



PATIENT SAFETY

Webinar: Our Journey to Excellence in Safety - ZERO HARM

Presented by Carol Kennedy, RN, MSN
Chief Clinical Officer
Barrett Hospital & HealthCare

November 19, 2013

9AM Pacific—10AM Mountain—11AM Central—Noon Eastern

Description:

Barrett Hospital & HealthCare is on a path to achieve excellence in safety: ZERO HARM. The journey begins with the development of a just culture that promotes reporting of risky and harmful events and continues as we learn real time problem solving. Our work with Value Capture has helped us learn from Dr. Toussaint and ThedaCare as we are learning to use the scientific method with our frontline staff. We are looking to those experts who do the work to call out the problems, to help discover root causes, to hypothesize the best solutions, and to test the value of those fixes. One incident, one potential risk of harm at a time, we are addressing broken processes that put our patients and our staff at risk.

Reserve your Webinar seat now at: <https://www1.gotomeeting.com/register/150837481>

Audio Only:

You may access the audio only portion of the presentation by calling 1-877-309-2074 at the scheduled time. The passcode is 547-098-372 . You may not be able to ask questions if you choose this option.

Presentation:

The power point presentation will be available for down-load by November 15 on the HTMS web site. <http://www.htmsinc.com>. The password to access the presentation is safety2. The link to access the recording will be available approximately 2 business days after the webinar on the HTMS web site. The password to access the link is safety2.

***Please join us for future Performance Improvement and Patient Safety webinars:
Jan 21 – Mach 18 - May 20***

Questions - please contact HTMS Regional Chief Clinical Officers:

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Our Mission

To provide effective solutions for the delivery of healthcare

Excellence in Care.

Realize confidence in the community.



“The ongoing support we receive from HealthTech is outstanding. The company’s Clinical Services team provides on-site support and many resources that resulted in a very successful survey by The Joint Commission this past year.”

— VP of Patient Care Services/CNO/Compliance Officer, Hillsboro Area Hospital

Clinical Services

Community hospitals are a vital part of the healthcare system in the United States and are critically important to the health of the populations and the communities that they serve. HealthTech Management Services provides contemporary resources through consulting and educational programs that promote evidence-based care, quality, patient safety, and operating efficiencies.

The outline below is an overview of the services that we provide. We can also tailor services to meet your unique needs.

Performance Improvement (Quality) and Patient Safety

Our team will assist you in developing or refining your performance improvement (quality) program. Our approach starts with an in-depth assessment of your program and, based on that assessment, we will help develop a detailed plan for improvement. We will provide education for your team including: role of the quality committee; how to engage staff and providers in the quality agenda; how to choose meaningful improvement initiatives; and the role of data and performance scorecards.

Regulatory Compliance

We provide mock surveys to assess compliance with various standards including: Centers for Medicare and Medicaid Services (CMS), The Joint Commission (TJC), DNV, Healthcare Facilities Accreditation Program (HFAP) and State. Our mock surveys include all sites of care including hospital; long-term-care; home health; hospice; rural health centers and behavioral health. An important part of our mock survey process is to assist you in developing strategies for continuous survey readiness.

Clinical Resource Management

Clinical Resource Management (CRM) focuses on the provision of efficient and effective care coordination, including utilization review; transition planning; patient advocacy; and discharge planning. We believe that an effective CRM program must be multi-dimensional, involve the entire care team and focus on the needs of the patient. Our consultants understand the unique needs of smaller facilities and have the experience to assist you in developing a functional and sustainable program.

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Clinical Services

Medical Staff

The role of the medical staff office continues to evolve, as do the regulatory requirements for credentialing and privileging. We understand the challenges that hospitals face with a small number of medical staff. Our consultants will assess your medical staff structures and processes, provide education and help develop a plan that meets your unique needs.

Staffing and Productivity

HealthTech has developed a structured productivity system to improve staffing efficiency. Our tools include a productivity manual with definitions and targets for most departments as well as a productivity monitoring system.

Our staffing and productivity review utilizes a collaborative team approach including both clinical and financial consultants. As a part of our on-site review, we provide an educational session in addition to working with each department manager to understand their current staffing, identify opportunities to improve work processes and develop realistic productivity targets.

Executive and Management Leadership Development

Leadership skills are a critical component of organizational success. Our consultants will provide an in-depth assessment of your leadership and/or executive team and develop contemporary strategies for improving leadership performance.

Education

HealthTech provides a variety of webinars and newsletters. A catalog of current programs, including an in-depth overview of each as well as suggested audiences, is available upon request.

“It is always greatly appreciated when HealthTech’s Regional Chief Clinical Officers and Consultants provide us with their knowledge and expertise. They actively listen to our needs and offer great recommendations in helping us find solutions to specific challenges.”

— Chief Clinical Officer,
Upson Regional Medical
Center

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