



MedStar Health
Institute for Quality and Safety

Knowledge and Compassion
Focused on You

Closing Gaps in Research ~ Organizations and Healthcare Diagnoses

Pragmatic Considerations for Getting from Here to
There

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Perspective

MedStar Health ~ FY 2015

- 10 Acute Care Hospitals ~ over 200,000 admissions & observations
- 300+ Ambulatory Care sites ~ over 4.5 million outpatient visits
- 1,800 Employed Physicians; 4,800 affiliated physicians
- 31,000 Associates including 1,100 residents and fellows
- We are a “new” diversified delivery network

Corporate Quality and Safety

- New corporate department in 2011
- National leader recruited to build department
- Initial developmental focus: “Patient Safety”
- 2014 ~ Clinical Quality added as concerted focus
- Goal: World Class Quality/Patient Safety
- Patient First



Reality: What is Important to Leaders?

- Patient Safety
- Clinical Evidence
- Regulatory Compliance
- World Class Clinical Quality Outcomes
- Pay for Performance



Where We Want to Go~ Where do we Begin?

- Systemness
- Look to the Evidence
- Crawl before we walk
- Walk before we run
- Data that are valid, reliable, important and action oriented



National Quality Strategy: How It Works

STAKEHOLDER TYPES

States

Federal and HHS

Private Sector

Multi Stakeholder Groups

PRIORITIES

Six quality concerns that affect most Americans.



Patient Safety



Person- and Family-Centered Care



Effective Communication and Care Coordination



Prevention and Treatment of Leading Causes of Mortality



Health and Well-Being



Affordable Care

LEVERS

Core business functions, resources, and/or actions that may serve as a means for achieving improved health and health care quality.



Measurement and Feedback



Public Reporting



Learning and Technical Assistance



Certification, Accreditation, and Regulation



Consumer Incentives and Benefit Designs



Payment



Health Information Technology



Innovation and Diffusion



Workforce Development

THE THREE AIMS



The National Quality Strategy unites efforts to improve health and health care for all Americans. The above graphic provides a high-level view of how the National Quality Strategy works to provide better, more affordable care for the person and the community.

8 Goals to Improve Diagnosis and Reduce Diagnostic Error

- GOAL 1 Facilitate more effective teamwork in the diagnostic process among health care professionals, patients, and their families
 - GOAL 2 Enhance health care professional education and training in the diagnostic process
 - GOAL 3 Ensure that health information technologies support patients and health care professionals in the diagnostic process
 - GOAL 4 Develop and deploy approaches to identify, learn from, and reduce diagnostic errors and near misses in clinical practice
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8 Goals to Improve Diagnosis and Reduce Diagnostic Error

- GOAL 5 Establish a **work system and culture** that supports the diagnostic process and improvements in diagnostic performance
 - GOAL 6 Develop a **reporting environment and medical liability system** that facilitates improved diagnosis through **learning from diagnostic errors and near misses**
 - GOAL 7 Design a **payment and care delivery environment** that supports the diagnostic process
 - GOAL 8 Provide **dedicated funding for research** on the diagnostic process and diagnostic errors
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Three Pragmatic Challenges and Priorities for Organization Focused Research

1: How to tie NAM recommendations to existing work

Dx Error is not “new”~ next phase of existing work

Patient Centered Care

HRO

Just Culture

2. Methods to engage administrators and practitioners in opportunities with potential for greatest impact ~ and least resistance

Financial impact

Stories of harm

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Three Pragmatic Challenges and Priorities for AHRQ Research Agenda

3 “Making Research Relevant”

- ROI for Researcher in Residence Model
- Small scale pilot studies

Mining clinical data for dx opportunities

Effective closed loop communication with clinicians

Exploring pay for performance impact

Role of Patient and Family Advisory Councils

