Maintenance of Certification (MOC) – What does it have to do with Quality Improvement?

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• The project was a good reminder to constantly question what we are doing for our patients and why.

• It was a great opportunity for me to learn more about the workflow and processes of the unit and to contribute ideas from the perspective of a new member.

• Working on a quality project helps me to keep the quality processes (i.e.-DMAIC) in the forefront of my work. I look for ways to improve other processes in my work area and to help the groups that I support work through the quality process.

• This quality improvement project caused me to pause and think about how we communicate with patients regarding not only their biopsy results but also how we speak to our patients in the clinic. It made me consider how I’m using medical terms instead of common words in the clinic.

• This project provided an opportunity for me to work with our patient care team to improve the patient experience in our clinical setting. I learned that some of my preconceived notions were incorrect.

• As a resident, I learned how to identify and approach areas for improvement and how to work with a team to implement change and record and evaluate data. It is important for residents to think about quality improvement as an integral part of medicine.

• I enjoyed this project very much. It gave me a great deal of insight on just how a group can bring all types of information to the table for the greater good of our patients, brainstorm and come up with a new and improved product. Seeing the provider scores rise already, shows we are definitely on the right track to better patient care. My areas for growth would be to think outside of the box more often and let go of some of the more traditional ideas and ways of thinking. The sky is the limit.

• This project challenged all of my pre-conceived notions of waste. What seemed like a fairly straightforward problem, ended up with having multiple areas of improvement that needed addressing. As a resident, I learned how to identify and approach areas for improvement and how to work with a team to implement change and record and evaluate data. It is important for residents to think about quality improvement as an integral part of medicine.

• During this quality improvement project, I was the surgeon champion. It was a great opportunity to learn how to pose the “burning platform” and generate buy-in from the entire team of care providers. It was clear that there was considerable value in providing feedback as the process change has been maintained, and our surgical site infection rates have remained low (control phase successful). It has been a great opportunity for me to develop my mentorship skills.