



Quality & Patient Safety at CMH




Quality Committee Overview

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CAMBRIDGE
MEMORIAL
HOSPITAL 

A photograph of a modern, multi-story building with a grid-like facade of windows. The building is illuminated from within, and the sky is dark with some clouds. A large, semi-transparent blue rectangle is overlaid on the center of the image, containing white text. The text is a quote by Brian Tracey. The building has several signs, including "MAIN ENTRANCE", "EMERGENCY", and "AMBULANCE BAY".

“Excellence is not a destination: it is a continuous journey that never ends”

- Brian Tracey

Key Elements of High Quality & Safe Patient Care at CMH

Strategic Focus

Patient & Family Partnership

Culture of Quality & Patient Safety

Quality Improvement methodology

Management Systems & Structures

Risk Management

Research & Innovation

CMH Strategic Priorities Tracker & Quality Dashboard - DRAFT

Direction	Alignment	Strategic Initiative	Unit	Prior Year Actual	YTD Performance	Target	Year-End Projection	YTD Reporting Period End
Prove Patients Matter Most	C-QIP	30 Day Readmission Rate for CHF patients	%	14.4	7.1	14.0	●	Jun-19
	C-QIP	30 Day Readmission Rate for COPD patients	%	20.1	14.7	15.5	●	May-19
	C-QIP	OP MH Appointment Wait Time (average)	days	67.1	195.1	112.0	◆	Aug-19
	Driver	ED LOS Time to Bed (90th percentile)	hours	18.5	16.6	12.0	◆	Jul-19
	Driver	Patient Experience- Would you recommend CMH?	%	48.0	47.8	61.2	◆	Jul-19
	QIP	Patient Experience- Enough Information at Discharge (Acute Med/Surg)	%	52.8	57.9	53.4	●	Jul-19
	QSP	Medication Reconciliation at Admit	%	90.0	93.0	100.0	▲	Aug-19
	QSP	Medication Reconciliation at Discharge	%	70.0	70.0	100.0	◆	Aug-19
Lead Boldly	Driver	Weighted Cases (average)	HIG weight	1,081.2	1,053.9	955.9	●	Jun-19
	Driver	*Ontario Health Teams*		---	---	---		---
Increase Joy in Work	Driver	Overtime Hours (average per pay period)	hours	1,298.5	1,361.5	716.0	◆	Sep-19
	Driver	Staff Engagement- CMH as excellent/ very good place to work	%	35.8	45.6	53.0	◆	Aug-19
	QIP	Lost or Modified Hours due to Workplace Violence (average)	hours	108.6	40.8	0.0	▲	Aug-19
	QSP	Leaders, staff and physicians who received Quality Improvement Education	%		16.8	17.0	●	Jul-19

- Forecasted to Achieve
- ▲ At Risk
- ◆ Forecasted Not to Achieve

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"I would like my healthcare team to know..."

That we are so grateful for the incredible, kind and attentive care that our family received. This was a truly terrifying experience and we are so grateful for the Pediatric Team @ CMH

We wanted to say that Bart is an amazing student nurse, and he was made for pediatrics! We wish him the best on his journey

Caring Respect Innovation Collaboration Accountability
 Love Gileen, Steve + Hazel Chandler

Date: July 4/19

"I would like my healthcare team to know..."

Doctor Babin was calm collected and friendly. The nurse made me forget I even hurt myself.

Date: _____

Caring Respect Innovation Collaboration

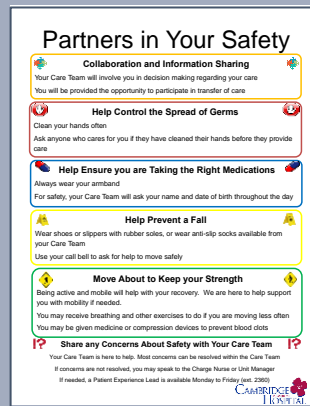


Thanks for your loving care recently
 Lydia Ann Bauman



Patient & Family Partnerships

- Patient & Family Advisory Council – first in Waterloo Wellington – est. 2014
- Comment Cards
- NRC Patient Satisfaction Survey
- Patient participation on hospital committees – Ethics, Quality & Operations
- Patients as Partners poster



MyChart™

nrc | Human understanding
HEALTH



- Patients involved in leadership interviews
- Patient Co-chair Steering committee for Strategic Plan development
- Patient attended Beryl Institute conference alongside operational & medical leaders
- Partners in Your Safety poster development
- MyChart & CoHealth

Culture of Quality & Patient Safety



ACCREDITATION
CANADA



**Health Quality
Ontario**

Let's make our health system healthier



**Institute for
Healthcare
Improvement**



Institute for Safe Medication Practices



Culture of Quality & Patient Safety



NSQIP



Disclosure

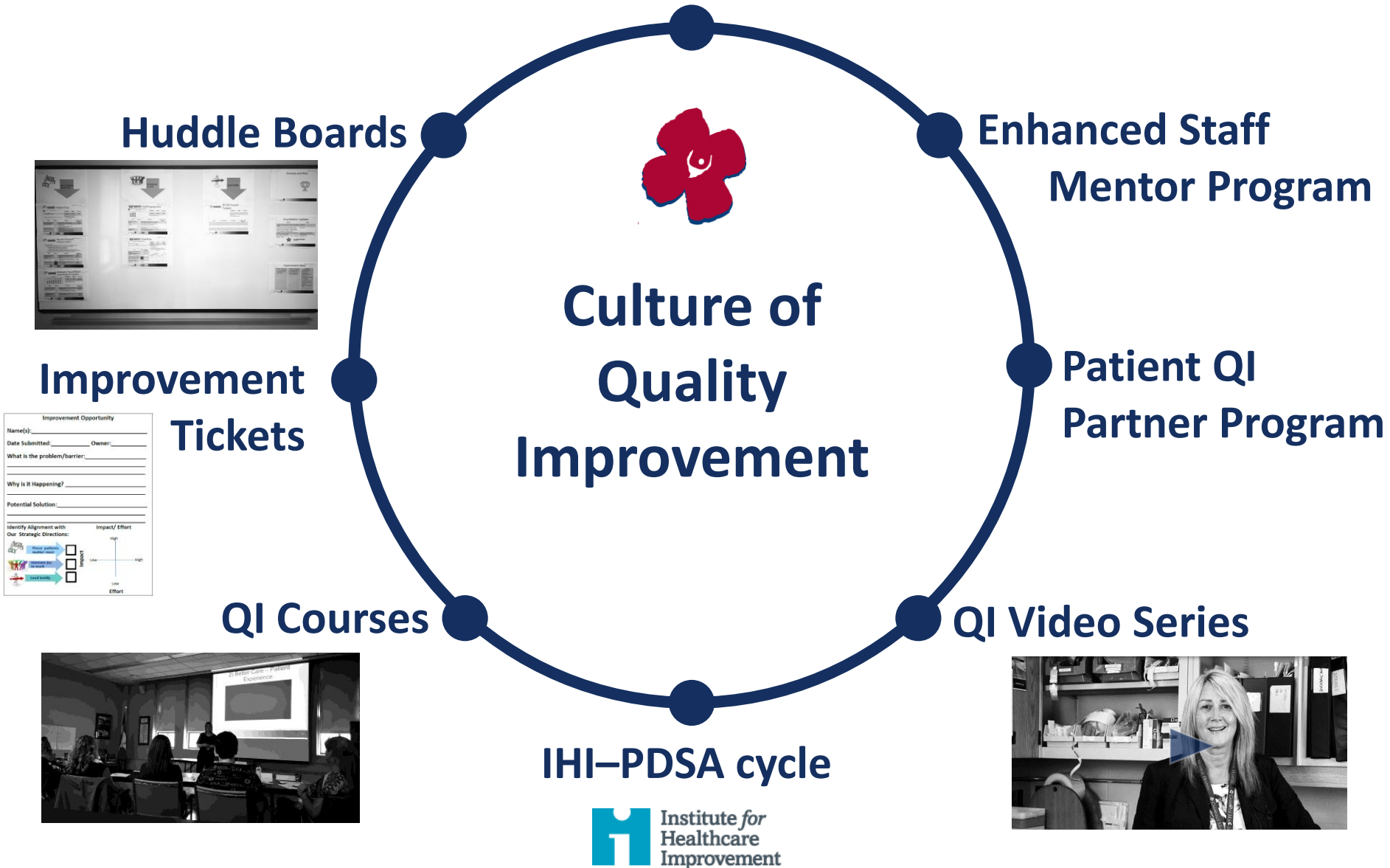


ERAS

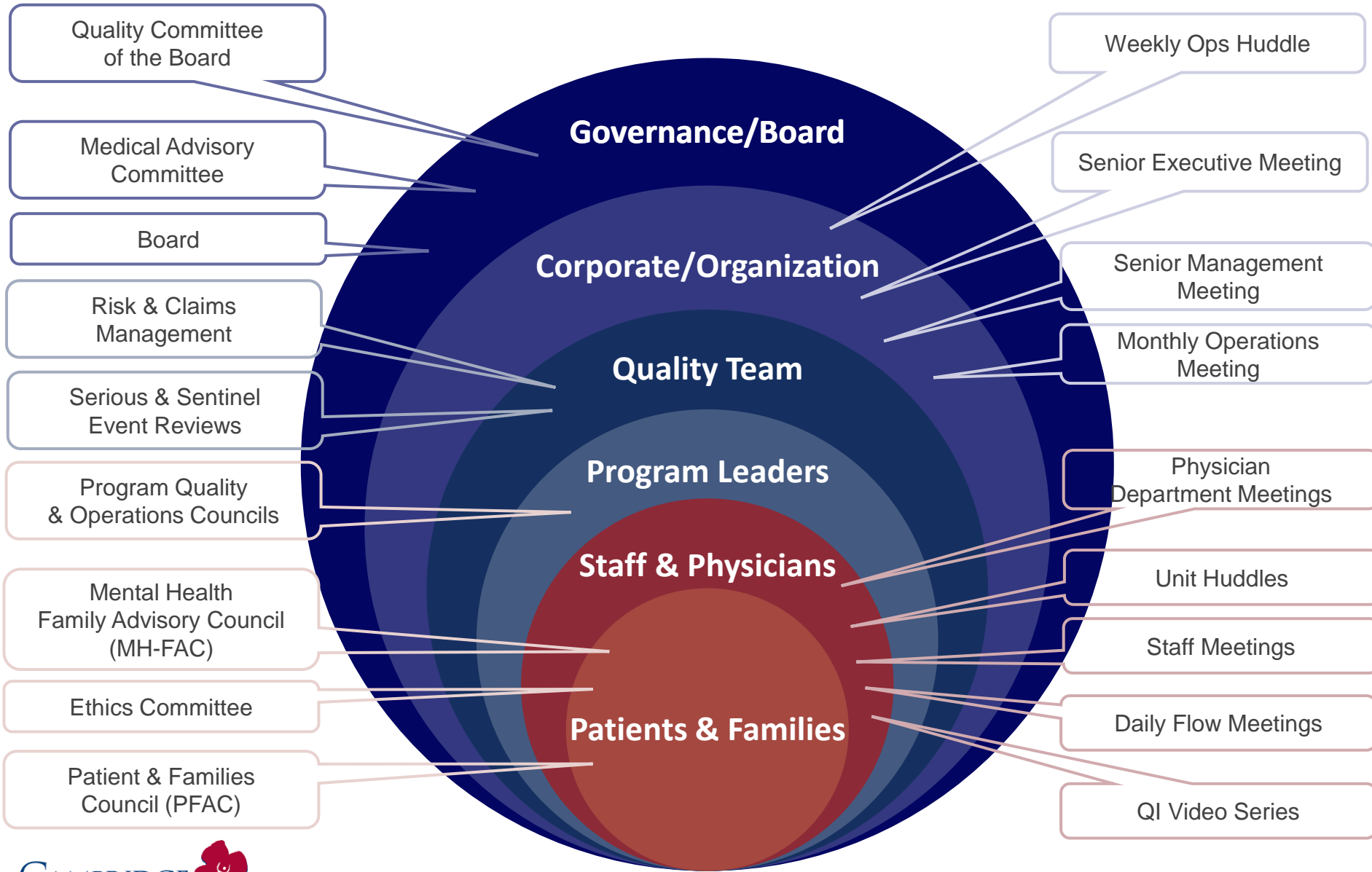


**Investment into
creation of a Patient
Safety Lead role**

Quality Improvement Methodology



Management Systems & Structures



Risk Management



- HIROC – partner in patient safety & risk mitigation
 - Hospital insurer
 - Risk/legal advisory
 - Risk mitigation tools
- Integrated Risk Management Journey
 - 2016 → ongoing

Research & Innovation

from innovation to **INNOVATION**

- EBD embedded in QI training and some VSMs
- Accountable Care Unit
- Opportunities to include more Design Thinking and evolve our mindset to encourage how we approach problems differently