SUPPORTING YOUR PI PROCESS:

BUILD PHYSICIAN BUY-IN
TEN YEARS IN PERSPECTIVE

2006 Trauma Incidence in Maricopa County by Zip Code

Injuries by ZIP Code
- 0 - 69
- 60 - 118
- 119 - 177
- 178 - 236
- 237 - 295

Trauma Centers

Source Data: Arizona State Trauma Registry
37.41% of Arizona Trauma cases could not be mapped

DESIGNATED ARIZONA TRAUMA CENTERS

Trauma Centers
- Level I
- Level II
- Level III
- Level IV
ENGAGING THE MEMBERS OF THE TEAM

Administration/Leadership
Nursing
Business Office
Operations
Physician/Medical Staff
PROCESS IMPROVEMENT PATIENT SAFETY PROGRAM (PIPS)

Required and Defined by the ACS Verification Process (Orange Book Ch 16).

Professional Practice Review Committee (MVMC).

Many Staff Members Are Unfamiliar.

Hospital Quality Council.

SCIP.

HCAPS.

Etc.
WHAT IS UNIQUE TO TRAUMA

Is Trauma Like Chest Pain, Stroke, Cardiac Receiving Center, etc?

Absolutely Not!
WHAT’S DIFFERENT?
(WHY ADMINISTRATION DOESN’T GET IT)

The American College Of Surgeons developed the JCAHO in 1951 to monitor quality and have been verifying trauma programs for 25 years.

Mountain Vista’s corporate structure has no other experience with the trauma verification process (15 Hospitals in 6 states, 3600 beds).

How to get buy in from administration?
USE BUSINESS WORDS

Process Improvement
Quality
Opportunity for Improvement
Streamlining
Productivity
FTE's
Profit Center
Silo
Responsiveness
Closing the Loop
Discover and Eliminate Problems
(Identify Your Ally)
OPERATIONS/IT

Why can’t Trauma be like Stroke and Chest Pain?
NINP Patient Issues.
Aliases.
Lots of STAT reads.
Paging.
NURSING

Emergency Department
- ATCN/TNCC

ICU
- ATCN/TNCC

Med/Surg/Ortho
- Charge Nurse/Nurse Manager

Tele
- Charge Nurse/Nurse Manager
MEDICAL STAFF

Orthopedics-Essential Stakeholder.
General Surgeon-The Specialist (Really!!)
Emergency Physician-Our Ally (REALLY!!)
Cardiologist
Hospitalist
Intensivist
Nephrologist
Etc.

Not the Specialist
PUTTING IT ALL TOGETHER

The Trauma Program Is Unique
It requires DATA
The PIPS program monitors benchmarks
The purpose is to identify and improve care
It is multidisciplinary
It can be modified to correct issues at will
It does measurably improve patient care!!
LEVEL III TRAUMA CENTERS
PERFORMANCE IMPROVEMENT MEASURES
ARIZONA STATE TRAUMA REGISTRY 2013
HOSPITAL DISCHARGE DATABASE 2013

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Data and Quality Assurance Section
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CHALLENGES

- Surgeon
  - Orthopedic
    - Single Call Requirement
  - General
  - Acute Care
- Anesthesia
- Emergency Physician
- Residents
- Operating Room
  - Call In Response
  - Holding Area
  - “Consent”
- Lab
  - Blood Bank
COMMUNICATION

Department Meetings
Service Line Meetings
“Huddles”
Email Lists