

“Be The Model”

Quality Assurance & Performance Improvement
in Laboratory Clinical Leadership

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Be The Model:

- A very non-comprehensive approach to quality and performance improvement in the clinical laboratory.

mod·el

NOUN

1. a three-dimensional representation of a person or thing or of a proposed structure, typically on a smaller scale than the original.

"a model of St. Paul's Cathedral" ·

"a model airplane"

2. a system or thing used as an example to follow or imitate.

"the law became a model for dozens of laws banning non-degradable plastic products" ·

"he was a model husband and father"

3. a simplified description, especially a mathematical one, of a system or process, to assist calculations and predictions.

"a statistical model used for predicting the survival rates of endangered species"

a person employed to display clothes by wearing them.

"a fashion model"



Our focus will primarily involve this definition

mod·el

a person or *thing regarded as an excellent example of a specified quality.*

Mission and a Vision

- Quality Driven
- Focused
- Performance with emphasis on preventing mistakes or defects



QUALITY IN HEALTHCARE

Quality is the driving force for continuity of care
(Uninterrupted funds from the federal government helps too!)



In healthcare, we are all accountable for maintaining this quality. We must find ways to provide the right product at the right time on a consistent basis.

How do we do that....



Remember this?????

THE STANDARD APPROACH

What does Bing say a standard is ?

stand·ard
['standərd]

NOUN

Standards (plural noun)

1. A level of quality or attainment
2. An idea or thing used as a measure, norm, or model in comparative evaluations.

“The wages are low by today’s standards”

Education and Training of Staff to Maintain *Quality*

- By the Competency process which is required
- Regulatory body
- Federal Government
- Human Resources
- Any other applicable resources so that staff understands WHY this procedure or protocol is in place.

Model what is presented as the accurate method to assure Quality so that...

- staff is able to perform at the highest level
- give the appropriate Corrective Action, Training, and Education
- requirements are met to complete the performance improvement process

QAPI (KWAPI)

Quality assurance (QA) is a way of preventing mistakes or defects in manufactured products and avoiding problems when delivering solutions or services to customers.

Performance improvement (PI) is measuring the output of a particular business process or procedure, then modifying the process or procedure to increase the output, increase efficiency, or increase the effectiveness of the process or procedure.



QAPI (KWAPI)

Quality assurance (QA) is a way of preventing mistakes or defects in manufactured products and avoiding problems when delivering solutions or services to customers.

EDUCATION

Staff should fully understand the system, process, and or procedure

ACCOUNTABILITY

Staff should be held accountable according to the standards of the organization.

PERFORMANCE

Staff should be equipped to perform at a high level maintaining quality

RECOGNITION

- Higher customer service ratings
- Continuous employment
- Salary perhaps even promotion!! That makes us all happy!!

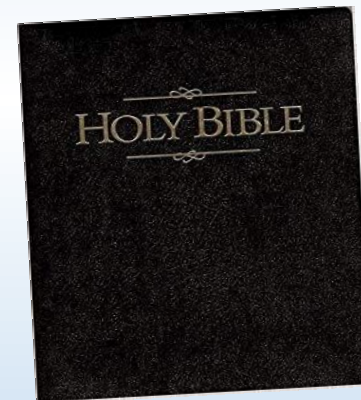


Be the Model

Every industry and organization has standards, models, templates, or guides...



International
Organization for
Standardization



Laboratory TJC Readiness Standards

Oct-16

Leadership	Description	Department	Accountable Person	Evidence/Located	Due Date	Comments	Status
LD. 01.01.01	The laboratory has leadership structure. Note: If the laboratory is part of a Joint Commission-accredited organization, this standard is not applicable. Laboratories that are independent organizations (not owned by or affiliated with a health care organization, such as reference laboratories) or that are part of an organization not accredited by The Joint Commission are responsible for meeting this standard.	Laboratory	Hospital CEO, Lab Medical Director, Lab Admin Director, Lab Admin Asst.	Organizational Chart	Mar-17	Hospital org chart, departmental org charts updated	
LD.04.01.01	The laboratory complies with law and regulation.	Laboratory	Lab Med Director, Admin Director, HIMS Director	TJC, CLIA, HIPAA, CAP, CMS	Nov-16	Where is the updated HIPAA Policy?	HIPAA
LD.04.01.03	The laboratory develops an annual operating budget and, when needed, a long – term capital expenditure plan.	Administration	CFO, Lab Medical Director, Lab Admin Director	NA	Mar-17	Lab does not currently participate in the budget. Requests are made through administration.	
National Patient Safety Goals	Description	Department	Accountable Person	Evidence	Due Date	Comments	Status
	http://www.jointcommission.org/assets/1/6/2015_HAP_NPSG_ER.pdf						
NPSG.01.01.01	Improve the accuracy of patient identification. (Use at least two patient identifiers when providing laboratory services.	Laboratory	All Sections	Quality - Daily Surveillance - Random Surveillance, Annual Competency, Huddles, Weekly Meetings	Quality in Progress	Review Quality & Daily Reports	REVIEW

in·teg·ri·ty

[in'tegrədē] NOUN

1. the quality of being honest and having strong moral principles; moral uprightness.

"he is known to be a man of integrity"

2. the state of being whole and undivided.

"upholding territorial integrity and national sovereignty"

- the condition of being unified, unimpaired, or sound in construction.

"the structural integrity of the novel"

- internal consistency or lack of corruption in electronic data.

"integrity checking"

- ✓ *Be honest*
- ✓ *Do the same thing the same way at the same time*
- ✓ *Do your work*
- ✓ *Show your work*
- ✓ *No one is perfect*

LEAN

6



SIGMA

S

- **SPECIFIC**
- Define the goal as much as possible with no unclear language
- **Who** is involved, **WHAT** do I want to accomplish, **WHERE** will it be done, **WHY** am I doing this – reasons, purpose, **WHICH** constraints and/or requirements do I have?

M

- **MEASURABLE**
- Can you track the progress and measure the outcome?
- How much, how many, how will I know when my goal is accomplished?

A

- **ATTAINABLE/ACHIEVABLE**
- Is the goal reasonable enough to be accomplished? How so?
- Make sure the goal is not out or reach or below standard performance.

R

- **RELEVANT**
- Is the goal worthwhile and will it meet your needs?
- Is each goal consistent with the other goals you have established and fits with your immediate and long term plans?

T

- **TIMELY**
- Your objective should include a time limit. Ex: I will complete this step by month/day/year.
- It will establish a sense of urgency and prompt you to have better time management.

