

# Straight Talk

A weekly update from management on the issues that matter most



December 17, 2009

Dear Friends and Colleagues:

Last week, six NCH Board members and 16 colleagues attended the 21<sup>st</sup> annual “National Forum” of the Institute for Healthcare Improvement ([www.IHI.org](http://www.IHI.org)). Joining us in Orlando were more than 5,300 other healthcare leaders (with an additional 15,000 on satellite) from around the world, learning and discussing the core topic of how to provide the best, most efficient and safest care for everyone we serve.

NCH first attended IHI four years ago with the encouragement of **John Morrison**, who had just assumed the Chairmanship of the Board’s Quality Committee. We were impressed then, and remained so this year, with the passion and competence of the organizations leading the way to better quality. NCH was privileged this year to have its teams share our best practices on eight different projects:

- Physician rounding—**Dr. Jeff McCartney** led the way with clinical rounds, in which an independent physician goes around with a clinical team and makes suggestions as needed for safer patient experience.
- Expedited access to our Post-Acute Rehab Unit on 5S—**Heather Baker** shared the fact that patients are now admitted about a full day sooner with vigorous therapies leading to a faster return of function and, overall, more efficient care.
- Reduced Pressure Ulcers—**RN Joan McInerney** shared our years of sustained improvement in avoiding this dreaded complication of skin breakdown. We have won national quality awards for this worthy project in the past.
- Antibiotic timing for pneumonia patients—**RN Lisa Leonard** was on the team that helped standardize the rapid administration of the appropriate antibiotic within six hours of coming to the ER for patients with pneumonia. The promptness in treatment improves prognosis and shortens the hospital stay.
- Patient flow improvements—**RNs Sally Cowan** and **Susan Theroux** along with **Mark Milner** addressed a country-wide problem and now our “door to doctor” time is 33 minutes Downtown and 40 minutes at North Naples, where we just opened the new **Bruce and Cynthia Sherman** waiting room.
- Improving nursing documentation—**Interim CNO Michele Thoman** and **RN Robin McCarl-Galbavy** shared the process to reduce duplication in nursing documentation which can take up to a third of a nurse’s day. **Associate CNO Laurie Zone Smith** led this huge nursing team project. Nurses want to be with patients and families, not documenting unnecessarily.
- Reducing harm from anticoagulation therapy—**RN Jon Kling** shared our collaboration among pharmacy, lab and clinical folks to help avoid harm with this common group of medications.
- Falls prevention— Our Florida Hospital Association award-winning, system-wide project has decreased falls by 20% at NCH. **Sue Manning** explained this significant accomplishment.

We also held a Board Quality meeting early one evening during the IHI event. Summing up a highly productive several days, Board member **Mariann MacDonald** reminded us that everyone at NCH, no matter what our job is, should know our primary goal—namely, providing the safest and highest quality healthcare services to our community.

Respectfully,

A handwritten signature in blue ink that reads "Allen".

Allen S. Weiss, M.D., President and CEO

P.S. Feel free to share *Straight Talk* and ask anyone to email me at [allen.weiss@nchmd.org](mailto:allen.weiss@nchmd.org) to be added.