Quality and Safety Innovation Challenge
2012-13 Program Announcement

Dear DOM faculty, trainees, and staff—

We are thrilled to announce the Department of Medicine’s third annual *Quality and Safety Innovation Challenge* (QSIC). Please review program information below, including its goals, thematic focus areas, timelines, and award criteria. We encourage all of our faculty, trainees and staff to take part in the QSIC program that aims to improve patient care across our diverse clinical settings and campuses. This year, the QSIC will have a special theme focused on “Choosing Wisely”—aligned with a Departmental goal to become leaders in improving value in healthcare (defined as better care at lower cost).

**What is the QSIC and how does it work?**
The QSIC offers an opportunity for DOM faculty, trainees, and staff to work collaboratively in teams over the course of 9 months to design and implement innovative solutions aimed at improving patient care. The goal of this initiative is to engage individuals and teams across the DOM to lead improvement projects that transform the ways we deliver care to our patients. Participating teams will be asked to submit a brief project proposal (attached separately) and encouraged to engage in a project that aligns with a thematic focus area from the list below:

1) **Quality Improvement** (e.g. improving the quality of care we provide, including adherence to clinical guidelines, achieving quality metrics, improved care transitions, increased access to clinical services, etc.)
2) **Patient Safety** (e.g. creating a safer environment by promoting medication safety, teamwork and communication, a culture of safety, follow-up of pending tests, etc.)
3) **Choosing Wisely & Value-based Care** (e.g. promoting efficient resource utilization and reducing unnecessary diagnostic testing, procedures and/or other treatments, etc.)
4) **The Patient Experience** (e.g. fostering a patient-centered environment, engaging patients and their families in care, creative solutions to increasing patient satisfaction, etc.)

Participating teams will then design and implement a results-oriented improvement project. They will develop ways to streamline data collection, develop and test improvement changes, and assess progress on a continual basis. At the completion of the QSIC, teams will have the opportunity to present their work and celebrate their achievements at a Departmental Quality & Safety Symposium. The symposium will also include an award ceremony.

**What are the rating criteria for project award selection?**
1) Trainee engagement and multidisciplinary teams
2) The magnitude of the problem or quality/safety gap in care
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?**

*September 25, 2012* – announcement and launch of the QSIC.

*September 25 - November 13, 2012* - team formation; brainstorming ideas for improvement projects; choosing an area of focus, and outlining the details of the project, including improvement goals.

*November 13, 2012* - announcement of the teams and their improvement projects by submitting a brief project proposal (attached separately). 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 past or ongoing projects.

*November 13, 2012 – May 2013* - Project implementation, including data collection and analysis.

*May TBD, 2013* – Submission of a final project summary.

*June TBD, 2013* – Quality & Safety Symposium: poster presentations and award ceremony.

**Celebrating your Achievements**

Participation in the QSIC will give all teams an opportunity to be acknowledged and present their efforts at a spring symposium. We also hope this program provides an opportunity to disseminate changes on a local and national level and turn successful projects into peer-reviewed publications. The QSIC will once again provide *$750 awards* to three selected project team finalists. This year, we will also provide a 4th award to the best “Choosing Wisely” project focused on improving value in healthcare.

**For further information or questions, please contact any of us:**

Naama Neeman, MSc  
Administrative Director of Quality and Safety Programs  
(415) 476-9227; [nneeman@medicine.ucsf.edu](mailto:nneeman@medicine.ucsf.edu)

Aparna Goel, MD  
Chief Resident for Quality Improvement and Patient Safety  
415-443-2687; Aparna.Goel@ucsf.edu

Sumant Ranji, MD  
Associate Professor of Clinical Medicine  
Associate Program Director for Residency Program  
(415) 514-9256; [sumantr@medicine.ucsf.edu](mailto:sumantr@medicine.ucsf.edu)

Niraj Sehgal, MD, MPH  
Associate Professor of Clinical Medicine  
Associate Chair for Quality & Safety  
(415) 476-0723; [nirajs@medicine.ucsf.edu](mailto:nirajs@medicine.ucsf.edu)