Department of Medicine’s Quality and Safety Innovation Challenge

Dear DOM faculty, staff, and trainees—

We are thrilled to announce the Department of Medicine’s second 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 9 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) **Improving patient safety** (e.g. medication safety, falls prevention, lab monitoring)
3) **Improving clinical effectiveness** (e.g. chronic disease management, adherence to evidence based guidelines)
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) **Fostering a patient-centered environment** (e.g., interventions that engage patients and their families in care)
6) **Improving access to clinical services** (both in the inpatient and ambulatory setting)
7) **Improving teamwork and communication** (e.g., improved handoff strategies, structured communication/teamwork tools, new practice models, 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) The nature and scope of the innovation
3) Generalizability
   • Utilizing improvement processes that could be applicable to other services and practices within DOM, our respective hospitals, and/or other organizations
4) Thoroughness of project evaluation
5) Potential sustainability of results

What are the Timelines?

**September 6, 2011** – announcement and launch of the Q/S Innovation Challenge.

**September 6 - November 1, 2011** - team formation; brainstorming ideas for improvement projects; choosing an area of focus, and outlining the details of the Q/S project, including improvement goals.

**November 1, 2011** - announcement of the teams and their improvement projects, by submitting a brief project proposal (attached separately).

**November 29, 2011 @ 6 pm & December 6, 2011 @ 6 pm (locations: TBD)** – we will host two “works in progress” workshops, where trainees (and their team members) will have the option to receive additional mentorship on how to organize their Q/S project, and work in small groups to develop their ideas into detailed project plans. Attendees can choose one date that works best to attend.

**November 1, 2011 – May 1, 2012** - Project implementation, including data collection and analysis. In addition to the 2 “work in progress” workshops that will be offered to all trainees in Nov. 29 and Dec. 6, all of us (contact information listed below) will be available for guidance and troubleshooting, including connecting teams with relevant resources at a given campus.

**May 1, 2012** – Submission of a draft 1-page project summary

**June TBD, 2012** – Q/S Symposium: poster presentations and award ceremony.
The deadline for submitting the project proposal is **November 1, 2011**. The brief proposal should be submitted using the attached template. The categories requested include project title, team members, background/rationale, and project description. In addition to new projects, we also encourage submission of project proposals that advance or build upon ongoing Q/S projects.

**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 **$750 awards** to three finalists selected.

**For Further Information or Questions, Please Contact Any of Us:**

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