



CLER Pathway 2: Healthcare Quality

Recent Quality and Process Improvement Initiatives and Outcomes

Recent changes you may have noticed as a result of Northwestern Medicine's constant strive to better patient care

Ongoing Quality and Process Improvement Projects

Prompts within the electronic medical record that encourage you to order VTE prophylaxis (DVT boots or chemoprophylaxis) for patients that may need it or consult with a pharmacist to determine optimal antibiotic coverage for patients

EMR capabilities to support rigorous medication reconciliation at admission and discharge

Preventing infections through influenza and pneumococcal immunizations

Checklist and nurse support for safe insertion of central venous catheters

Eliminating falls with injuries

Improving sepsis recognition and intervention

Reducing pressure ulcers

Avoiding unnecessary CRRT in the MICU

Treatment of diabetic ketoacidosis

Reducing stroke door to needle time

Reporting Quality Disparities: Overuse, Underuse, and Misuse

When in doubt, **report the event!**

- **Overuse, Underuse and Misuse** in diagnosis or treatment of patients:
 - **Overuse** occurs when a drug or treatment is given without medical justification
 - **Underuse** occurs when doctors or hospitals neglect to give patients medically necessary care *or* to follow proven healthcare practices
 - **Misuse** is another way of describing medical errors: when a patient doesn't fully benefit from treatment because of a preventable problem
- How do I report?
 - NMH Incident reporting

NETS

- Where to find on NMI:

The screenshot shows a web portal interface with a grid of application icons. The icons are arranged in two columns. The right-hand column contains the following items from top to bottom: NM Web Paging, Directory Search, NMHC Web E-Mail, Sentact Support Services, System Access Management, NMH PRIMES, Scheduling and Registration, NMH Bed Board Patient Escort, **NETS** (highlighted with a red arrow), HHC/NMG Jobs, NMH Incident Reporting, MIDAS - NLFH Incident Reporting, Enterprise Data Warehouse, CultureVision, NMH Clean Hands, Giving Matters, NMH Clinical Apparel, Brand Center, and More. The 'NETS' icon is a blue square with the letters 'NETS' in white.

Healthcare Quality and Process Improvement: Get Involved!

- Join a hospital quality committee
 - E-mail academicaffairs@nmh.org for more committee openings, descriptions, and information on how to join
 - *Have an idea?* Ask your coordinator for information on how to initiate a process improvement project!
- Do you know where to find your specialty's *patient data on quality metrics* and benchmarks related to your patient population?
 - Departmental quality committee dashboards are accessible in the EDW: just use your NET ID!



Committees that need YOU:

- Cancer Quality Committee
- Clinical Care Evaluation Committee
- Emergency Response Teams
- Surgical Oversight
- Utilization Management Committee
- Patient Family Advisory Council

EDW NORTHWESTERN MEDICAL ENTERPRISE DATA WAREHOUSE

Select the organization you work for from the list below, and enter the username/password that you use while working at that organization.

If you work at multiple organizations, any of the accounts you have should work. If not, you may need to try another account or [contact us](#) if you think there is an error.

Please Sign in

Organization:
 NMFF: (Windows username - sample@nmff.org)
 NMH: (Windows username - sample@nmh.org)
 NIJ: (NetID - sample123)

Username:

NIJ - NetID

Password:

Login

Northwestern Medicine Quality Improvement Goals

Our quality goals as a system

- Improve quality and the patient experience as evidenced by an increase in our “Likelihood to Recommend” scores (see HCAHPS survey results)
- Improve efficiency in serving our patients by exceeding budgeted cost performance
- Get my flu shot and achieve full workforce (McGaw, FSM, NMH, NMG) flu vaccination participation