

Outcomes Sharing is Caring: A Collaborative Approach to Perioperative Quality Improvement at a Large Academic Healthcare System

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Background

A team of inpatient and ambulatory nurse leaders, with mentoring provided by the Senior Director of Perioperative Services, was convened to develop a strategy for measuring and improving the quality of perioperative nursing care.

Team

Perioperative Nursing Leadership – Inpatient & Ambulatory
Sterile Processing Leadership
Nursing Analytics
Operative Services Analytics
Operative Services Administration
Quality and Patient Safety

UCLA Health Perioperative Services

2

Inpatient
Perioperative
Departments

6

Ambulatory
Surgery
Centers

4

Endoscopy
Units

5

Sterile
Processing
Departments

Assessment

Current State

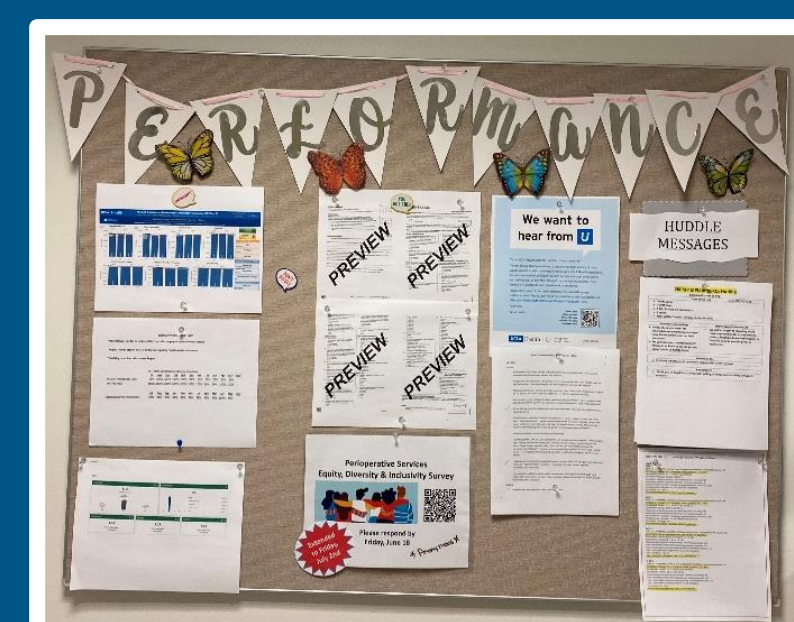
Each Perioperative unit had locally defined performance indicators and quality goals

Gap

A lack of Perioperative Nursing specific dashboards, systemwide collaboration, and best practice sharing

Future State

Standardized measurement of nurse sensitive indicators to ensure optimal patient outcomes



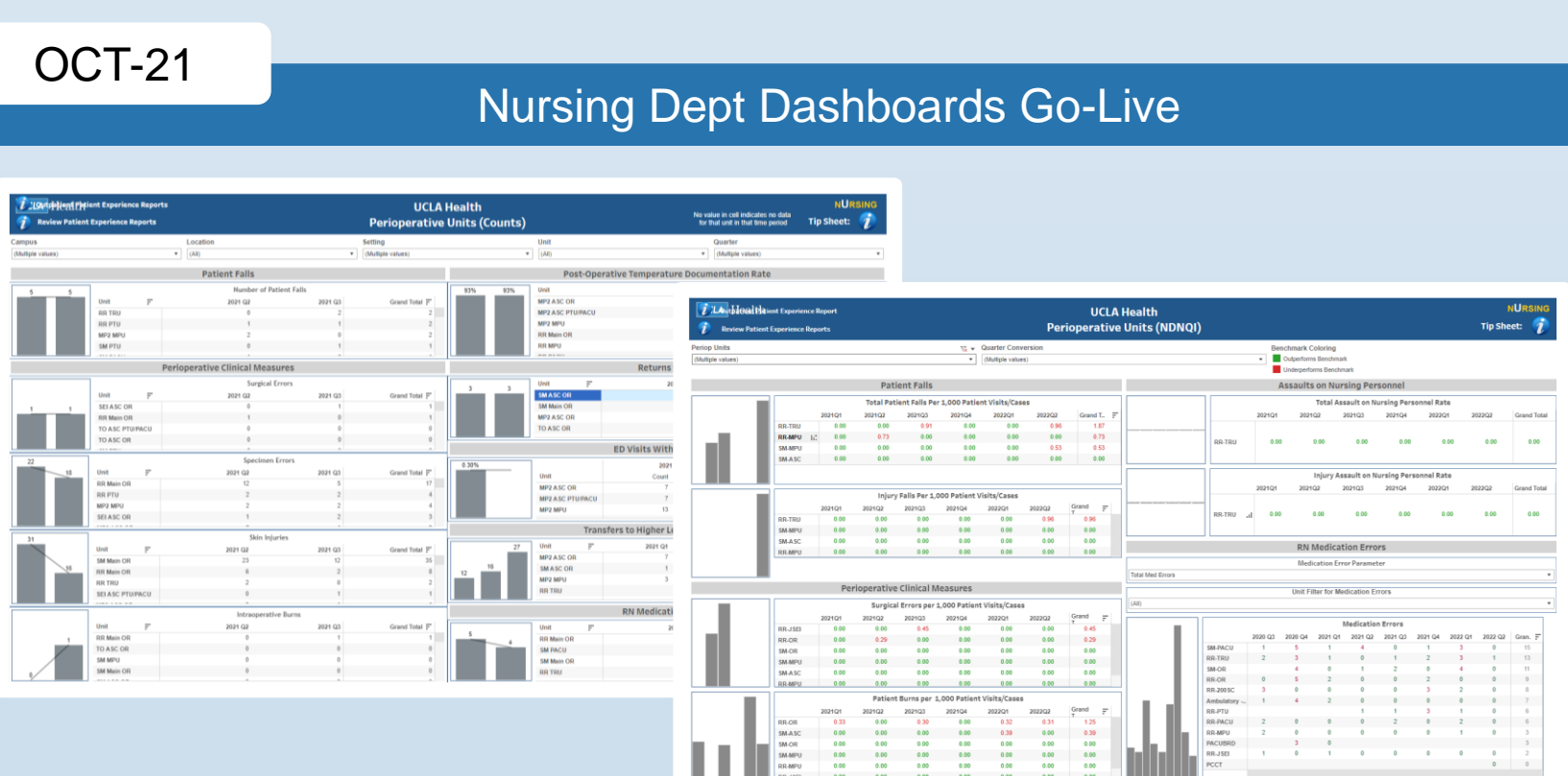
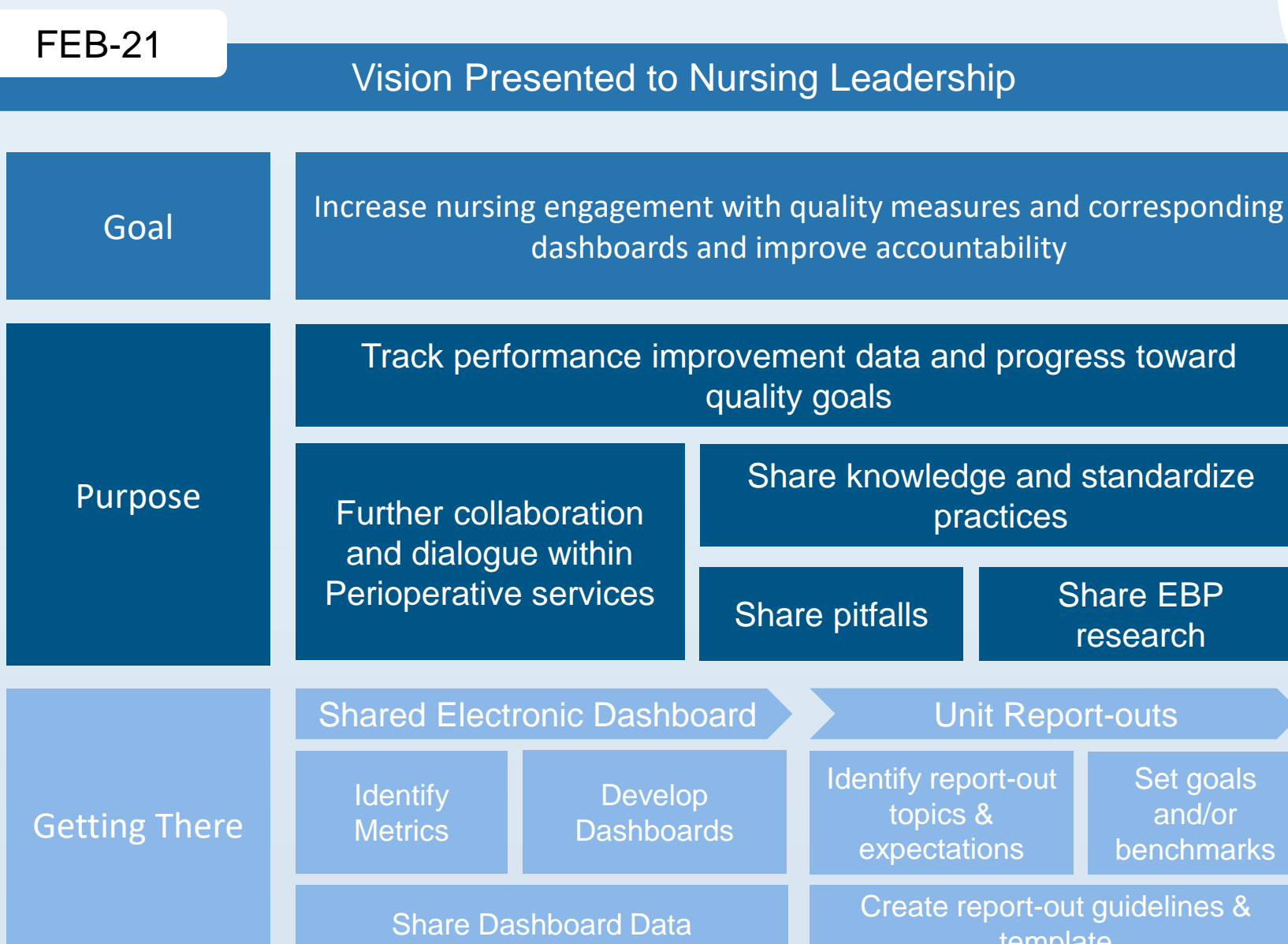
"Performance indicators and QI goals displayed on units found outdated and/or no longer relevant."

"We wanted to see what other units were doing so we wouldn't need to reinvent the wheel with each project."

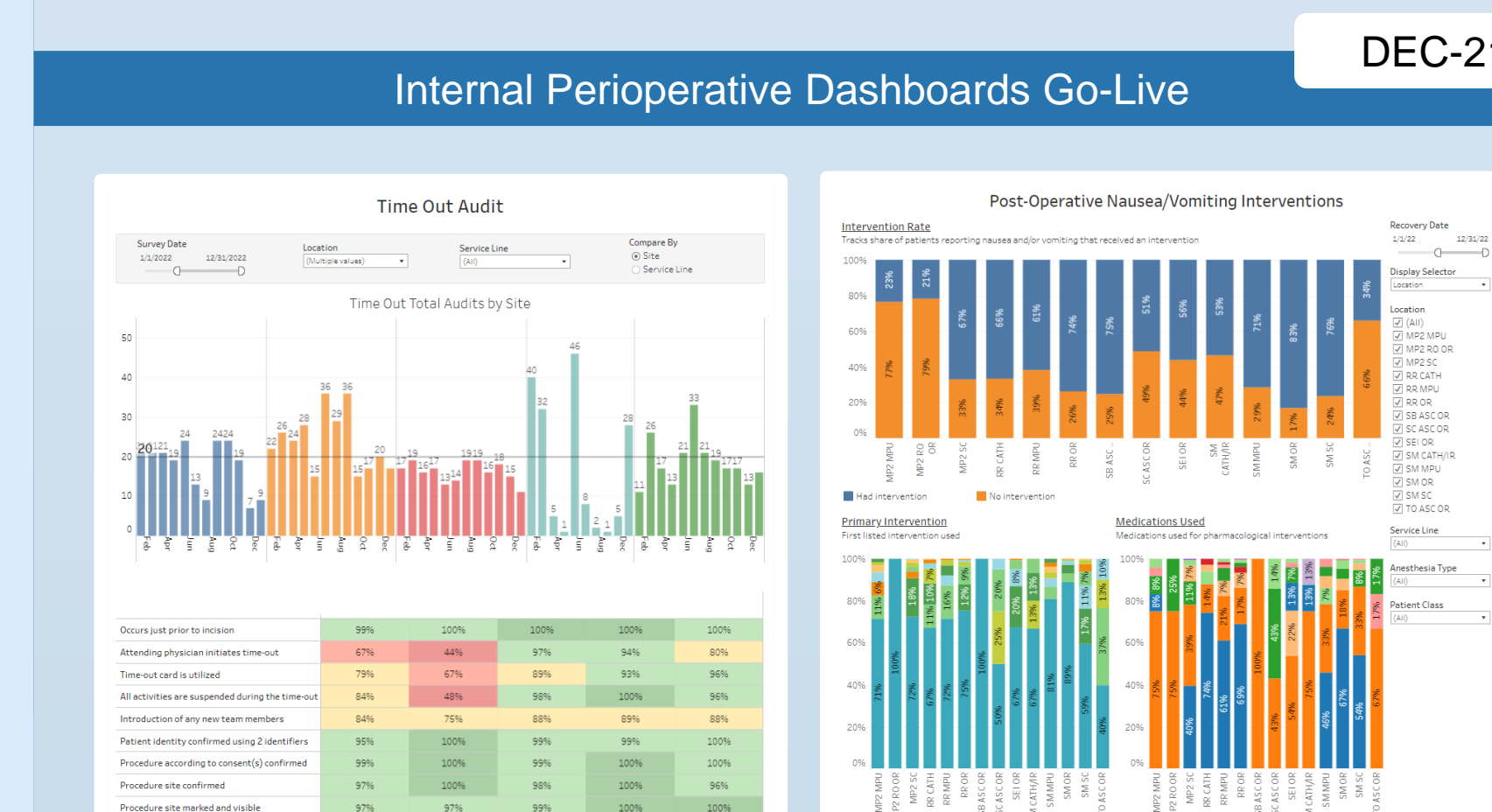
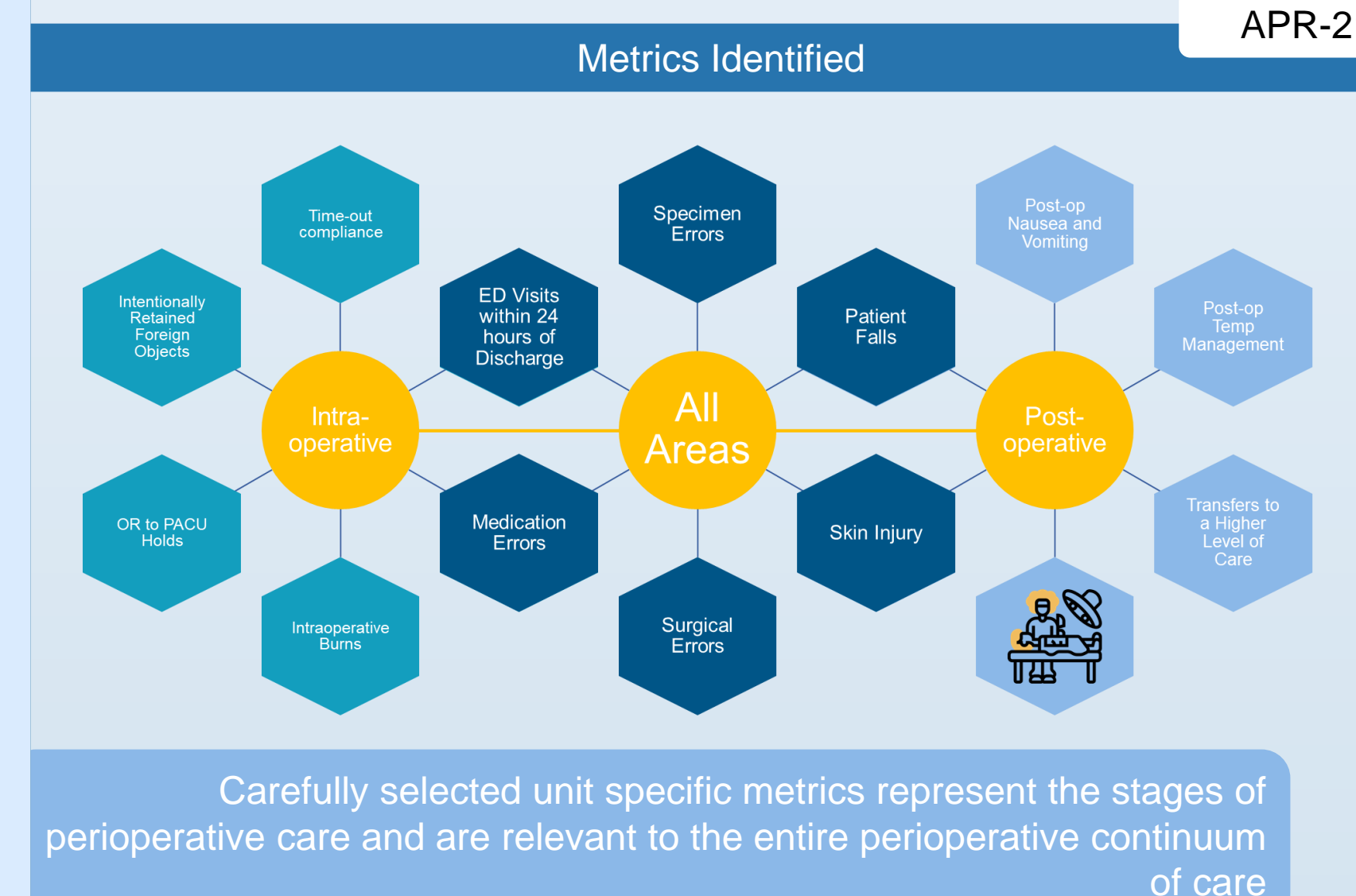
"Prior to this group meeting each month, we were all working in silos."

Planning & Implementation

2021

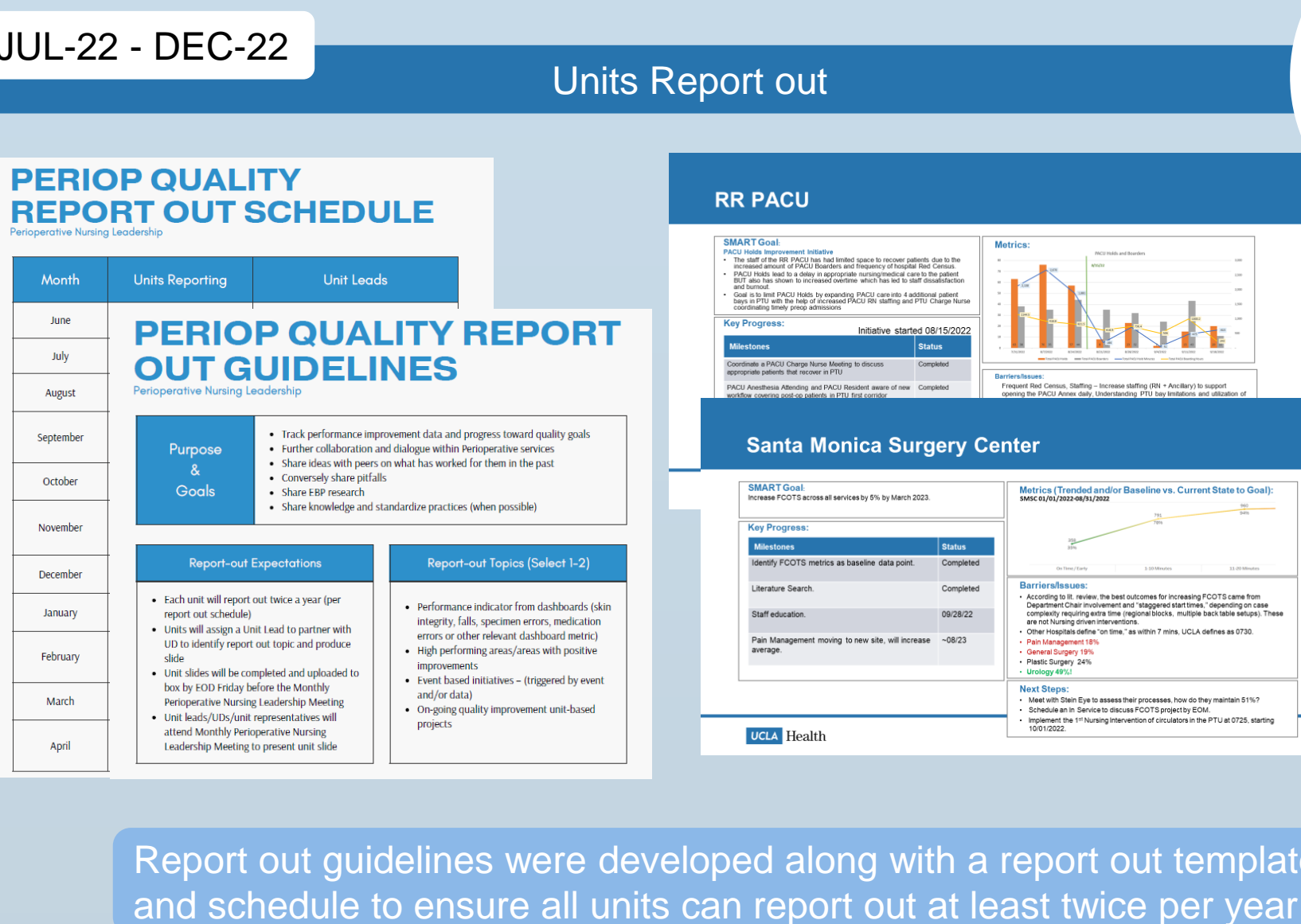


Through collaboration with Nursing Analytics a set of perioperative specific dashboards were created and made accessible to all staff

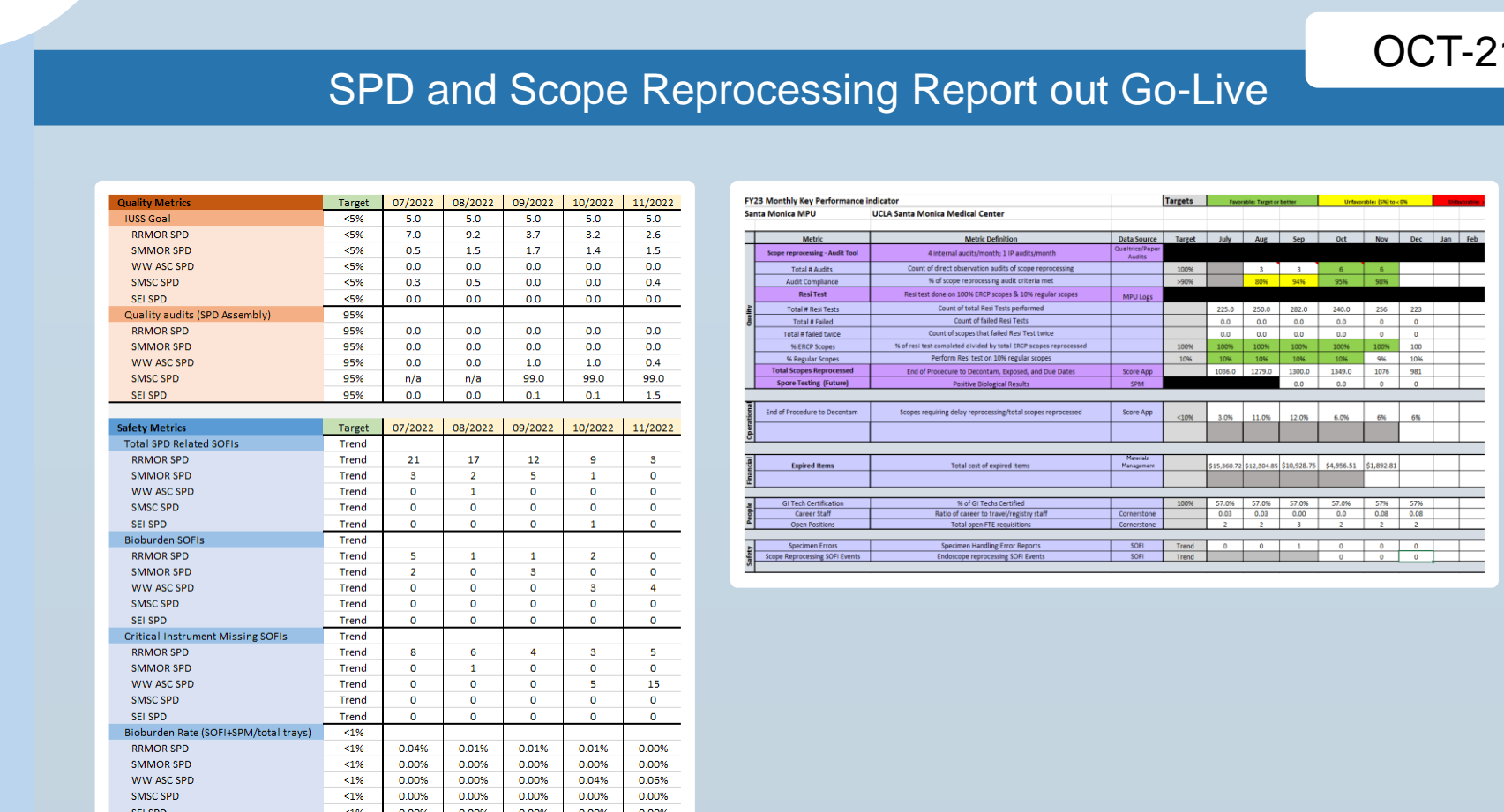


Internal perioperative nursing dashboards developed for nursing leadership with data from event reports, audits, and the EHR

2022

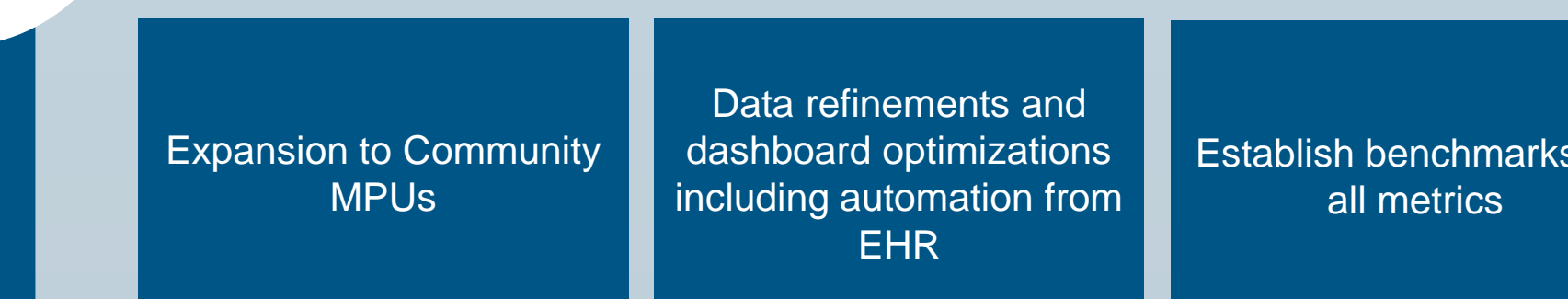
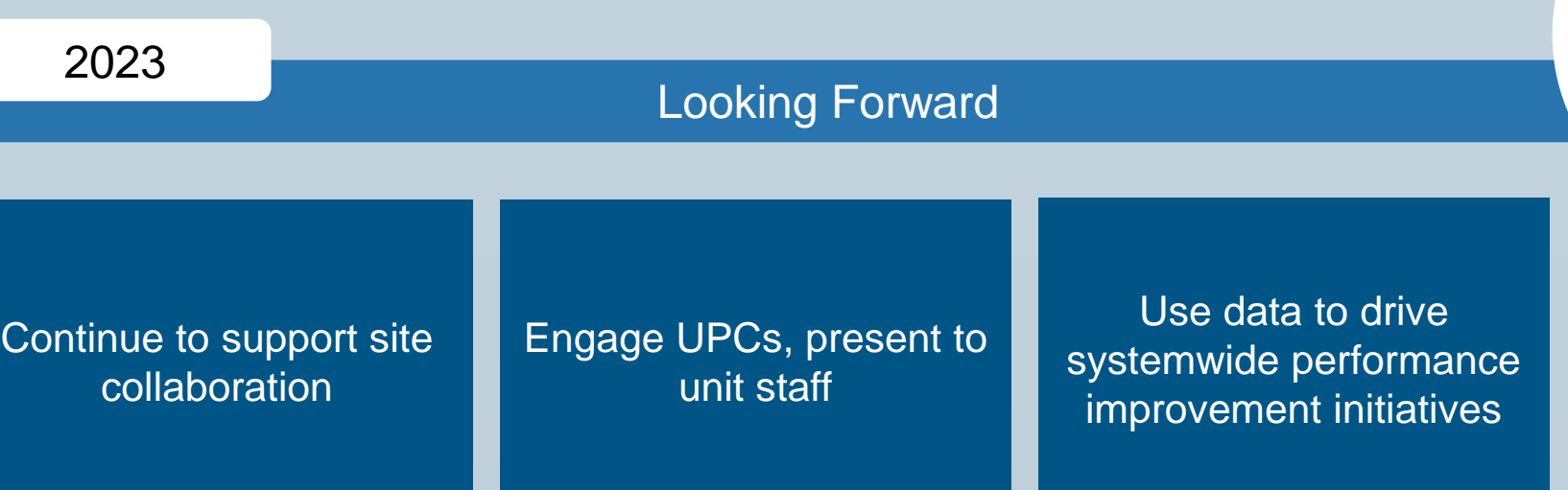


Report out guidelines were developed along with a report out template and schedule to ensure all units can report out at least twice per year



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2023



Outcome

- New partnerships between units with similar challenges has increased nursing leadership engagement
- Leaders now meet monthly to discuss progress towards goals, address barriers, identify new opportunities for improvement, and share successes
- Leadership has begun expanding this quality framework to sterile processing and scope reprocessing areas in a continued effort to improve outcomes through collaboration

A nursing engagement survey revealed:

93%

93% of nurse leaders agreed the QI forum allowed them to better connect and collaborate with other units/sites

95%

95% of nurse leaders agreed the QI forum provided an opportunity to learn about challenges and solutions at other units/sites

"Looking forward to continue partnering with other units to promote quality improvement in patient care!"

"Useful to learn about what other areas face and how they approach challenges."



Implications for Perioperative Nursing

Perioperative Services has leveraged the power of a complex health system to drive improvement. By bringing together nurse leaders, Perioperative Services aim to:

- Bolster leadership teamwork and engagement
- Improve outcomes across the health system
- Create and maintain a framework for collaboration

Acknowledgements

The contributors would like to thank all participating members of the Perioperative Nursing Leadership team, SPD and Scope Reprocessing Leadership team, Perioperative Analytics team, Nursing Analytics team, and Quality Management team whose hard work has made this program a possibility.