



Bringing the Pieces of Quality Together

Creating a Culture for Quality





Kansas Statewide Performance Improvement Project

The delivery of high quality patient care and the creation of great patient experiences is at the heart of why our organizations exist.





Project Goals

- To assist the hospitals in bringing performance improvement related education to key people in their hospitals and their supporting networks.
- To assist the hospitals in developing and implementing tools, techniques and systems which facilitate more efficient and effective quality and performance improvement programs.
- To share the lessons learned from the Northwest Kansas Health Alliance to facilitate more timely and resource-efficient program development, implementation and refinement.
- To develop a series of State supported approaches and activities that assist the CAHs in Kansas in building futures that promote sustainability and profitability.



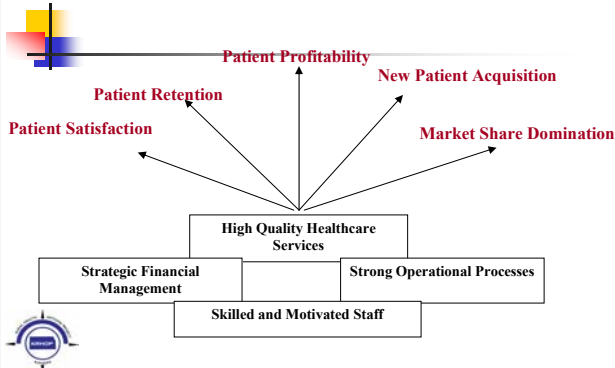
Kansas Statewide Performance Improvement Project

- Those things that protected our hospitals in the past are fading
- Our smaller hospitals have a number of characteristics that create strategic advantage in today's market
- Better able to control variables that place our patients at risk
- Able to more easily move patient experiences from good to great

Performance Pyramiding



Why Is This Important?



The Project to Date

**Strengthening
your existing
quality programs!**

**Moving from a
focus on
compliance to one
of improvement!**

**Creating a quality
focused change-
engine!**



Managing Quality From The Inside

- Risk Management →
- Safety →
- Infection Control →
- Utilization Review →
- Corporate Compliance →
- HIPAA →



Quality Improvement

- Risk Management →
- Infection Control →
- Utilization Review →
- Quality →
- Safety →




**Improved Patient Care
and
Operations
with Greater
Efficiency
and
Effectiveness**

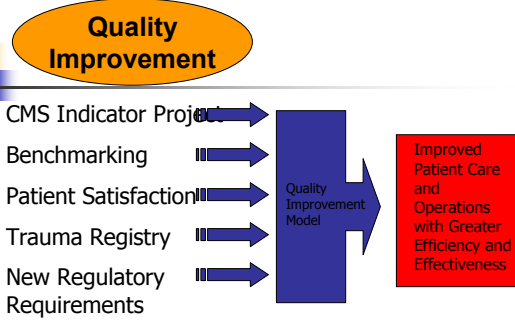


Managing Quality From The Outside

- CMS Indicator Project
- Benchmarking
- Patient Satisfaction
- Trauma Registry
- New Regulatory Requirements


Quality Improvement



CMS Indicator Project
 Benchmarking
 Patient Satisfaction
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Quality Improvement Model

Improved Patient Care and Operations with Greater Efficiency and Effectiveness



The Leadership Development

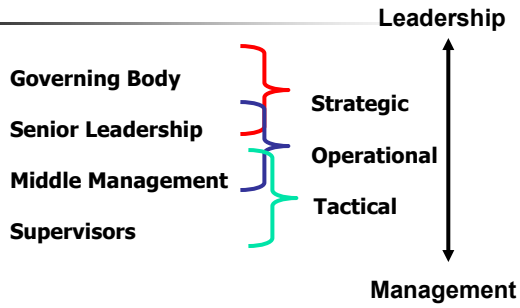


Governing Body
 Senior Leadership
 Middle Management
 Supervisors

Strategic
 Operational
 Tactical



The Leadership Development



Mission, Vision and Values



Creating a Stronger Change-Engine

Quality Assurance

Are we living up to today's standards and expectations?

Quality Improvement

Are we improving those things that create who we are?

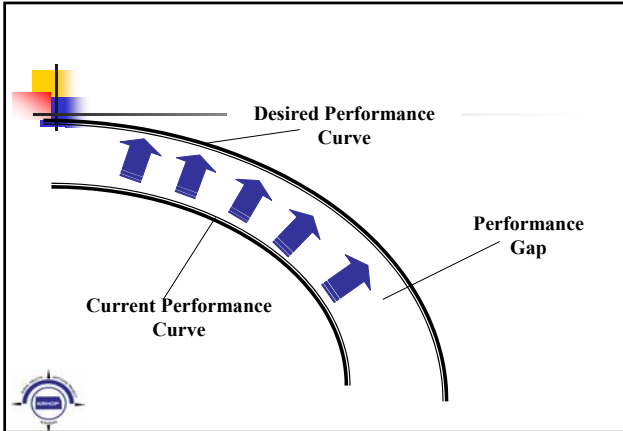
Performance Improvement

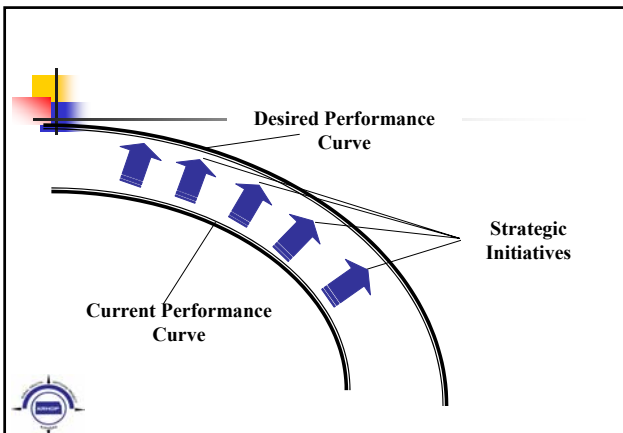
Are we moving our organization ahead and building for a better tomorrow?

Strategic Planning

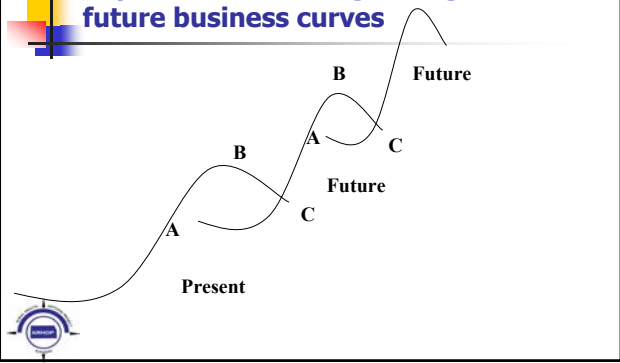
“Driver, please choose carefully which rut you drive in, because you will be in it for the next 20 miles.”



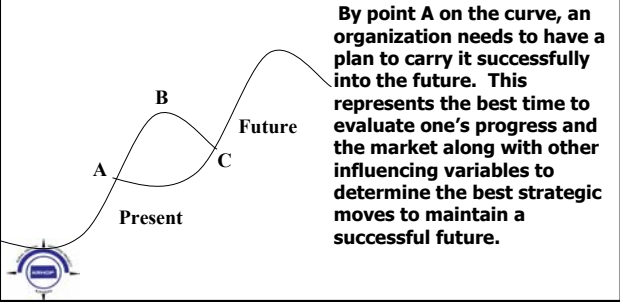




Performance improvement is critically important in creating an organization's future business curves

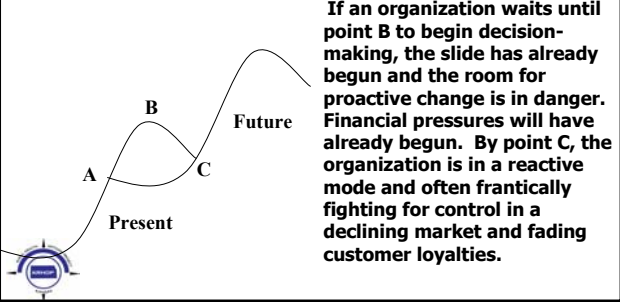


Effective planning keeps actions timely



By point A on the curve, an organization needs to have a plan to carry it successfully into the future. This represents the best time to evaluate one's progress and the market along with other influencing variables to determine the best strategic moves to maintain a successful future.

Effective planning keeps actions timely

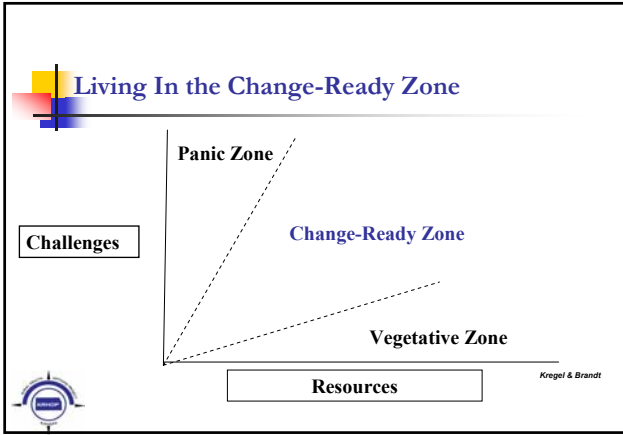


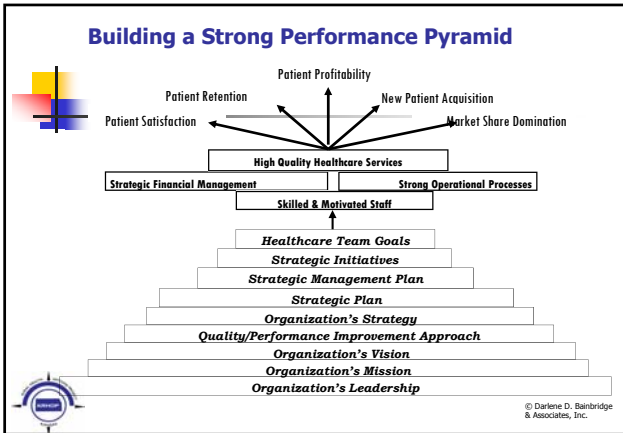
If an organization waits until point B to begin decision-making, the slide has already begun and the room for proactive change is in danger. Financial pressures will have already begun. By point C, the organization is in a reactive mode and often frantically fighting for control in a declining market and fading customer loyalties.











We can not do today's job with yesterday's methods and be in business tomorrow.

Neilsen Jackson
