

TRAUMA MANAGERS GROUP

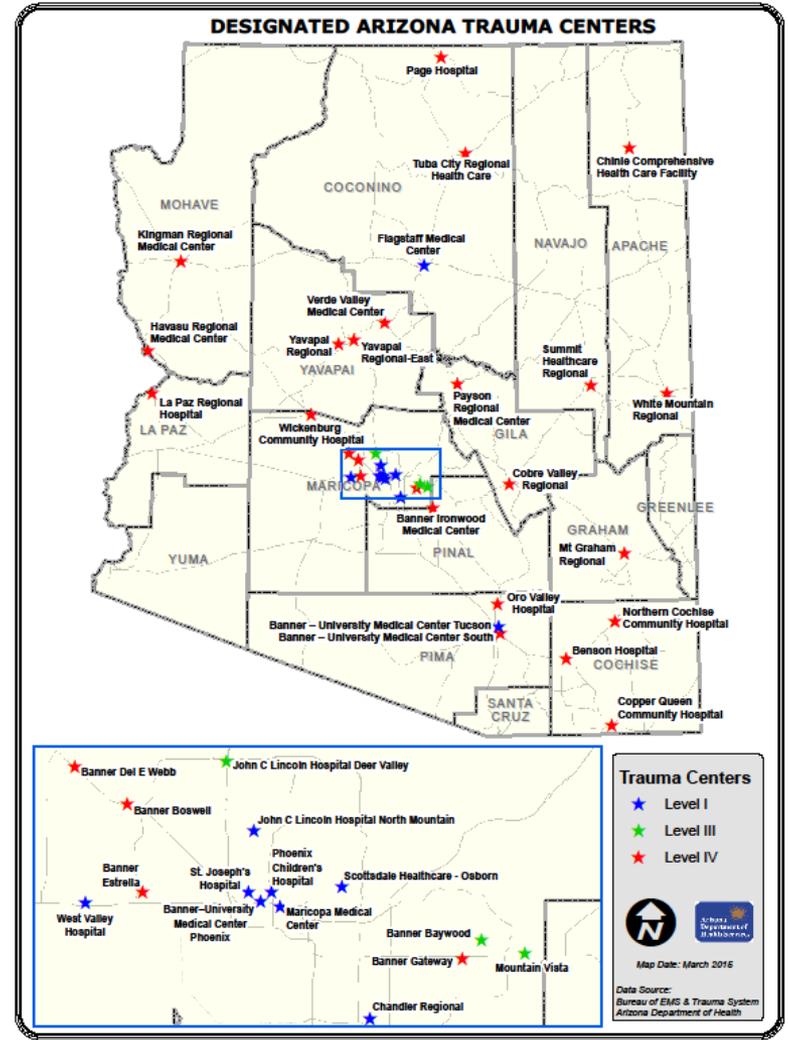
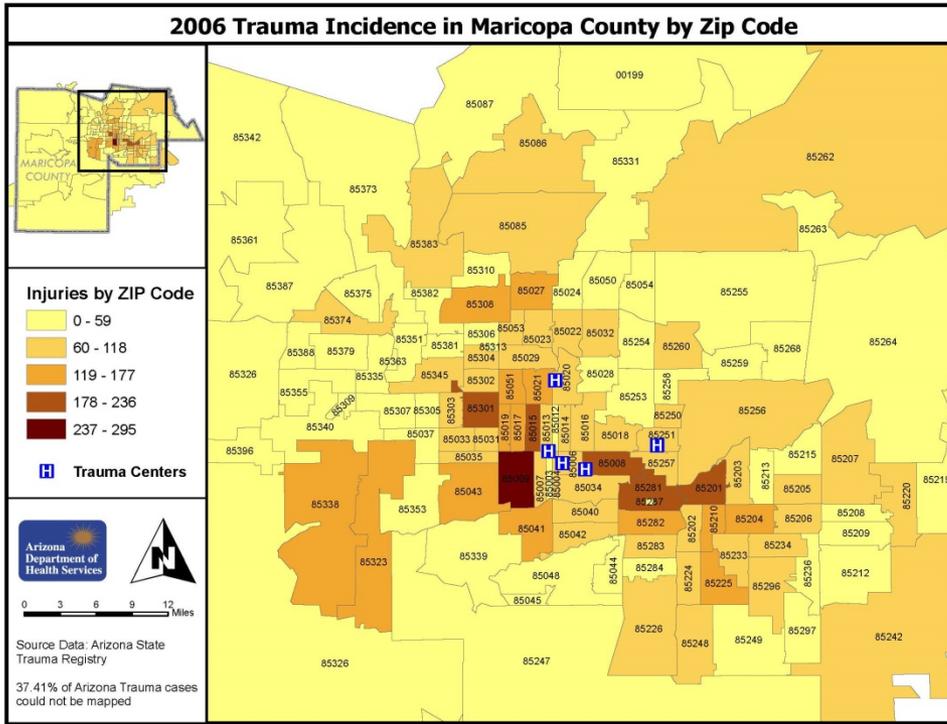
ARIZONA DEPARTMENT OF HEALTH SERVICES
BUREAU OF EMERGENCY MEDICAL SERVICES &
TRAUMA SYSTEM

MOUNTAIN VISTA MEDICAL CENTER
MARCH 20, 2015
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SUPPORTING YOUR PI PROCESS:

BUILD PHYSICIAN BUY-IN

TEN YEARS IN PERSPECTIVE



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!!)

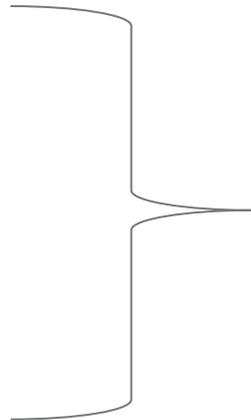
Cardiologist

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!!



**ARIZONA DEPARTMENT OF HEALTH SERVICES
BUREAU OF EMERGENCY MEDICAL SERVICES AND TRAUMA SYSTEM**



**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

Report No. 14-4-L3

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

