Quality Assessment, Performance Improvement, and Patient Safety Plan

2015

Executive Summary

Objectives (Page 1)

* Added service and patient experience to the objectives

Structure and Leadership (Page 2)

* Changed titles for Chief Executive Officer and Chief Operating & Clinical Officer
* Added Service Excellence Officer to responsible parties

2015 Areas of Focus (Page 3 and Page 4)

* Integration of Patient Experience in Quality & Safety processes
* Reduction of hospital acquired infections with a goal of zero infections
* Implement actions to reduce harm based on trends identified in Patient Safety Net
* Improve Resource Utilization
* Regulatory Compliance

Proactive Risk Assessment (Page 6)

* Evaluation of the use of radiofrequency technology in surgical cases
* Incorporation of the use of shadowing to enhance patient experience

Additional Initiatives (Page 7)

* Implementation of Electronic Medical Record in Ambulatory Services
* Dissemination of data and lessons learned from quality & safety initiatives and Root cause analysis process.