Quality Improvement and Patient Safety at Florida Hospital....10 Things All GME Physicians Should Know...
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1) What framework is used at Florida Hospital to improve Quality of Care?

- The Quality Model used at Florida Hospital is called “A-C-E” which represents the goal of making care Affordable, Connected and Exceptional.
According to the Institute of Medicine what are the characteristics that Define High Quality Medical Care?

- Safe
- Timely
- Effective
- Efficient
- Patient-Centered
- Equitable
3) How do we Improve at Florida Hospital?

- The "**PDSA**" Cycle Is a Quality Improvement Methodology frequently used at Florida Hospital.

- PDSA is a series of systematic steps for improving processes. PDSA stands for:
  - **PLAN:** Establish Objectives and the New Process to Test
  - **DO:** Implement Plan and Execute Process
  - **STUDY:** Compare Actual Result vs Expected Result
  - **ACT:** New Process becomes the Standard if there was Improvement
4) How can I have access to Clinical Data for my QI project?

- There are numerous Data resources available at Florida Hospital to support QI projects.
- The GME department has a dedicated Florida Hospital Data Analyst to facilitate Access to Data for residents working on QI projects.
- For more information please visit the FH GME research and QI website at www.fhgme.com.
5) What are the Top Patient Safety Priorities at Florida Hospital?

- Infection Prevention (Reduce CLABSI, CAUTI and Clostridium Difficile Infection)
- Prevention of VTE
- Medication Safety
- Glycemic Management
- Early Recognition and Treatment of Sepsis
6) If a Patient Safety Event Occurs, Who is Responsible for Reporting it?

• All members of the clinical team taking care of the patient share the responsibility to report patient safety events.
7) How to Report Patient Safety Events at Florida Hospital?

- The recommended process for reporting Patient Safety Events at Florida Hospital is using the RiskMaster Application found in PowerChart (Cerner).
8) How should ‘hand-off’ be completed?

• All Residents should complete ‘hand-offs’ of patients using the process established by their individual programs.

• Florida Hospital is in the last phase of implementing a new electronic tool to standardize the process of ‘handoffs’ across the Florida Hospital System.
9) What are Health Disparities?

- ‘Health Disparities’ refers to More than just considerations around Access to Care
- Health Disparities are differences on clinical outcomes that cannot be explained by the diseases process alone and that are closely linked to factors such as race, religion, socioeconomic status, gender, mental health, sexual orientation, or geographic location *
- Dr. Alric Simmonds (General Surgery Faculty) is the chairman of the Florida Hospital System Health Disparities Committee.

*www.cdc.gov
10) What is the ACGME Clinical Learning Environment Review (CLER) program?

• “The Clinical Learning Environment Review (CLER) is a mechanism by which the ACGME assesses teaching hospitals to evaluate its commitment to developing a culture of quality, patient safety, and performance improvement for resident education...”