Department of Medicine’s Inaugural Quality and Safety Innovation Challenge

Dear DOM faculty, staff, and trainees—

We are thrilled to announce the Department of Medicine’s first annual Quality and Safety (Q/S) Innovation Challenge. Please find below information on this program, including its goals, thematic areas of focus, timelines, and award criteria. We encourage faculty and trainees (i.e., housestaff, fellows, and students working within the DOM) to take part in this exciting program that aims to improve patient care across our diverse settings and campuses.

What is the Q/S Innovation Challenge and How Does It Work?

The Q/S Innovation Challenge offers an opportunity for DOM trainees, staff, and faculty to work collaboratively as teams over the course of 6 months to design and implement innovative solutions aimed at improving patient care. The goals of this initiative are to engage trainees to participate in and lead Q/S projects, while providing them guidance and mentorship by faculty, including around dissemination and scholarship.

Trainees and faculty interested to take part in the Q/S challenge will be asked to form a working group that includes at least 1 faculty and 1-3 trainees (with an understanding that many teams will include staff and/or other disciplines, which is highly encouraged). Each team is recommended to choose a project that aligns with 1 thematic focus area from the list below:

1) **Improving care transitions** (e.g., inpatient to outpatient care, primary care to specialty care, reducing readmission rates, etc.)
2) **Fostering a patient-centered environment** (e.g., interventions that engage patients and their families in care)
3) **Improving access to clinical services** (both in the inpatient and ambulatory setting);
4) **Promoting efficient resource utilization** (e.g., reducing wasteful utilization of labs, unnecessary testing, procedures and/or treatments; managing tests pending at hospital discharge or following a clinic visit)
5) **Improving teamwork and communication** (e.g., improved handoff strategies, structured communication/teamwork tools, new practice models, etc.)
6) **Improving medication safety** (e.g. reducing drug-drug interactions, med education, med reconciliation, etc.)

Each project team will design and implement a results oriented improvement project. The team will develop ways to streamline data collection, develop and test improvement changes, and assess progress on an on-going basis. At the completion of this program, trainees (and their teams) will have the opportunity to present their work and celebrate their achievements at an inaugural Departmental Q/S Symposium in the spring. The symposium will also include an award ceremony.
What are the rating criteria?

1) The magnitude of the problem or quality/safety gap in care
2) How well the project is aligned with one of the thematic focus areas
3) The nature and scope of the innovation
4) Generalizability
   • Utilizing improvement processes that could be applicable to other services and practices within DOM, our respective hospitals, and/or other organizations
5) Thoroughness of project evaluation
6) Potential sustainability of results

What are the Timelines?

**November 10, 2010** – announcement and launch of the Q/S Innovation Challenge.

**November 10 – December 23, 2010** - team formation; brainstorming ideas for improvement projects; choosing an area of focus, and outlining the details of the Q/S project, including improvement goals.

**December 23, 2010** - announcement of the teams and their improvement projects, by submitting a brief project proposal (attached separately).

**December 23 – Early May 2011** - Project implementation, including data collection and analysis. Niraj Sehgal, MD, MPH, Associate Chair for Quality and Safety, Sumant Ranji, MD, Associate Program Director, and Naama Neeman, MSc, Administrative Director of Quality and Safety Programs, will be available for guidance and troubleshooting, including connecting teams with relevant resources at a given campus.

**May 15th, 2011** – Submission of a draft 1-page project summary

**June TBD, 2011** – Q/S Symposium: poster presentations and award ceremony.

What should be Included in the Q/S Innovation Challenge Project Proposal?

The deadline for submitting the project proposal is 12/23/2010. The very brief proposal should be submitted to Naama Neeman (nneeman@medicine.ucsf.edu) using the attached template. The categories requested include project title, team members, background and rationale, and innovation description. The reason for requesting a proposal submission is to potentially link teams working on similar projects at different campuses.
Celebrating your Achievements

Participation in this program will give all teams an opportunity to be acknowledged and present their efforts at a DOM Q/S symposium. We also hope this program provides an opportunity to turn successful projects into peer-reviewed publications and disseminate changes on a local and national level. Additionally, the Department of Medicine will provide the following awards to the first, second and third place teams:

- $1000 reward and a celebratory team dinner for the 1st place team
- $750 reward for the 2nd place team
- $500 reward for the 3rd place team

For Further Information:

Please contact any of us with questions:

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