

QUALITY AND SAFETY 2020 ANNUAL REPORT

2020 ACCOMPLISHMENTS:

- Successful Magnet® Site Visit and Hospital Designation
- Input into the unit-specific dashboards with metrics
- Ongoing review of data for:
 - Patient Satisfaction
 - Nurse-sensitive quality indicators (**Identified as Magnet® exemplars!**)
 - Performance improvement
- Continued report-out to the Performance Improvement Coordinating Group (PICG)
- Phone interruption analysis & action to continue in 2021
- Heightened awareness of fall prevention
- COVID Response/Interventions with patient safety focus
- Infection prevention strategies

