

# Quality Street: Better Together

April 12<sup>th</sup>  
2023



*Improving the Patient Journey at RMH*



RIDGE MEADOWS HOSPITAL  
PHYSICIAN ENGAGEMENT SOCIETY



# Presentation & Event Themes

Quality Improvement to Support Patient-Centered Care

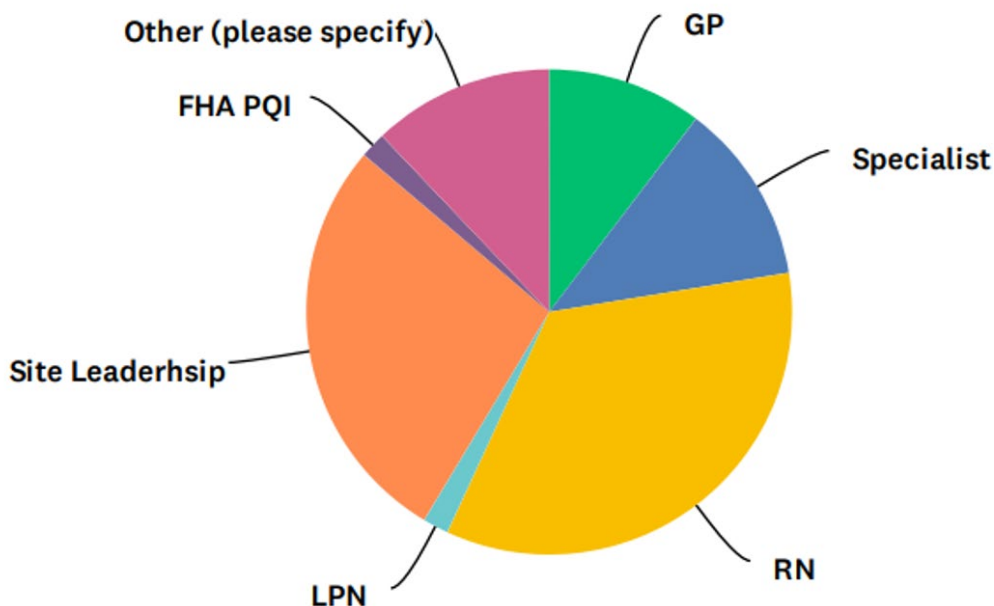
Communication from Hospital to Community

Courageous Leadership, Better QI

Practical Strategies to Get QI Done for Busy People

Access and Flow Coordination and Challenges

## Attendees



Over 100 people attended this educational event.

Of the attendees, 51% were Hospital Staff, 22% were Physicians, and 27% identified as RMH Site Leadership.



# Access & Flow Event Q&A Responses

**More  
Support  
Staff**

PROACTIVE  
CARE &  
DISCHARGE  
PLANNING

**A new  
Surgical  
Tower**

**Build a  
new  
Hospital**

Better  
Communication  
between  
Departments

Improved  
funding &  
Resources  
for Home  
Health

**MORE  
FUNDED  
BEDS**

**Proactive  
Education**

More  
community  
Long term care  
facility beds

**Weekend  
PACT  
Manager**

**If you had a magic wand, and could grant one wish to improve Access and Flow, what would it be?**

# Overall Feedback about Event

8.4★  
average rating



This event was highly rated by attendees, receiving a “Very Good” rating of 8.4 out of ten stars.

All respondents said they felt they had learned something, and 47% of those planned to put into practice what they had learned upon their return to work.

**As a result of this feedback, we chose to follow up again with attendees 3 months later to find out what they had changed or implemented in their work.**



# Feedback 3 Months Post Event

## What have you been working to improve since Quality Fest?

Working to implement education for CNE's

Liaised with ER physician to discuss additional social work coverage

Being more aware of the mental health challenges of our physicians

Strengthened the relationship between hospitalist group and RMUPCC to advertise a "one less day" campaign, to reduce LOS

Initiated contact with ER to implement the Oral Nutrition Therapy Initiative

Changing the SDC warming gowns to be surgery specific to reduce waste

HAUTi QI team, coordinated with PT/OT/nursing "Welcome to Rehab" PP presentation with expectations, goals, and education

Increased staff engagement and feedback avenues

# Multi-Disciplinary Collaboration

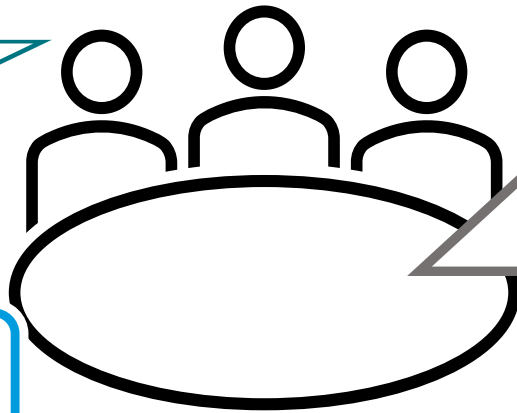


Initiation of a working group to discuss/support patients who are unhoused

OB multidisciplinary simulation training project

Patient Care Quality Initiative

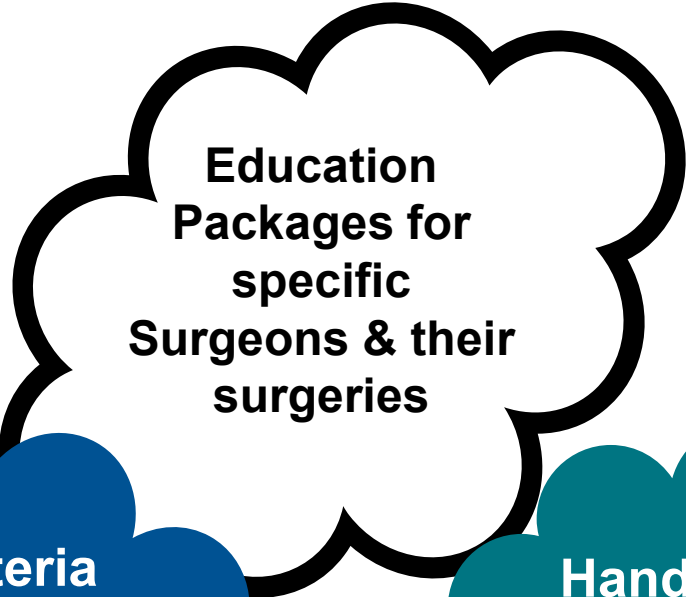
Support to manage workloads & increased communication



Coordination with other HCT members to promote education and foster greater patient engagement



# Plans for the Future



**Education  
Packages for  
specific  
Surgeons & their  
surgeries**



**Criteria  
Led  
Discharge**



**Hand Hygiene  
Before Meals**



**Change  
the Home  
Health  
Model**

