

Quality Care

To live Kaleida Health's vision of providing quality care, everyone at Kaleida Health must commit to leading with CARE by providing excellent services and a clean, safe environment for our patients.

Each year, Kaleida Health revises the Quality Improvement and Patient Safety Plan to improve patient safety, promote quality and foster an environment in which providers and staff can identify and manage safety risks.

The plan provides tools that help employees work together to address conditions that may adversely affect those receiving care, visiting or working in Kaleida Health's facilities.

To ensure employees are able to provide safe, quality care, Kaleida Health uses the Plan-Do-Check-Act (PDCA) model for continual quality improvement. An integral part of the Quality Improvement and Patient Safety Plan, this model helps employees identify and manage actual and potential safety risks as well as implement corrective action plans.

When there is a process or procedure that needs improvement, the PDCA cycle serves as a starting point to develop and implement a pilot project to test improvements. The model is most effective when used repeatedly as more knowledge is gained during the subsequent cycles.

Whether a small workgroup or a large improvement team, the following steps help answer important questions that allow staff to implement change:

Charter/Aim

The charter or aim statement describes what the group is trying to accomplish. By establishing a timeframe for meeting

specific goals and describing who the improvement will benefit, the aim statement serves as a succinct outline of an improvement project.

Plan

The plan addresses the steps required to enact change and achieve project goals. In this phase, the group should analyze what they intend to improve, looking for areas that hold opportunities for change.

Use data to choose areas that offer the most return on the effort invested in the project.

It is essential to include who, what, where, when, why and how in the plan. By providing more details, it ensures the plan

can be easily followed by others outside of the workgroup or team if necessary.

Do

Carry out the plan on a small scale or as a test. Make sure to analyze data, and document problems and unexpected observations. Describe what actually happened during the test and note what changed from the original plan.

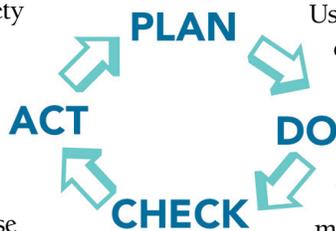
Check

After implementing the change for a short time, complete the data analysis and compare results to data predictions. Summarize and document what was learned, and determine if the change is really leading to the anticipated improvement.

Act

Continue with the change if successful, or go back to the planning phase and see if a different plan will give you the desired outcome.

Using this model, all employees can lead with CARE by continually seeking ways to identify areas for improvement and enhance processes and services. 



Quality Q&A: Applying the PDCA Model

The next several issues of *OneVoice* will include details about implementing the Plan-Do-Check-Act (PDCA) model across Kaleida Health and how employees can use it to make improvements in their departments or units.

Question: What are some useful tips in creating aim statements?

Answer: An aim statement serves as an outline of an improvement project. It provides an overview of the problem and how it should best be addressed and resolved.



When creating aim statements, the workgroup or team should follow these tips:

- ✓ State the aim clearly
 - What do you want to accomplish?
 - How much improvement do you expect?
 - What is the timeline of achieving your goals?
 - How will we know that a change is an improvement?
- ✓ Define the location or population
 - Who will benefit from the improvements?
- ✓ Set stretch goals
 - Implementing evidence-based change will drive improvement
 - Be sure to include numerical goals/targets

Remember, **quality is in our hands.** 

Did You Know?

OneVoice will now feature a “Did You Know?” column that reminds staff of the helpful resources and tools available on *KaleidaScope*.

The “Login Dashboard” link under Kaleida Links on *KaleidaScope* provides a quick overview of quality statistics from each hospital and across the organization.

The dashboard now also displays the number of infections

at each site, such as catheter-associated urinary tract infections, central line-associated bloodstream infections, C. difficile infections, and surgical site infections, which are red or green based on actual performance compared to organizational goals.

Every employee can impact these measures and continually seek opportunities to improve the quality of care. 



Fall Blood Drives



Although an estimated 38 percent of the United States population is eligible to donate blood, less than 10 percent actually do each year.

Help those in need in Western New York during an upcoming Unyts blood drive at Kaleida Health:

September 15: Millard Fillmore Suburban Hospital

September 29: Larkin at Exchange

October 6: Buffalo General Medical Center

October 6: Women & Children's Hospital of Buffalo

October 8: DeGraff Memorial Hospital 

Salt and Your Heart Health

When it comes to salt (sodium) in your diet, less is certainly best. Sodium can be found in all foods, including those that do not taste salty.

According to Kaleida Health's HeartCaring program, which provides education and outreach to improve detection and treatment of cardiovascular diseases, Americans consume, on average, 3,466 milligrams (mg) of sodium daily. Recommended levels for young, healthy people are less than 2,400 mg per day, while older adults, African Americans and those with increased risk of high blood pressure should consume less than 1,400 mg of sodium per day.

Follow these tips to reduce the amount of sodium in your diet:

- Eat fresh fruits, vegetables and meats, and drink fresh juice
- Read labels and buy “low sodium” or “reduced sodium” products
- Cook from scratch rather than choosing premade meals
- Make simple swaps for seasonings and dressings
- When dining out, search for the best low-sodium option



If you have questions or concerns about your sodium intake, contact your healthcare provider. 

Free LGBT Training

As a participant in The Human Rights Campaign Foundation's Annual Healthcare Equality Index, Kaleida Health is offering free Lesbian, Gay, Bisexual and Transgender (LGBT) training to its staff.



Bisexual and Transgender (LGBT) training to its staff.

Employees can choose from more than 50 different

online, on-demand training options, including interactive eLearning courses and recorded webinars.

Topics range from the basics of LGBT patient-centered care to more specialized topics for clinicians.

Course descriptions are available at www.hrc.org/hei/hei-training-on-the-cal.

By participating in LGBT training, employees can help Kaleida Health provide a friendly environment where all patients, families, visitors and staff feel safe and welcome.

See *KaleidaScope* for additional registration instructions. 

Support Group Meeting

September 13-19, 2015, is National Adult Day Services Week, which raises awareness of the availability and accessibility of adult day programs around the world.

Kaleida Health's DeGraff Adult Day Care (DADC) offers a number of services, programs and support groups to meet the needs and enhance the lives of its participants and their caretakers.

In conjunction with the Alzheimer's Association, WNY Chapter, DADC will host a support group meeting on September 23 at 3780 Commerce Court, Suite 100 in North Tonawanda.

The topic of the meeting, which begins at 7 p.m., is “Alzheimer's Disease: Caring



for the Caregiver.” The meeting will address issues of caregiving and the stress attached to caring for loved ones. Attendees will learn tips for stress relief. There will also be time to discuss any other problems or concerns.

Please call 243-7888 to reserve a seat. 

Ideas to Share?

Please submit to: Jackie Taylor at jtaylor3@kaleidahealth.org or 859-8073



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