



Hospital Story

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About Us

Kaiser Sunnyside is a 233 bed not for profit general hospital located in Clackamas, OR. Currently, it is the only Kaiser Hospital in the Northwest.



Objectives

At the end of this session, participants will understand:

- The value of “Investing Up Front”
- Tools for finding the right team members
- The “coach” role



Team Formation

- What are you wanting to improve?
- Who is involved in the process?
- Who will be impacted by your decisions?
- Who meets the following requirements?



Team Formation

- Passionate about project/topic
- Reliable
- Respected by peers
- Knowledgeable
- Challenges!



AIM and Measure Selection

- Definition of problem
- Urgency
- Process complexity
- Anticipated challenges
- Potential methods for data collection



Tests of Change

- Algorithm revision(s)
- Lab order process revision
- Lab order work flow revision
- Lab review work flow revision
- Order entry revision



Barriers, and How We Resolved those Barriers

- Technologically challenged nurses
- Electronic medical record changes
- Communication with MDs
- Communication with nurses
- Finding champions on units



Advice for Fellows

- Embrace the challenge
- Expect failure; view it as opportunity
- Communicate, Communicate....
- Data takes the “personal” out of it
- Report positive outcomes frequently



Next Steps

- Take time to accurately define problem
- Maximize your team
- Embrace your role as facilitator/coach
- Enjoy the process



Questions?

Thank you!

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