and specialty clinics.

When Kathy Davis, system vice president for quality, safety and clinical integration, joined the organization two years ago, she was met with a diverse quality team, which included nurses, analysts and patient advocates, all of whom had varying levels of experience, expertise and knowledge in healthcare quality and safety.

As she and her team developed how they would work together, Davis wanted to establish a solid foundation of quality and safety principles. Plus, because it was the middle of the COVID-19 pandemic, she needed it fast. "We required a standardized focus on basic quality principles and tools," Davis says. "Instead of spending time and resources creating something, we turned to NAHQ."

NAHQ®
National Association for Healthcare Quality

THE NAHQ SOLUTION

The MultiCare Foundation sponsored NAHQ's HQ Principles for 60 staff members. Incorporating HQ Principles into the professional development of its quality team establishes a baseline of their understanding and level sets their knowledge of fundamental principles about quality and patient safety.

Through this on-demand certificate program, participants refresh or improve their basic understanding of healthcare quality and patient safety terms, tools and methodologies.

HQ Principles is ideal for those who are

- Assigned to a healthcare quality role for the first time

- Tasked with executing an organization's healthcare quality agenda

During the six-hour course, HQ Principles participants obtain a clear understanding of healthcare quality through learning modules that align to NAHQ's Healthcare Quality Competency Framework. Upon completing the modules and passing the post-test, participants earn a certificate.

HQ
Principles™

THE RESULTS

Following the training, Davis says she can see the team's successes in "different ways and in different places." She continues, "We have created a safe environment where even experienced quality professionals feel that they can go back to the basics, experiment with tools and share with colleagues."

In addition, Davis reports that, aided by HQ Principles, the quality and safety professionals at MultiCare have adopted a performance improvement mindset. For example, quality and safety team members bring examples of their work to all-hands meetings and discuss how they use quality and safety tools and what they have learned. Further, with a common set of quality and safety terms, communicating complex situations is much easier.

"HQ Principles creates a nice platform and an effective way for us to learn, relearn and grow together," says Davis.

MULTICARE HEALTH SYSTEM BY THE NUMBERS

Founded
in 1882

Nine
Hospitals

20,000
Employees