

Re-Engineering Quality at Archbold

In an effort to continually improve patient care, the Quality Assurance Department embarked on changing the perception of its quality initiatives by re-engineering and developing a Quality Platform Dashboard utilizing an interactive Excel spreadsheet and PI measure tool from which performance improvement data will map into a Quality Dashboard to provide transparency for senior leaders, physicians, managers and front line staff of current quality improvement projects and efforts. The Quality Dashboard provides a standardized format of quality data available on demand, provides one location of all quality measures, and, allows immediate changes to achieve quality improvement in real-time for our patients. Archbold currently has over twenty quality projects in various departments designed to improve patient safety measures, all in an effort to drive real-time quality initiatives that will propel the hospital into improved public reporting through CMS Hospital Compare and the Leapfrog survey with the end goal to provide the best patient care.

Archbold has also added a web-based application to allow “real-time” interventions to achieve quality improvement for our patients. This web-based application utilizes artificial intelligence technology to forecast current and future payments in CMS hospital quality programs which benefits strategic goals of the hospital allowing real-time quality performance monitoring, proactive Medicare payment incentive improvement and Medicare payment penalty reduction in advance creating real-time improvement in quality measures.

More importantly, Archbold has added a Community Advocate to its Quality Oversight Committee who will actively participate in the Committee and its ongoing efforts to improve safety and quality in the hospital and a Patient Safety Officer who will have responsibility to communicate with the Board and senior administrative leadership and will serve as the primary point of contact for questions about patient safety and who will coordinate patient safety for education and the deployment of organizational changes.

Archbold’s current quality focus areas include health-care associated infections, readmissions, falls, pressure ulcers, sepsis, length of stay and patient satisfaction. The Quality Assurance Department looks forward to 2021 and utilizing its new tools for driving and improving quality care.