

Opportunities for Leadership: Hospitals

Examples of ways to reach the goal:

Safe

- Make effective use of information and clinical technology designed to improve safety.
- Implement specific practices shown effective in improving safety.
- Redesign care processes to eliminate defects.
- Collect and report errors in care to patient safety organizations.
- Support patients, their families, doctors and other caregivers when patient harm occurs.

Timely

- Reduce emergency department wait times.
- Reduce the time between scheduling an appointment and seeing a health care practitioner.
- Speed procedures, test results, patient diagnosis and treatment.
- Smooth the movement of patients throughout their care delivery experience.

Effective

- Ensure the use of current best evidence in patient care.
- Share information with clinicians on how their clinical practice compares to "best practices" or "benchmarks".
- Ban unhealthy products on hospital campuses, such as tobacco, use of trans fats, or availability of unhealthy foods.
- Promote better nutrition and fitness among our own hospital employees and within the broader community.
- Lead community based initiatives to reduce obesity, diabetes, HIV or other local needs.

Efficient

- Employ techniques to optimize performance.
- Reduce process variation to improve reliability of care.
- Manage organizational variability to streamline processes.
- Adopt health information technology to eliminate duplication of effort and reduce administrative costs.

Efficient (cont.)

- Participate in payment approaches that reward efficiency and quality.
- Track patients with chronic conditions and provide them with effective chronic care management to avoid hospitalization.

Equitable

- Collect patient data on race, ethnicity and language to look more closely at hospital quality and patient satisfaction.
- Make translation services available for patients and their families.
- Strengthen the diversity of hospital governance, management teams and workforce.
- Provide employees training in cultural competence.
- Work with community leaders and organizations that serve racial or ethnic minorities or other groups to reduce care disparities.

Patient-centered

- Encourage active patient and family involvement in care delivery and decision-making.
- Customize care to meet each individual patient's needs and preferences.
- Educate patients and families on palliative care and end-of-life care options.
- Embrace transparency in the reporting of quality and pricing information to help people be better educated patients.
- Ensure the protection of patient privacy and the confidentiality of medical information.
- Expand the health care literacy of communities and patients served.
- Integrate the care delivered by physicians, nurses and others to create a coordinated, seamless continuum of care for patients.