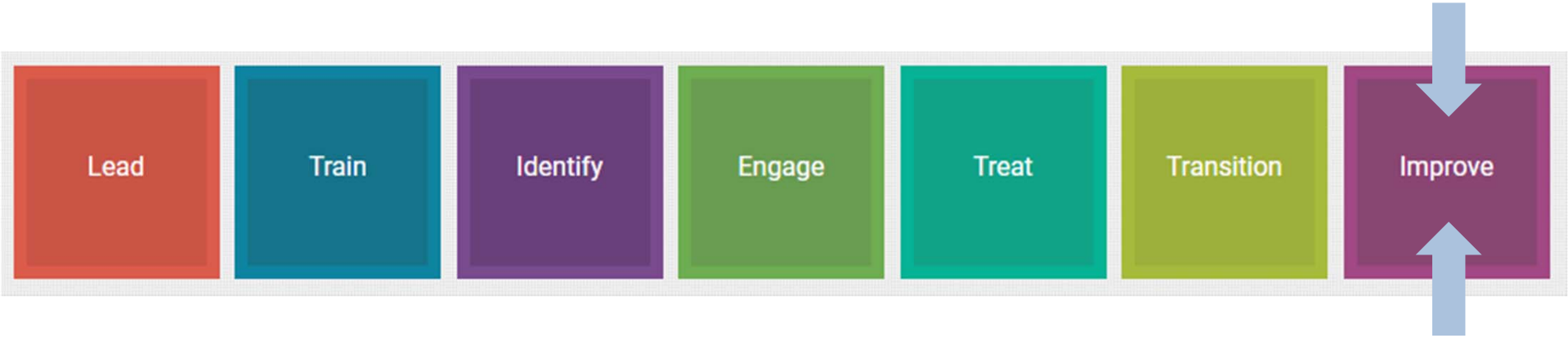
Quality Improvement



Utah Zero Suicide 2018

utah department of
human services

Announcements

- Primary Care Suicide Prevention Webinars in partnership with HealthInsight
- New content on https://dsamh.utah.gov/services/prevention/zero-suicide-framework
- 2019 Collaborative Information

Introduce yourself and give an update on progress your organization has made in regards to Zero Suicide

Agenda

Culture of Quality

Workforce Survey

Process vs Outcome Measures

HealthInsight Case Example- Using QI to reduce 30 day hospital readmission rates

Wrap Up

Zero Suicide

How has your agency progressed in applying the framework?

1. Organization Self-Study Completed
2. Implementation Team in Place
3. Work Plan with Goals and Measures Established
4. Implementing Policy/Training/Protocol Changes
5. Tracking Progress and Improving

Culture of Quality Improvement

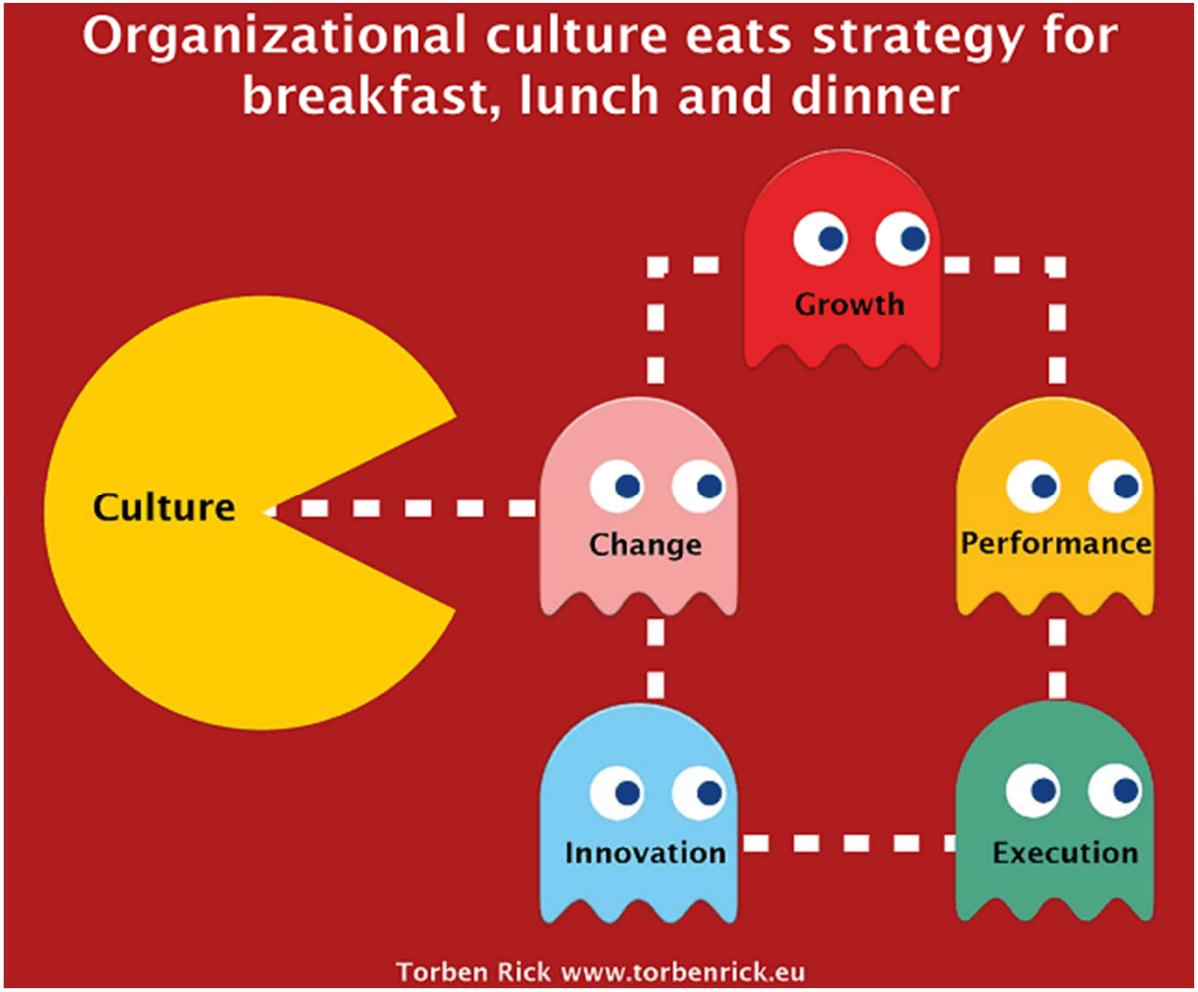
What factors make up a **culture** of quality improvement?

"Just" culture: free of blame for individual clinicians when a patient attempts or dies by suicide.

Accountability is shared and system improvement is promoted over individual punishment

Standardization and Error Reduction

- Checklists, documentation, and manualized treatments
- How do we frame this in such a way that clinicians embrace it rather than seeing it as a burden or undermining their clinical judgement?

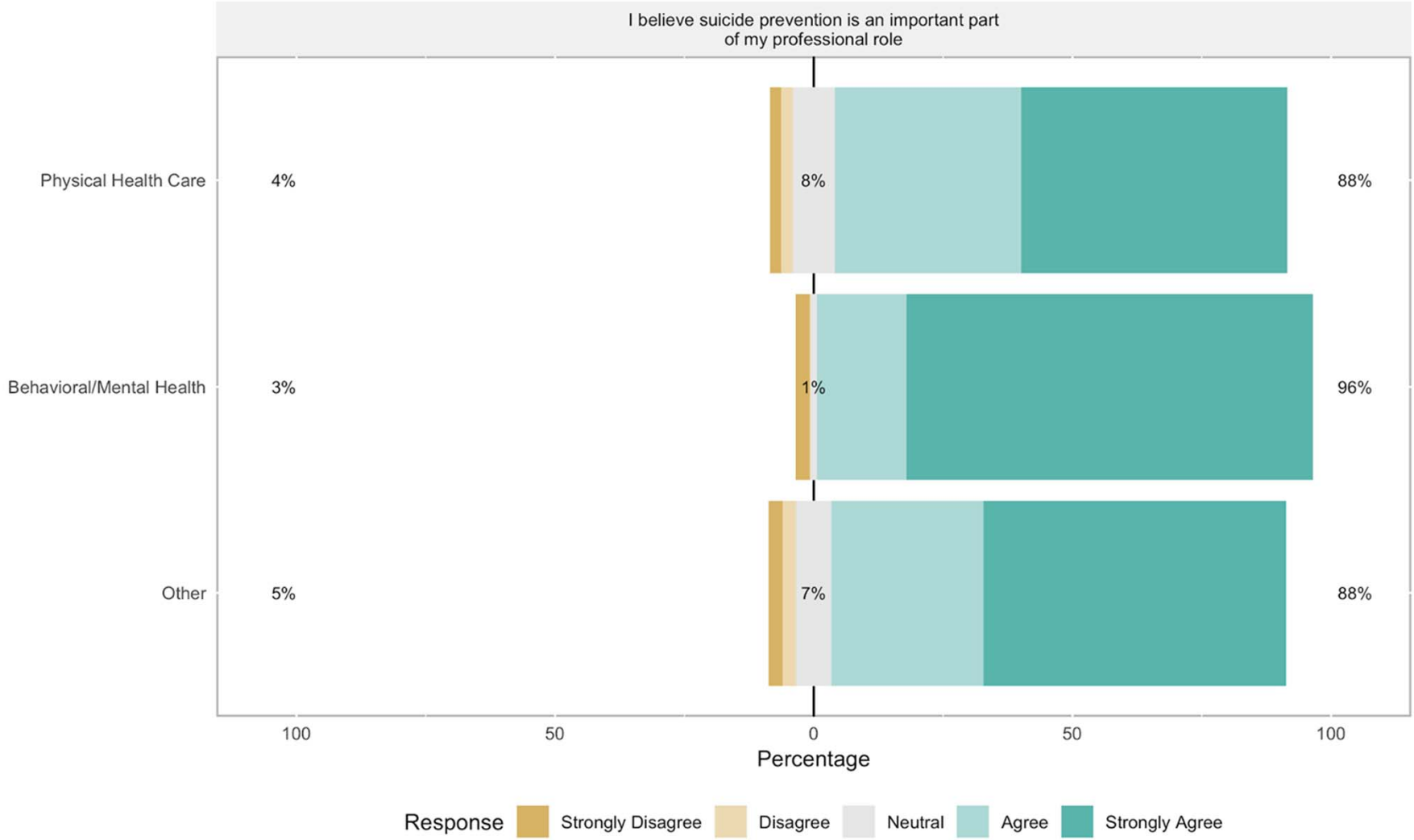

Organizational culture eats strategy for breakfast, lunch and dinner
Growth
Culture
Change
Performance
Innovation
Execution
Torben Rick www.torbenrick.eu

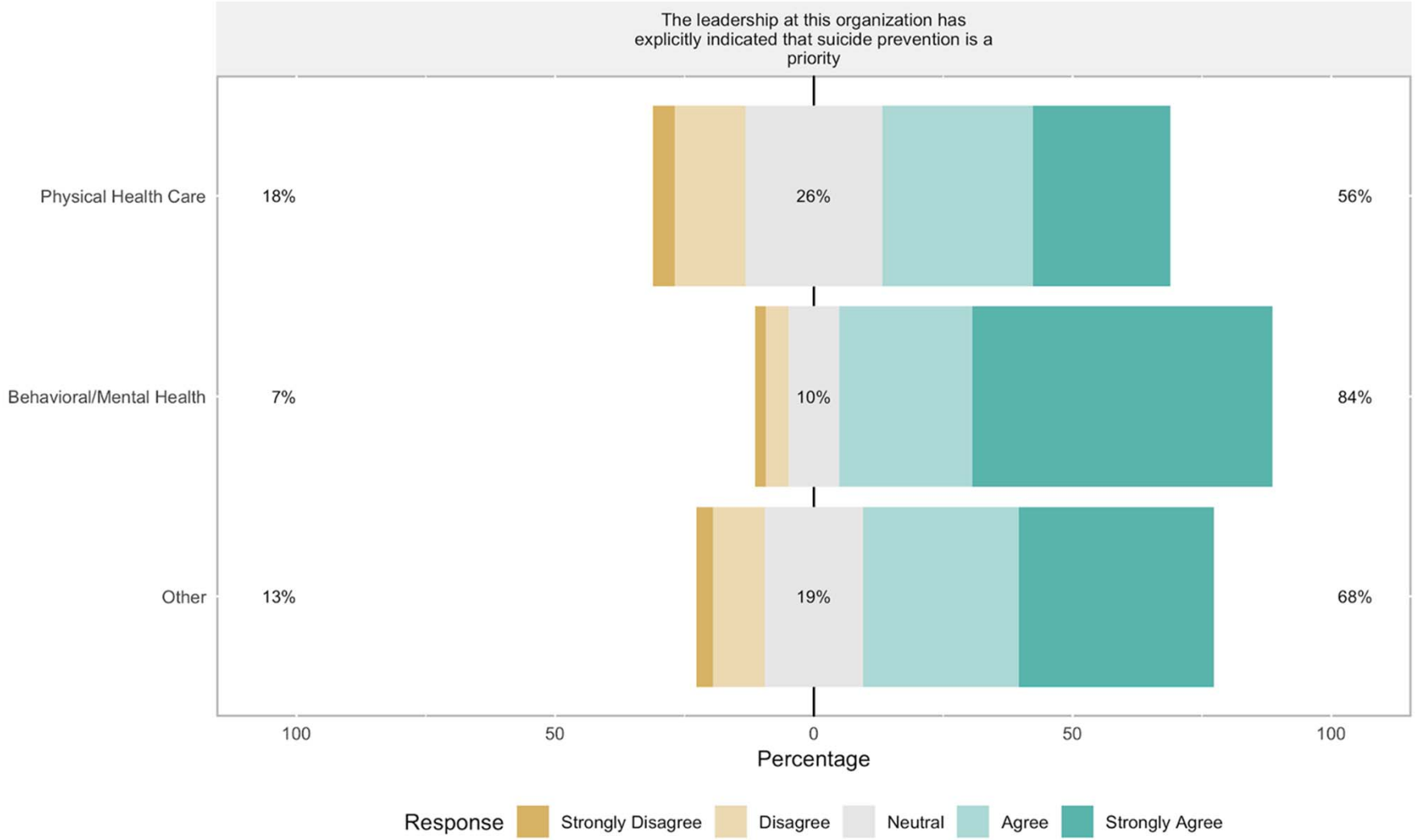
Workforce Survey

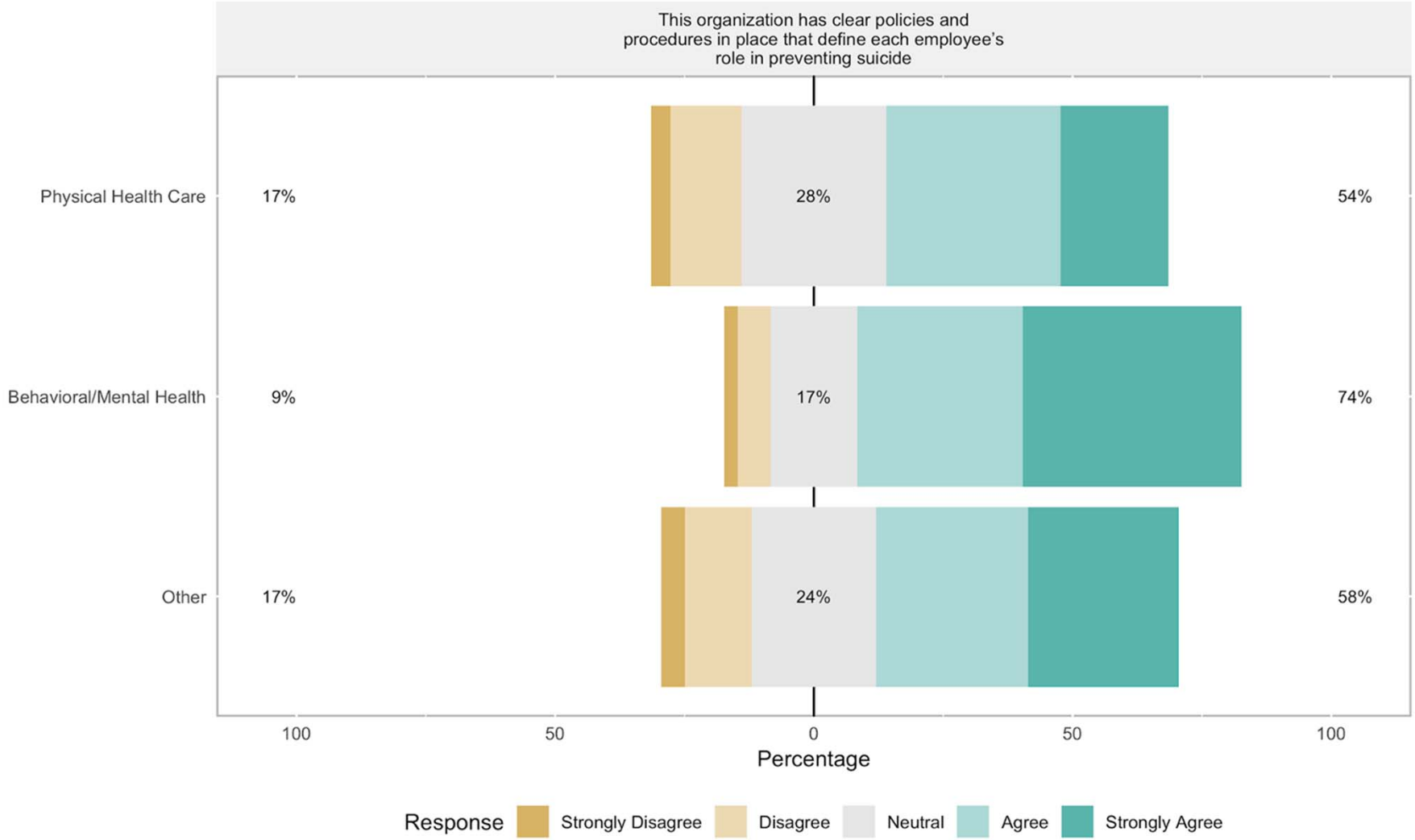
- 5,000 health and behavioral health care providers in Utah
- Compared 2018 results to 2013 results

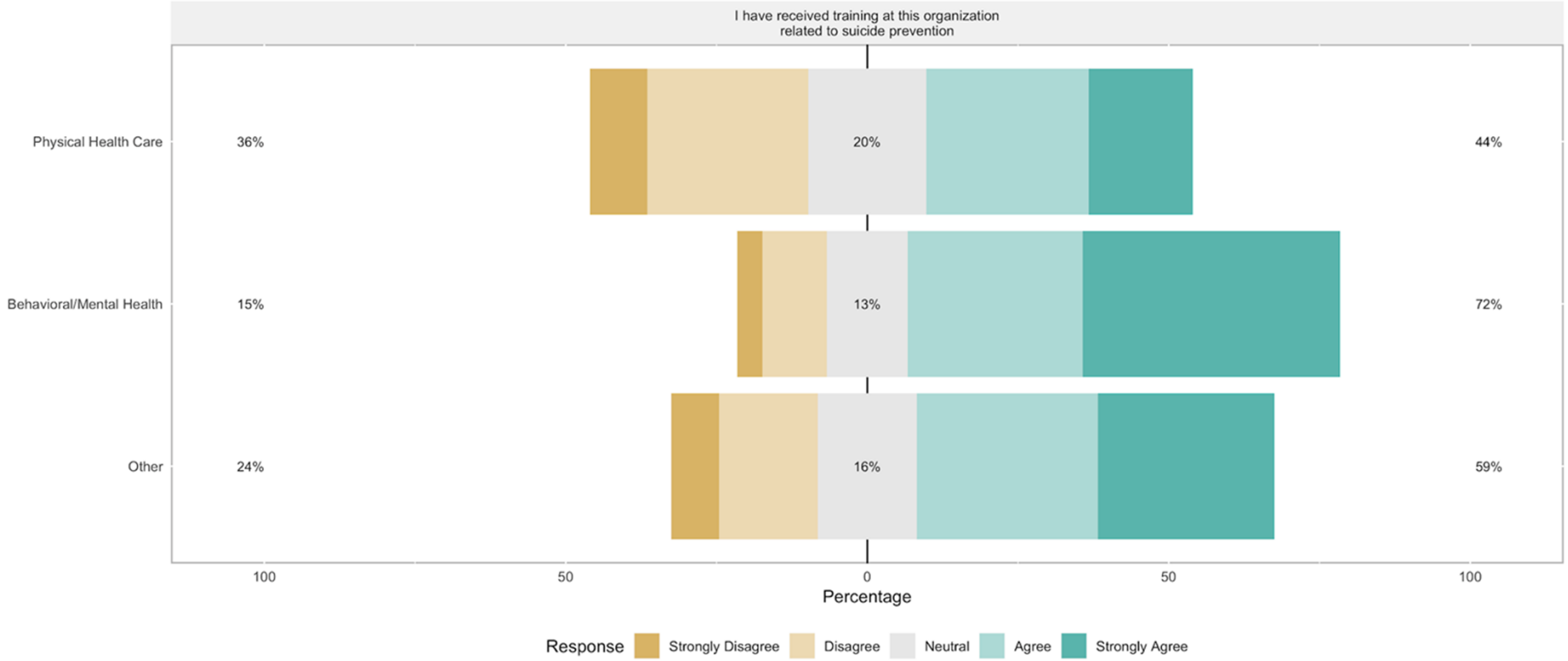
Workforce Survey

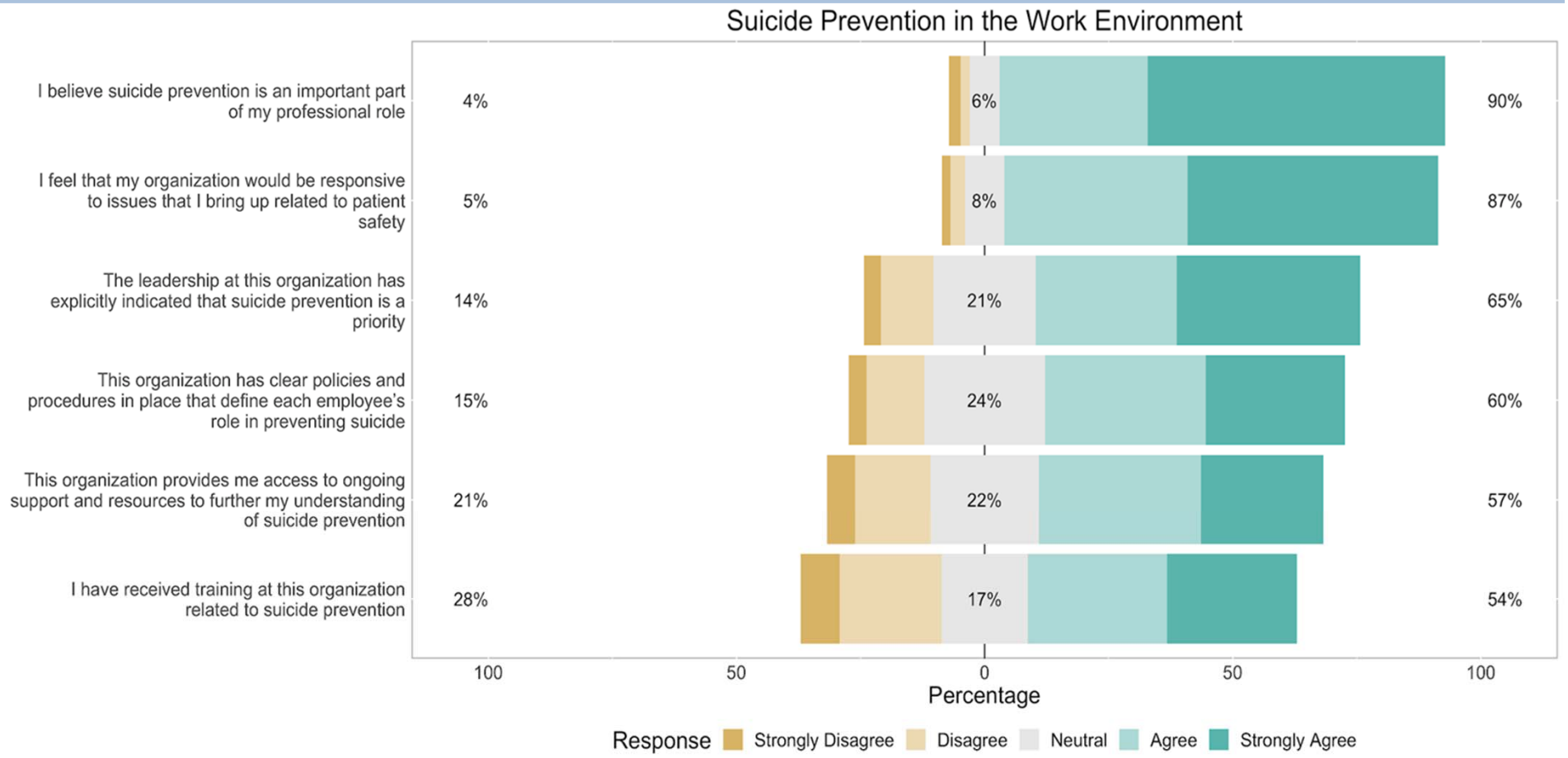
- We saw vast improvement in clinicians self report of skills and trainings
- Clinicians are more likely to see suicide prevention as an important part of their role.
- They are also more likely to say leadership has stated it is important.
- Clear policies and procedures are less common than verbal commitements.


I believe suicide prevention is an important part of my professional role
Physical Health Care
Behavioral/Mental Health
Other
4%
8%
88%
3%
1%
96%
5%
7%
88%
100
50
0
50
100
Percentage
Response
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree


The leadership at this organization has explicitly indicated that suicide prevention is a priority
Physical Health Care
18%
26%
56%
Behavioral/Mental Health
7%
10%
84%
Other
13%
19%
68%
100
50
0
50
100
Percentage
Response
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree

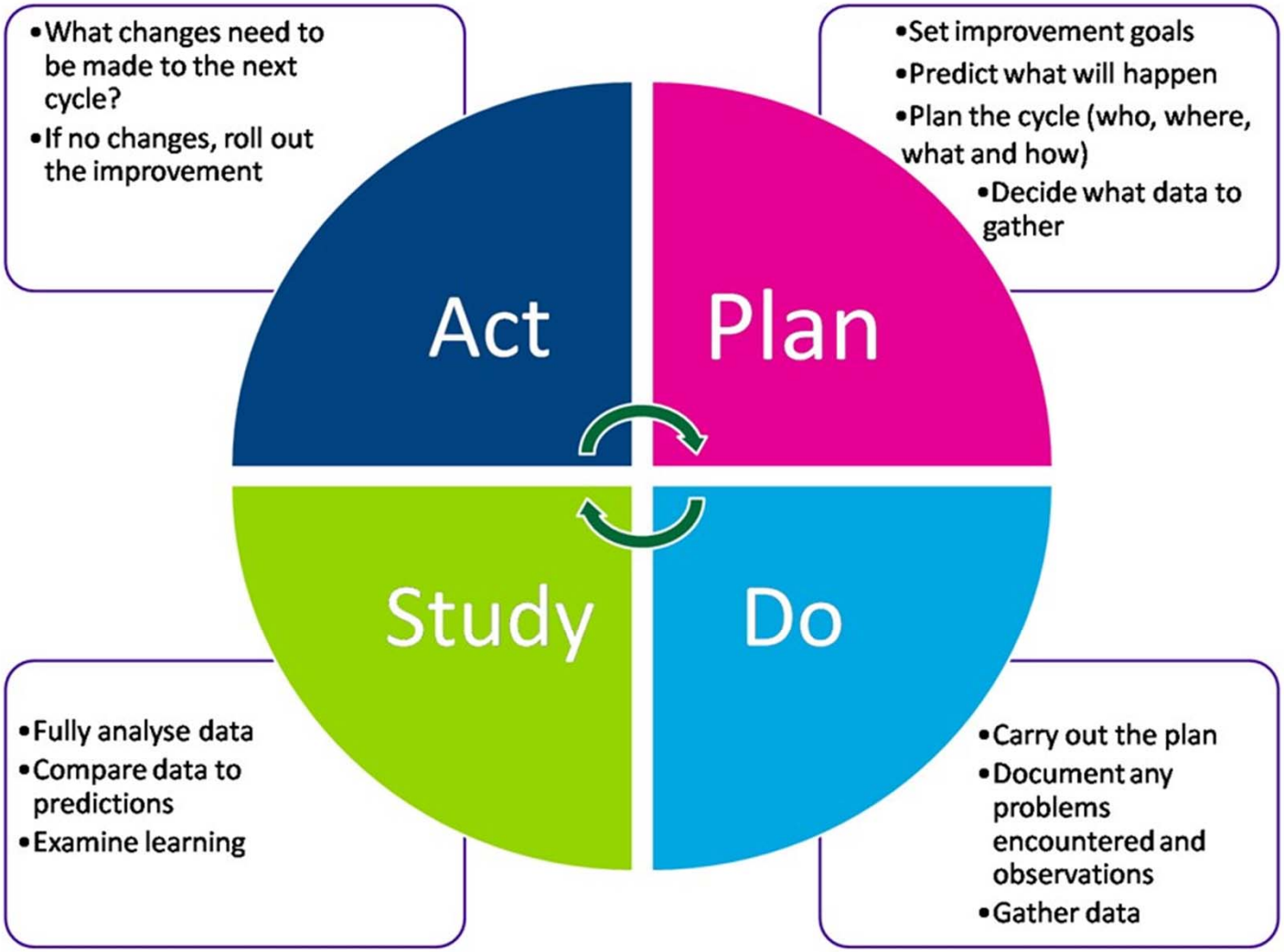

This organization has clear policies and procedures in place that define each employee's role in preventing suicide
Physical Health Care
17%
28%
54%
Behavioral/Mental Health
9%
17%
74%
Other
17%
24%
58%
100
50
0
50
100
Percentage
Response
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree


I have received training at this organization related to suicide prevention
Physical Health Care
Behavioral/Mental Health
Other
36%
20%
44%
15%
13%
72%
24%
16%
59%
100
50
0
50
100
Percentage
Response
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree


Suicide Prevention in the Work Environment
I believe suicide prevention is an important part of my professional role
4%
6%
90%
I feel that my organization would be responsive to issues that I bring up related to patient safety
5%
8%
87%
The leadership at this organization has explicitly indicated that suicide prevention is a priority
14%
21%
65%
This organization has clear policies and procedures in place that define each employee's role in preventing suicide
15%
24%
60%
This organization provides me access to ongoing support and resources to further my understanding of suicide prevention
21%
22%
57%
I have received training at this organization related to suicide prevention
28%
17%
54%
100
50
0
50
100
Percentage
Response
Strongly Disagree
Disagree
Neutral
Agree
Strongly Agree

Workforce Survey

- How is this initiative trickling down to our workforce?
- Using the Workforce Survey as a tool in your organization


•What changes need to be made to the next cycle?
•If no changes, roll out the improvement
•Set improvement goals
•Predict what will happen
•Plan the cycle (who, where, what and how)
•Decide what data to gather
Act
Plan
Study
Do
•Fully analyse data
•Compare data to predictions
•Examine learning
•Carry out the plan
•Document any problems encountered and observations
•Gather data

Process Measures

- How accurately and consistently are the elements of your internal policies/protocols being followed?

- What is the quality of services being provided? (use qualitative and quantitative measures and get client feedback here)

Outcome Measures

- What should we be measuring? See ZS Data Elements Worksheet
    - What on this tool would you like to start tracking?
    - What are you already tracking?
    - What might it be missing that is relevant in your setting?

- How do you track suicide attempts or emergency department usage?

Outcome Measures

- Review patient-care data at regular intervals and provide feedback to leadership and staff on progress
- What have you been measuring and how has it been useful?
- How frequently do you review patient-care data?

Outcome Measures

Use the Organizational Self-Study once a year to measure progress towards best practices

http://zerosuicide.sprc.org/sites/zerosuicide.actionallianceforsuicideprevention.org/files/Zero%20Suicide%20Organizational%20Self-Study_0.pdf

Use the Data to Improve

- Patient-care data may leave unanswered questions- qualitative data is sometimes the only way to answer the "why" questions. Interviews, focus groups, and process analyses can help.
- Fishbone Diagram or 5 Whys: Finding the Root Cause

Suicide Fatality Reviews

- Joint Commission's Framework for Root Cause Analysis and Action Plan:

- https://www.jointcommission.org/framework_for_conducting_a_root_cause_analysis_and_action_plan/

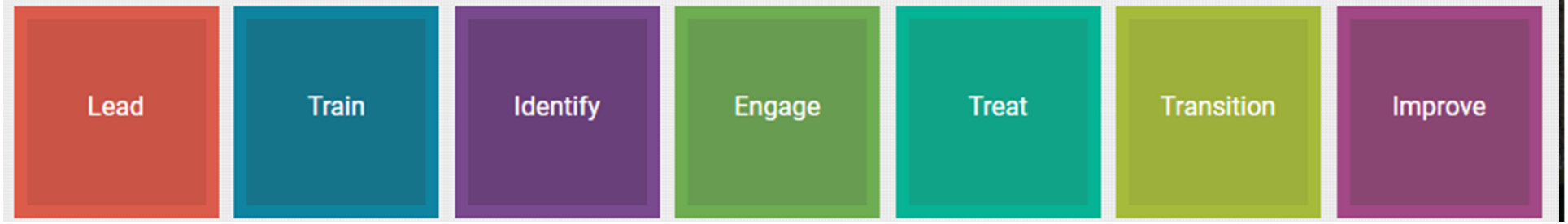
Health Insight Case Example

Resources for Quality Improvement

- HealthInsight https://healthinsight.org
- Institute for Healthcare Improvement http://www.ihi.org/
- American Society for Quality www.asq.org

Help Us Improve the Collaborative

https://utahgov.co1.qualtrics.com/jfe/form/SV_eQz8NkTF63NTL8h

2019 Cohort Coming Soon!

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