



Learning Session 4 of the Arizona Surgical Care Improvement Project was held at the HSAG Carter L. Marshall Conference Center on July 23, 2009. Materials from the Learning Session will be available after July 28 at http://www.hsag.com/projects/safety_hospitals/SCIP_LS4.asp. Below are meeting highlights and links to resources.

Meeting Objectives:

- Identify, manage, and value the different behavioral and learning styles and specific applications involved in successfully gaining cooperation.
- Evaluate resources for SCIP Card-2, Beta Blockers in the perioperative period.
- Discuss data results among collaborative participants.

Meeting Highlights:

- **Dr. Howard Pitluk**, HSAG's Vice President and Chief Medical Officer, opened the Learning Session with a discussion of the political environment and changes we are currently facing in health care.
- **Valerie Lindner**, the founder of Learn 2 Read People, gave a presentation aptly titled "Learning to Read People." Her presentation focused on the following: understanding your behavioral and learning styles, understanding others' behavioral and learning styles, and exploring strategies for working with other styles. Discussion ensued on how to use this knowledge to more successfully implement process changes and education related to improving on the SCIP quality measures.
- **Charlie Chapin**, HSAG's Director of Decision Support, gave collaborative participants a look at their first-quarter data. The SCIP VTE and CARD-2 measures were identified as areas in which most participating hospitals were struggling. He also displayed graphs showing Arizona SCIP-Collaborative hospital data compared with all other Arizona hospitals. While the gap is closing, there is still ample opportunity for SCIP hospitals to improve.
- **Suzanne Anders**, HSAG Clinical Quality Specialist, displayed a prototype and led a discussion on a planned update to the HSAG Web site that will link each of the SCIP quality measures to its evidence basis, recommended processes, and associated best practices. The EP⁴OC (Evidence, Policy, Process, and Practice at the Point of Care) Web pages will be a one-stop source for clinician education that will help them make better-informed decisions regarding patient care.

Suzanne also revealed a draft of a new poster with the message that NPO-status patients should continue to receive their Beta-Blocker dose during the perioperative period. Feedback was collected from participants regarding possible improvements to the poster. Participants were given a copy of the new poster—in addition to an updated version of the SCIP CATS (Clippers, Antibiotics, Temperature, and Sugar) poster—to take back to their hospitals.

SAVE THE DATE—NEXT LEARNING SESSION: OCTOBER 15, 2009

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