

QUALITY AND SAFETY (Q&S)

2021 • ANNUAL REPORT

2021 ACCOMPLISHMENTS

- ❖ Quarterly review of the on-going Magnet® Clinical Indicators
- ❖ Quarterly review of the on-going Magnet® Patient Satisfaction Results
- ❖ Monthly review of Patient Fall data presented by Paula Keenan, MSN, MPH, RN, Director, PCS
 - Additional review of the Telesitter Monitoring Reports and Monthly Landing Page - Encouraged utilization
- ❖ Monthly review of the Patient Satisfaction Data presented by Phyllis Vonderheide, RN, NPD-BC, Senior Director, Patient & Customer Experience
 - Emphasis on communication with nurse's domain, driver to Likelihood to Recommend
- ❖ Monthly review of Hospital Acquired Infections (HAIs) presented by Alex Xelas, MSN, RN, CIC, Director, Infection Prevention
 - "Chasing Zero Initiative"
 - Council members enjoyed gaining knowledge in Jeopardy game
- ❖ Monthly review of Hospital Acquired Pressure Injuries (HAPIs) presented by Debi Reynolds, BSN, RN, CWOCN or Benji Sumague, BSN, RN, WCC
 - Emphasized importance of micro-turning; small little movements just to shift the pressure
- ❖ Quality presentation forum for patient incidence/Root Cause Analysis (RCAs)/change in practice
- ❖ Review of the Culture of Safety Results from the engagement survey, identified areas of focus
- ❖ Discussed ideas to prevent medication interruptions
- ❖ Reinforced the need to get "Back to Basics" which includes bedside shift report.
- ❖ Contributed to the hospital receiving Age-Friendly Health Systems (AFHS) Level II
- ❖ Made suggestions to improved compliance with medication reconciliation
- ❖ Reviewed the new Northwell Falls Policy and escalated questions and areas of concern
- ❖ Celebration of one year anniversary of hospital achieving Magnet® Designation
- ❖ Streamlined documentation rolled out in December
- ❖ Shared Unit level PIs following the PDCA Model
- ❖ Successful Joint Commission Mock Survey
- ❖ Cypher tool enhanced to include: Hand Hygiene, Urinary Cather's, and Joint Commission Readiness
- ❖ Continued report-out to the Performance Improvement Coordinating Group (PICG)
- ❖ Possible Quality & Safety Fair to be implemented in 2022 - March 13-19 2022 is Patient Safety Awareness Week