



Transforming Culture

For Better Patient Outcomes

Presented by Alicia Cole
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Great Plains Quality Innovation Network
Kansas Foundation for Medical Care

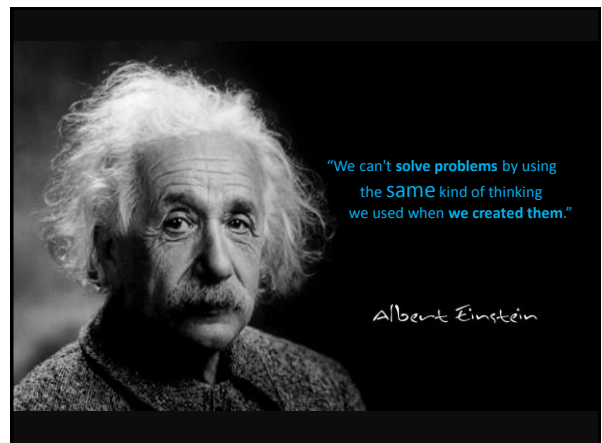
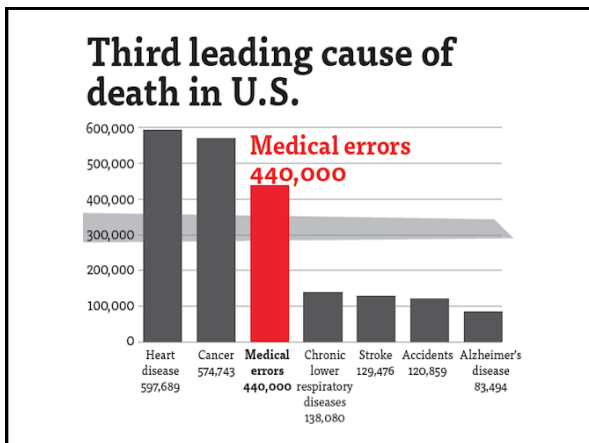
2 Million Patients a year

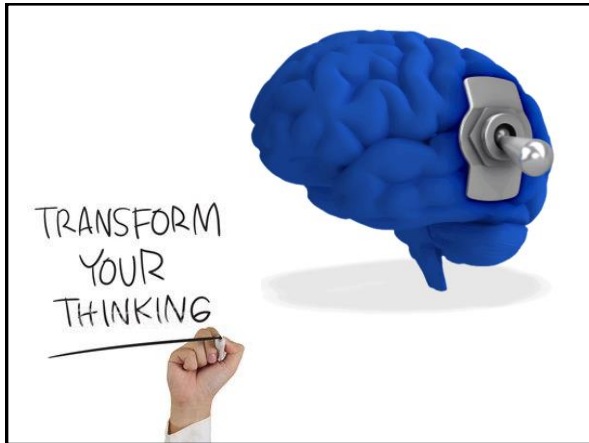
contract Hospital-acquired Infections



Kansas Population **2,904,021**

As of July 1, 2014, United States Census





Traditional Thinking

- Obese
- Elderly
- Smoker
- Sedentary
- Diabetes
- Chronic Illness
- Non-Compliant
- No English

New Perspective

Obese

Knee Replacement

Elderly

Delayed Diagnosis

Back injury

Chronic Illness

Non-Compliant

No English

MRI

Gout

Great Teamwork **Open Communication**

Fever, Pain & Nausea

2

Things Began To Change



Severe Pain, Increased Nausea, Swelling

How Does **YOUR** Culture Affect the Patient Experience?

Patient Safety is a TEAM effort!

VS

A Culture of Transparency is Key



Communication is more important than ever following an ADVERSE EVENT. DON'T shut the patient & family out! Answer questions and be transparent.

According to a 2010 AHRQ survey of hospital staffers



37% said they
*"are **afraid** to
 ask questions when
 something does not
 seem right."*

12



A Culture That VALUES Safety



What
can
YOU
do



A Culture of Respect Starts at the Top



Administration

Role-models Respect
Shows Genuine Interest
Makes Time for Questions
Gives Encouragement
Leads the Team
Open to Feedback
Hears Concerns
Observes Environment

+



Staff

Feel Respected
Feel Acknowledged
Show Respect
Show Genuine Interest
Make Time for Questions
Gives Encouragement
Embraces Teamwork
Open to Feedback
Hears Concerns
Champion Patients

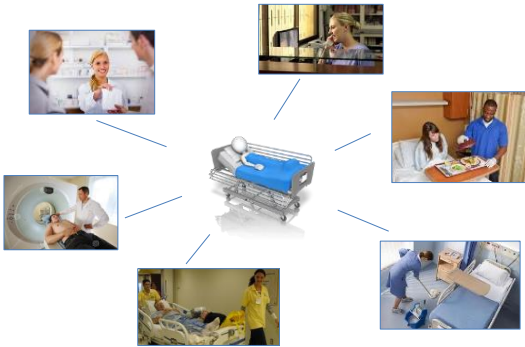
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Patients

Feel Respected
Feel Acknowledged
Believe Their Providers Care
Trust Their Caregivers
Feel Safe
Feel Free to Ask Questions
Feel Encouraged
Feel Like A Partner
More Compliant
Better Outcomes
SATISFIED CUSTOMER

Does Your Culture Value the **WHOLE** team?



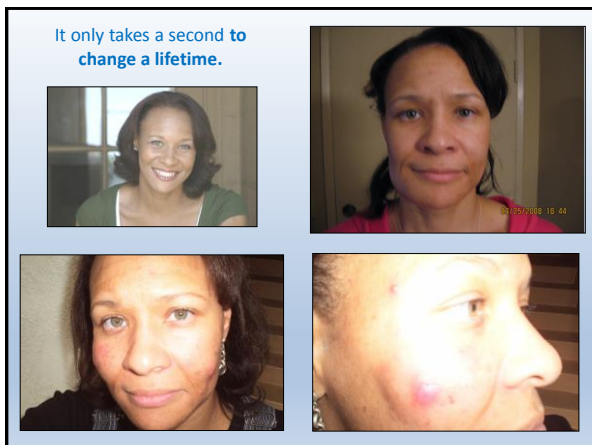
Studies show only 1 in 4 health professionals consistently wash their hands between patients

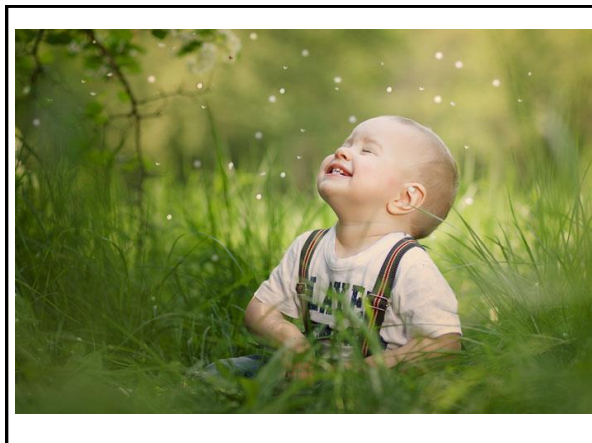


Please Don't Get Mad...



If I ask you to wash your hands







The Cole Family Thanks You!

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