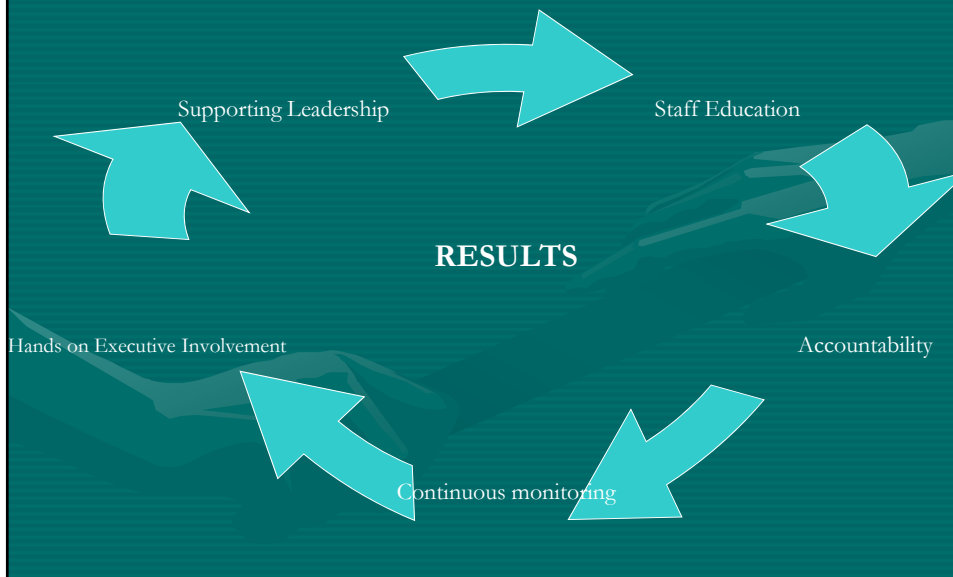


Leading the Path to clinical Excellence

Lorena Rust, BSN, MSN-I, MBA, RN
Chief Nursing Officer/Chief Operating Officer
St. Luke's Medical Center

Creating the environment



Supporting Leadership

Perioperative Services “ process leader”– NOT
“process owner”

- Making SCIP every leader’s responsibility
- Facilitation of Physician compliance
- Provide designated Core Measure Liaison
- Daily concurrent Core Measure abstraction by Quality Department

In organizations, real power and energy is generated through relationships. The patterns of relationships and the capacities to form them are more important than tasks, functions, roles, and positions.

- Margaret Wheatly *Leadership and the New Science*

Staff Education

- Core Measure Competency
- 1:1 and staff meeting /SCIP learnings
 - Integrating SCIP with all other core measures
- Hard wire processes
 - VTE, 24h stop, post op glucose
- CNO new hire orientation
 - Reinforce expectations

Accountability

- Core measure huddles
 - Power through collaboration
 - Leverage talents
- Core Measure rounds
 - Starts at the top
- Core Measure Coordinator
 - Reports directly to CNO
- 1:1 failure review/education with CNO

It is not only what we do, but
also what we do not do,
for which we are
accountable."

Moliere

Continuous Monitoring

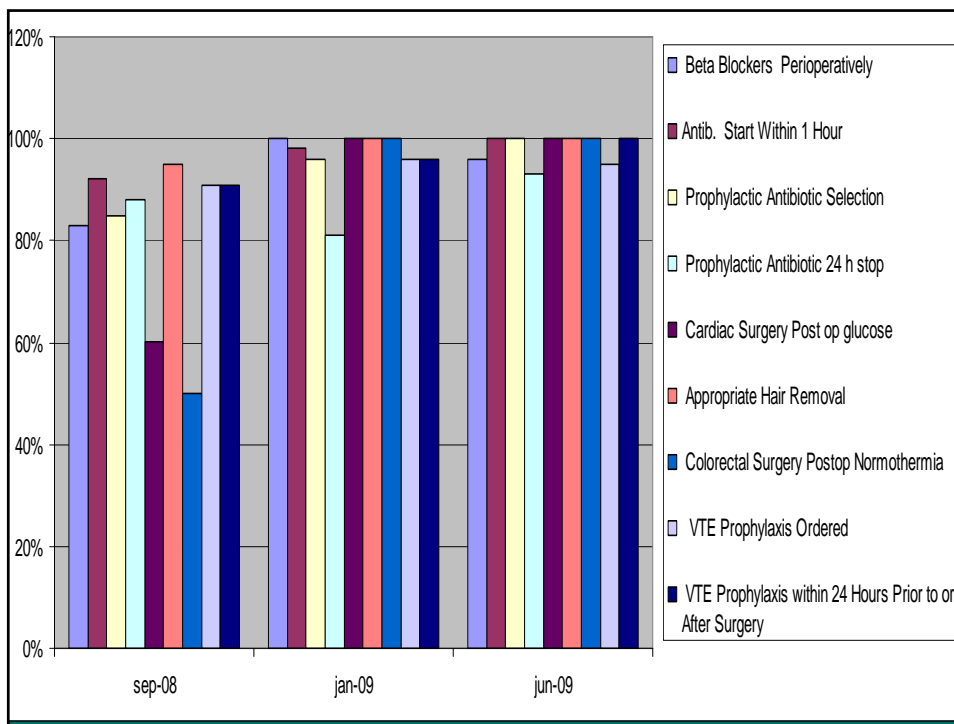
- Charge Nurse/Manager rounds
 - Address contract staff and new staff
- Concurrent audits
 - Through Quality Dept.

Executive Involvement




- The Supporter
- The educator
- The facilitator
- The Cheerleader
- The Barrier Breaker
- The challenger
- The “lighting rod”

Results.....



Hospital Compare Data Comparison

Measure	Calendar year 2008		St Luke's Med Ctr		Change
	National Average	Arizona Average	Calendar 2008	2009 (8 months)	
Abx w/in 1 hr Prior to cut	89	88	89	99	+10
Abx Selection	94	95	89	98	+9
Post op stop time	87	87	73	94	+21
Blood Glucose mgt (heart surg)	85	90	74	96	22
Appropriate hair removal	96	98	96	100	+4
Appropriate VTE ordered	87	87	89	94	+5
Appropriate VTE provided	84	84	86	93	+7



A new leader has to be able to change an organization that is dreamless, soulless and visionless ... someone's got to make a wake up call.
- Warren Bennis



Questions