INTRODUCTION

Disconnection and Disparities in Improvement Work

Improvement training, engagement, and reporting has traditionally been managed almost entirely at the local departmental level, resulting in disparate improvement methodologies, misalignment of improvement work with organizational goals, and challenges spreading innovation beyond the local level. Additionally, faculty and staff often lack formal training and tools to effectively perform improvement work.

APPROACH

System-wide Alignment of Improvement Work

In July 2015, the University of Utah launched a novel web-based application called the Value Summary Improvement Portal. Utilizing Microsoft’s SharePoint platform, the electronic portal captures value improvement work (using quality, service, and cost measures) in real time using a standardized problem-solving framework. The portal fosters system improvement by enabling search, sort, filter, tracking, and reporting of project work throughout the organization.

RESULTS

Within 9 months of launch, the portal has captured more than 750 improvement efforts system-wide, 72 of which have opted for MOC/PI-CME credit, and 62 projects that include residents. Over 50% of the projects are aligned with a current year operational goal with a balance of value measures being improved: 39% quality, 37% service, and 22% cost.

MULTIDISCIPLINARY TEAMS

The diverse portfolio of Value Summary projects span all departments and include 25% of our clinical workforce in multidisciplinary teams: 583 faculty/physicians, 107 housestaff (trainees), 64 advanced practice clinicians (APCs), 360 nurses, and 1190 staff.

CONCLUSION: VALUE SUMMARY IMPROVEMENT PORTAL

Utilization of a standardized process for training and reporting improvement work promotes health care systems-alignment & enhanced visibility of contributions to health care improvement.