

Award Application

1	Project Title	Promoting Positive Outcomes Through a Standardized Communication Process
2	Clinical or Operational Area	Inpatient Acute Care
3	Healthcare System	Baptist Health Systems
4	Hospital or Entity Name	Baptist Health Richmond
5	Applicant Name	Elizabeth Rowland
6	Applicant Title	Director of Telemetry DNP, RN-BC
7	E-mail Address	Elizabeth.Rowland@bhsi.com
8	Telephone	859-625-3618
9	Mailing Address, City, State, Zip Code	801 Eastern Bypass Richmond, KY 40475
10	Please list the names and titles/roles of the additional members of the project team:	
	Name:	Title/Role:
	Anisha Fletcher	BSN, RN, Patient Experience and Process Improvement Coordinator
11	Name of Senior Risk Management or Corporate Insurance Representative	Lynn Kolokowsky
12	Mailing Address, City, State, Zip Code	1901 Campus Place Louisville, KY 40299

13. The best practice/improvement submitted for consideration is a: (Check all that apply)

- Clinical Policy
 Performance Improvement Strategy (*Six Sigma, etc.*)
 Communication Strategy (*Briefing before surgical procedure, senior management rounds, etc.*)
 Other (*Please specify*)

Click or tap here to enter text.

14. Can the project be duplicated to support patient safety/risk mitigation strategies at other organizations? Yes

No

15. Briefly describe the project: (two paragraphs maximum, please attach any supporting documentation)

This project aimed to enhance the safety, quality and experience of patients on the inpatient telemetry unit by addressing communication gaps and implementing evidence-based practices. Key strategies included standardized hand off reports, strategic patient assignments and increased nurse leader rounds. These interventions were designed to foster a more cohesive care team and ensure adherence to safety protocols, thereby mitigating risks and improving overall patient care.

As a result of these focused efforts, we saw significant reductions in hospital acquired pressure injuries, catheter associated urinary tract infections and central line associated bloodstream infections. The project also improved staff morale and collaboration, ensuring rigorous safety practices and better overall patient outcomes and experiences.

16. Describe how this project has reduced the potential for liability and improved patient safety. (one paragraph maximum)

The strategic process improvement measures that were implemented on our inpatient telemetry unit have notably reduced the potential for liability and enhanced patient safety. By addressing communication gaps and integrating evidence-based practices such as standardized hand off reports, strategic patient assignments and increased nurse leader rounds, we have created a more cohesive care team. This has directly minimized the risk of medical and safety errors as reflected in a significant reduction of hospital acquired pressure injuries, catheter associated urinary tract infections and central line associated bloodstream infections. Our focused approach not only fostered better staff morale and collaboration, but also ensured rigorous adherence to safety protocols, thereby substantially mitigating liability risks and improving overall patient care.

17. What metric(s) have been used to measure and/or sustain success? (one paragraph maximum)

To measure and sustain success, we used metrics such as patient experience scores from Press Ganey surveys, which showed significant improvements in patient satisfaction. We tracked infection rates, noting reductions in catheter-associated urinary tract infections, and central line associated bloodstream infections, and we also noted a reduction in hospital acquired pressure injuries. Staff morale was assessed through engagement surveys, reflecting staff satisfaction and collaborative teamwork. Compliance with best practices and effective communication were monitored through team feedback and adherence to protocols. These metrics collectively demonstrated our progress and sustained improvements in patient care and safety.

18. Are you willing to share this project with other members of AEIX? Yes No

19. Was this project an original concept created by the project team? Yes No

20. Was this project based on successful practices evaluated from literature or other healthcare providers? Yes No

21. Is this project being implemented in your health system for the first time? Yes No

22. Do you have plans to publish the project results in a professional publication or networking forum? Yes No

23. Is there anything else you'd like to share about this project?

The collaborative improvements that were implemented continue to be re-evaluated on a routine basis and improvement measures are ongoing to ensure patients are provided with a positive experience; while also ensuring they are receiving high quality, safe care.

Thank you for completing the application. Please follow these next steps.

- Please save this document in Word format and gather your supporting documentation.
- Forward the application and documentation to your senior risk management leader or corporate insurance representative. *They will need to complete and sign the Evaluation of Awards Application Form on the final page of the application before submitting it to American Excess Insurance by **Friday August 16, 2024.***

Evaluation of Award Application

The evaluation must be completed and signed by the senior risk manager or corporate insurance representative. Please evaluate the Award Application by indicating the best answer to the question.

1. **How will this project improve safety and/or reduce liability?**

- Little effect on safety and liability (1)
- Some improvement but metrics are not defined and/or it is not clear that measurable effect can be sustained (2)
- Strong effect with clearly defined metrics (3)

2. **What is the potential to share this project or practice with other AEIX members?**

- Little potential – i.e. *implementation requires major budgetary commitment, topic is highly specialized, and/or metrics are not clearly defined* (1)
- Some potential but process may be hard for another organization to implement, and/or its application may be limited - i.e. *major budgetary commitment, topic is highly specialized, and/or metrics are not clearly defined* (2)
- Strong potential for producing best practices (3)

3. **What level of impact will this project or practice have on the severity of risk exposure?**

- Little chance of impacting severity of risk but could address other issues (1)
- Some potential to impact risk exposure (2)
- Strong ability to impact severe malpractice exposure caused by significant risk events (3)

4. **What level of innovation best describes this project?**

- Project/practice is new to this organization and is based primarily on firmly established best practices (1)
- Project/practice was created primarily by applicants with some assistance from an outside vendor and contains well-established best practices with additional innovative features (2)
- Project/practice was created solely by applicants and could be included in established literature or industry best practices (3)

5. **Share your comments or recommendations.**

Lynn Rikhoff Kolokowsky **VP, Risk Management & Insurance** **August 2, 2024**

E-Signature

Title

Date

502.253.5979 lynn.kolokowsky@bhsi.com

Phone

Email

Send the completed application in Word format, supporting documentation, and signed evaluation to ana_taylor@premierinc.com by **Friday August 16, 2024**.

Thank you for your submission. In continued pursuit of our mission and vision to partner with forward-thinking healthcare leaders, inspire innovation, and provide the leading pathway for managing risk, we may share your project with other members of American Excess. However, this project will not be shared outside of the American Excess Insurance membership without your prior consent.