

The Board's Role in Quality & Patient Safety



This presentation will highlight

- **National focus on quality and patient safety**
- **The impact and accountability of engaged Board members**
- **Intermountain's strategy to maintain continuous readiness**
- **Your role in the quality and patient safety process**

How Things are Changing

- **The national focus on quality and patient safety continues to increase transparency and increase public awareness**
- **Accountability for quality and safety has grown to include bedside staff, medical staff, hospital leadership and board members**
- **Boards have an increased role in affecting the pace of quality improvement**
- **Facilities (and Boards) are increasingly subject to external agency reviews, with greater regulatory and accreditation accountability**

Best Patient Care Outcomes*
are Associated with Boards that:

- Spend 25% of their time on quality issues
- Review formal quality performance measurement reports
- Have frequent discussion with medical staff on quality and patient safety strategies

* IHI *“Getting the Board on Board”* 6/07

Boards Make an Enormous Difference When:

- **Senior leadership is held accountable**
- **Quality committees routinely review patient safety goals and satisfaction scores, and report pertinent information to the full board**
- **Members monitor patient quality using “Dashboards”**
- **Members review all external agency evaluations**

Boards in High-achieving, Rapidly Improving Hospitals:

- **Set a clear objective to monitor performance**
- **Take ownership of quality problems and ensure quality is on the agenda every meeting**
- **Ensure members understands the terms and concepts discussed (avoid medical jargon)**
- **Help close the gap between current performance and best practice**

Boards in High-achieving, Rapidly Improving Hospitals:

(continued)

- **Maintain quality of care oversight and support self assessments efforts**
- **Require a safety commitment from all employee, medical staff and contractors**
- **Promote Board quality and safety education**
- **Assure resources are allocated to improve processes**

National Comparisons

There is an increased public expectation to monitor care using national comparative data bases from:

- **The Joint Commission**
- **CMS**
- **Institute for Healthcare Improvement**
- **National Quality Forum**
- **Patient Satisfaction Data**

Continuous Readiness (Intermountain's Strategy)

We use a robust Internal Quality Survey Process that:

- **Measures compliance based on national standards**
- **Prepares sites for unannounced third-party external quality assessments**
- **Enables us to compare, contrast, monitor, and share results from these visits across the organization**
- **Follows patients through an entire “real time” health care experience**

Summary

- **It is a new external-survey world with more frequent unannounced site visits**
- **Transparency is increasing rapidly**
- **The methodology is rigorous and more aggressive**
- **There is a greater need for Board support and vigilance**
- **Board members are needed on site during surveys/visits**
- **Our leaders are committed to continuous readiness to demonstrate best practice at all Intermountain facilities**