ADMINISTRATIVE/LEAN MANAGEMENT/IMPROVEMENT WORK:

Interim Surgery Service Chief:
Dr. Hobart Harris has stepped down as Interim Chief of ZSFG Surgery Service. Dr. Shant Vartanian will be the Interim Chief effective July 2017. (Copy of CV emailed to Health Commissioners)

A3 Review:
Mr. Troy Williams, Chief Quality Officer, presented to MEC the A3 entitled “Improving Value and Patient Outcomes Through Safer Care”, one of the tactical A3s under the hospital’s True North Goal of Safety. Highlights include:

- **Background:** The national landscape for payment is shifting to support value-based programs that reimburse based on quality and cost of care provided to patients across the care continuum. Within this environment, ZSFG is struggling in its mission to provide quality health care and trauma services with compassion and respect. Adverse outcomes, including infections, falls, and pressure ulcers, increase the costs of health care and decrease value to patient.
- **Current conditions were outlined. Problem Statement:** In FY 15-16, ZSFG failed to meet internal safety goals and fell below national safety and value-based benchmarks.
- **Target, goals and countermeasures are focused on harm events most prevalent, performed at or below the median of US Academic Medical Centers and/or are tied to CMS value-based quality programs. These include:**
  - Reduce the number of Falls with Injury, Colon SSI, CAUTI and HAPI from 164 FY 15-16 to 123 FT 17-18.
  - Increase the number of CJR patients discharged safely to home from 23% to 60%.
- **Improvements continue to be noted in most areas to include a 30% improvement from baseline falls with injury, decrease in CAUTI and Colon SSI rates, and a 20% baseline improvement in CJR safe patient discharges.**
- **Next Steps:**
  - Continue to work closely with A3 owners in the gemba to move improvement work forward.
  - Continue to engage front line staff in the improvement work
  - Continue bi-monthly countermeasure summary presentations with A3 owners to ensure active leadership engagement and cross sharing and learning between improvement teams

Mr. Troy Williams thanked MEC members for their support to the hospital’s improvement activities. Mr. Williams stated that physician engagement was very evident to Joint Commission surveyors at the recent triennial survey. Members thanked Mr. Williams for the excellent presentation.

SERVICE REPORT:
None