Hospital Improvement Innovation Network
Outcomes in Harm Prevention; What's Next?

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What the HIIN?

• Hospital Improvement Innovation Networks (HIINs) work at the regional, state, national, or hospital system level to sustain and accelerate national progress and momentum towards continued harm reduction.

• 16 HIINs in the country, all beginning in October 2016 with CMS goal of 20% reduction of all inpatient harm & 12% reduction of hospital readmissions.

• HRET/AHA HIIN is the largest in the country (Over 1,600 hospitals)

• 36 acute care NM hospitals in the HRET/AHA HIIN
AHA/HRET HIIN

34 States & over 1,600 Hospitals
Call from the Quality Department

I WILL FIND YOU

AND I WILL AUDIT YOU
Expectations of the Quality Department

NURSES, YEAAHHH

I'M GOING TO NEED YOU TO CHART THAT TWICE
Can you give me a status update on your audits?

Can’t you see I’m busy? I’ll get to them in a couple weeks.
“That’s quality’s job”

“Quality is everyone’s responsibility”

-W. Edwards Deming
Quality Is Everyone’s Responsibility

Quality is a way of thinking about work, how you approach work every day for yourself personally, for those you work with and ultimately and for those who depend on you for delivering quality service.

Your organization will only make meaningful and sustainable quality improvements when people at every level of the organization feel a shared desire to make processes and outcomes better every day, in a bold and continuous manner. --IHI Vice President, Robert Lloyd, PhD

http://www.ihi.org/communities/blogs/quality-is-everyones-responsibility
Quality Leader’s Role

His or her job is to instill principles of quality at all levels, helping everyone in the organization — every employee, executive, service user, caregiver, and consultant — feel driven to achieve excellence. --IHI Vice President, Robert Lloyd, PhD

- Facilitate
- Motivate
- Coach
- Serve
A lot of your plate

- Staffing (ratios, call-ins, hiring process)
- Budget
- Policy
- Physicians
- Facility management, equipment, supplies
- Patient experience
- Regulatory compliance
- Admin on call
- Shared Governance
- Performance evaluations
- MEC, Board Meetings, etc.
- Quality, Patient Safety
What makes New Mexico’s Nurse leaders Different?

Hospital Improvement Innovation Network

New Mexico Organization of Nurse Leaders

New Mexico Hospital Association
New Mexico Nurses Becoming Certified

CPHQ (Certified Professional in Healthcare Quality)

2018 ➔ 5 nurses (2 CNOs)

2019 ➔ 12 nurses (3 CNOs)
New Mexico Nurses Becoming Certified

CPPS (Certified Professional in Patient Safety)

2019 → 9 nurses (2 CNOs, 1 Nurse Director)
New Mexico Nurses Becoming Certified

CIC (Certification in Infection Prevention)

2018  3 nurses
2019  9 nurses
New Mexico Nurses Becoming Certified

NMHA Quality & Patient Safety Fellowship

2019 10 nurses (4 nurse managers, 1 CNO)
CLABSI Rate last 6 months
ADE- Anticoagulation last 6 months
MRSA Rates last 6 months
Hospital Readmissions last 6 months
CAUTI Rate - ICUs last 6 months
C-Diff Rates last 6 months
Overall NM performance
Oct. 2016 through Feb. 2019

• Overall Patient Harm reduced 15%
• 5,389 Patient Harms Prevented
• 432 lives saved
• Over $50,000,000 in cost savings
What’s next?

HIIN through March 2020

Goal: 20% overall reduction in patient harm
Don’t forget about free nursing CEs

https://anchor.fm/nmha
Thank you!

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