

Best Practice Case Studies: Memorial South Bend Hospital

Memorial
Hospital of South Bend®

Background

- ▶ Location
- ▶ Demographics
- ▶ Organization/systems in place/key stakeholders
- ▶ Healthcare marketplace – rural community hospital landscape
- ▶ Story of bringing VQI to Memorial South Bend
- ▶ Length of time in VQI

How VQI Supports Improvements in Vascular Care

What problem did you address with the help of VQI?

What data or reports did you use to investigate problems and solutions and track improvements?

Who is on your QI Team for this problem? (e.g., nurse, vascular surgeon, hospitalist, QI director, etc)

What are the drivers or cause of the problem? (Pareto Chart with primary contributors to the problem or FMEA chart that lists all potential points where the process may break down)

Potential solutions?

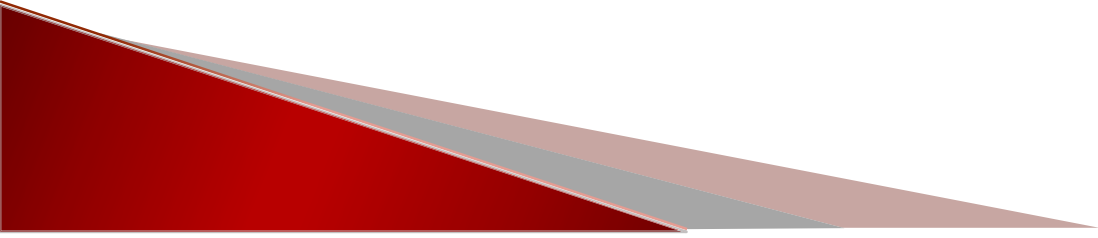
Explain how you integrated VQI data with South Bend's pay for quality initiative.

Obstacles or challenges

- ▶ Culture
- ▶ Management
- ▶ Fiscal constraints
- ▶ Level or type of staff resistance

- ▶ Patient navigators – using existing FTEs
- ▶ Standardized processes
- ▶ Continuing education
- ▶ Resources required
- ▶ Other

Success Factors



False Starts

- ▶ If there were there any issues or missteps throughout the QI process, would you be willing to share them?

Plans for the Future

- ▶ Monitoring results after indicators are retired
- ▶ What would you do differently the next time?

Communication of Results

- ▶ Internal
- ▶ External

Three Key Takeaways (what participants can act on based on your experiences)

