Holy Names University/Alameda Health System (HNUAHS) Charter Group

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AHS is striving to improve quality, safety of care, and workforce development by enhancing Health Information Technology:

• Create Inpatient Standards for nursing

• Compliance with state and federal regulations
• Develop processes using Donabedian Model (Structure-Process-Outcomes)
• Assess process flow maps of all nursing activities and documentation starting at Admissions and IP patient flows utilizing evidenced-based practice
• Build standardize work flow processes
• Develop standard curricula and training programs
• Establish validation processes around the policies and procedures

*Objectives*
• Standardize how Alameda Health System Inpatient RNs document their daily work
• Improve technological process, improve coordinated care starting from Admissions to Discharge.
• Create job aids for point-of-care reference
• Educate all RNs
• Consistently audit adherence
• Meet State and Federal standards
• AHS inpatient nursing division does not have a uniform standard nursing documentation process
• Variations in documentation which can cause harm to patients
• Knowledge deficit in current process flow
• AHS needs nursing documentation workflows and standards in order to
  - Effectively work together
  - Tell the patient story
  - Facilitate the ease of implementing Soarian in other Inpatient facilities such as San Leandro and Alameda
Two strategic pillars:

• **Workforce Development**
  - Analyze current infrastructure, Standards, Policies and Procedures
  - Extrapolate data by interviewing stakeholders such as RNs, LVNs, CNAs, and Unit clerks regarding nursing care processes from admission to discharge
  - Collaboration on problem solving, attend Lean workshops on how to create value utilizing fewest resources
  - Compliance with federal law HIPPA, ACA, ICD-10 legal mandate, and organizational policies and procedures
  - Foster internal and external partnerships (vendors)

• **Quality**
  - Core measures
  - Harm reduction
  - RN notes audit

*Planning*
• **Lean Principles**
  * Value - What the customer buys
  * Value Stream - The way the Value is delivered
  * Flow - Putting value-adding steps in sequence
  * Pull - Triggering flow from customer needs
  * Perfection - Continuous improvement forever

• **Projected Schedule**

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Propose Standards</td>
<td>2/8</td>
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<tr>
<td>Create Job Aids</td>
<td>3/31</td>
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<tr>
<td>Develop Education</td>
<td>4/14</td>
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<tr>
<td>Continue Education Development</td>
<td>4/28</td>
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<tr>
<td>Roll Out and Presentation</td>
<td>May, 2014</td>
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</tbody>
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• Employee engagement
• Build and design job-aid for Admission, Inpatient and Discharge Process Flow
• Launch small test for changes
• Sustainability based on a series of constant testing to define key areas of success
• Provide Nursing Education and Feedback Tool

*Implementing*
• Core Measures
  - Pneumonia
  - Immunizations
  - VTE Prophylaxis
• Reviewed policies & Procedures
• Incorporated peer feedback
• Tested live on the floors
• Developed Point-of-Use Job Aides
• Developed training guide template
* Major Planned Improvement
  * Standard work
  * Education curricula and training programs
  * Validate processes

* Next step
  * Update policies and procedures
  * Continue testing
  * Vet & Polich education/training materials
  * Develop competencies

* Conclusion