



Patient Safety Initiatives: Building Your Quality Improvement Team

Jamie Chin-Hon, PharmD, MS, BCOP
Clinical Pharmacotherapy Specialist, Hematology-Oncology,
NYU Langone Hospital – Long Island

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Learning Objectives

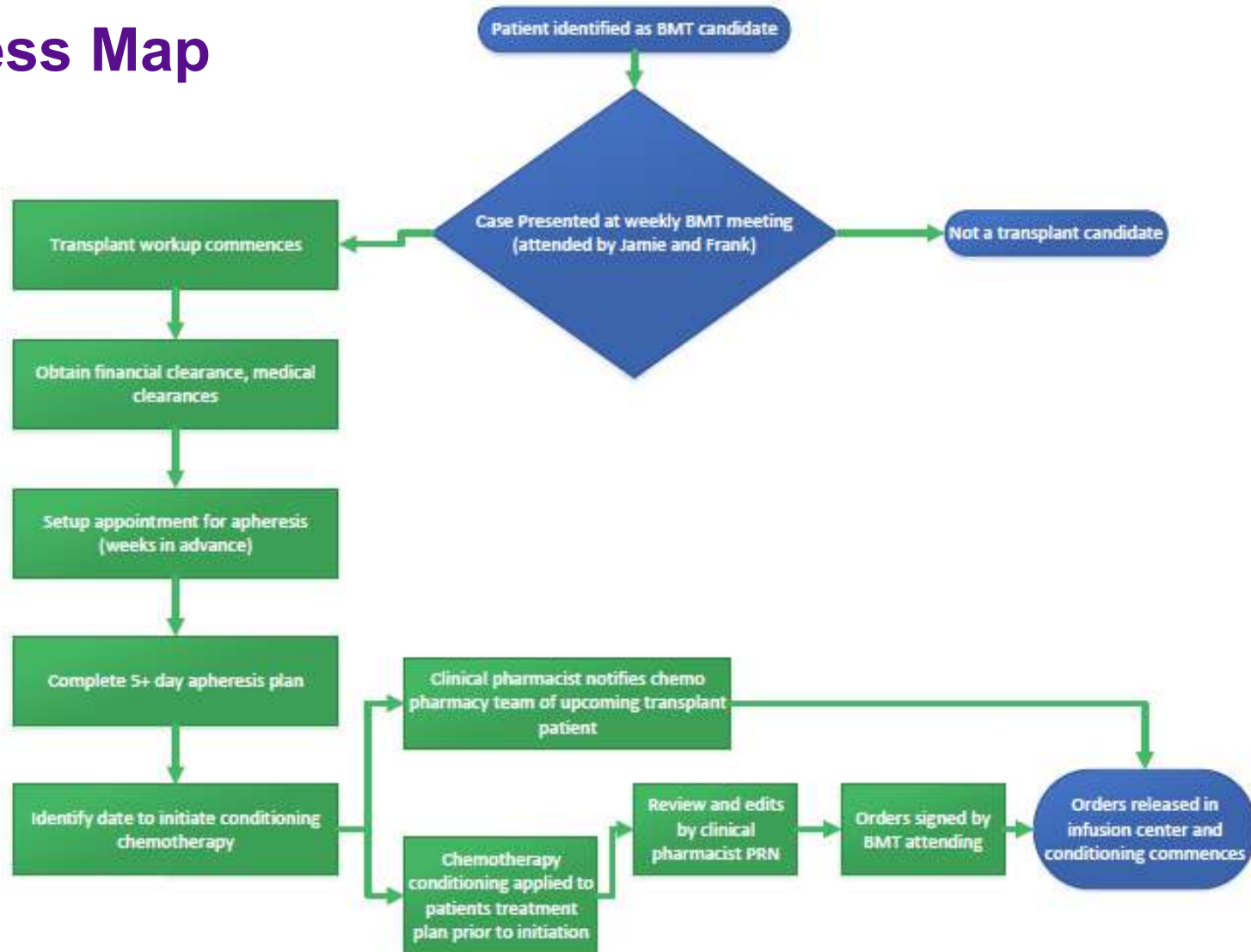
- Define the goal(s) you are looking to accomplish: patient care initiatives
- Identify how to collect baseline data and gather which types of challenges are affecting your team and your patient population
- Create an Interprofessional quality improvement committee to report, engage their team members, discuss, create action plans, and follow-up with patient safety challenges
- Develop sustainable education and processes for longevity of your process improvements

Define your goal(s): Identify challenges affecting your team

Questions to ask:

- Where are the challenges are you and your team are facing?
 - Which recurrent problems are affecting your team? (e.g. recurring questions, incident reports)
 - What recent changes have happened that have changed workflow processes? (EMR change, formulary change, process changes)
- Who is/are affected?
 - Patient care/patient safety
 - Medical team: pharmacy/nursing/provider productivity, management
- What have the consequences to these challenges?
 - Miscommunication, mislabeling, misplacing
 - Inaccurate prescribing, inaccurate dispensing, administration

Process Map



Chemotherapy Desensitization Workflow

1. Oncology

- Patient has reaction to chemotherapy. Infusion center notifies prescribing oncologist.
- Oncologist and patient agree on an allergy evaluation for further therapy.
- Nurse Navigator is notified by prescribing oncologist.
- Infusion/Oncology emails over reaction notes (including **vital signs and summary of reaction**), chemotherapy regimen including projected **next infusion date** and progress notes to allergy office.

2. Nurse Navigator

- Nurse navigator facilitates patient making appointment with Allergy and Immunology.
- Call -663-3519 – point person is Rupal Mehta (Allergy)**

3. Allergy/ Immunology

- Make appointment for patient. **Advise patient to be off all antihistamines for five days** prior to testing and appointment may take up to two hours.
- Inform Allergy/Fellow of patient visit.

4. Allergy Fellow/Attending

- Allergy & Immunology Evaluation within 2 weeks – fellow will notify pharmacists as soon as possible of scheduled date of appointment and medications needed. Fellow will follow-up with pharmacists about need for medication desensitization (supply, placing orders, preparation)
- Skin test if appropriate (Allergy Fellow to obtain medication for skin testing from pharmacists).
- Allergy & Immunology emails targeted group/chemo Desensitization Group with recommendation for inpatient or outpatient

5. Oncologist, pharmacist, and medical ICU

- Patient and oncologist discuss treatment and inform allergist of decision to proceed with desensitization
- Allergist coordinates admission with the patient's insurance, MICU availability, pharmacist to coordinate desensitization orders, pre-meds, education

Inpatient Desensitization Steps 8-16

7. Allergy Office

- Allergy to get a pre authorization (if Medicare / Medicaid, no preauthorization needed) based on cycle date. If no authorization needed, Ciairra (Allergy office) to notify A/I Fellow + MICU Nurse Manger(Liz Stanley) .

8. Cancer Program/ MICU

- A/I fellow to notify MICU when preauth obtained
- Notification of Inpatient desensitization required to obtain date.
- Once date obtained, based on Bed availability and staffing. MICU to let Allergy, Admitting and Oncology know.

9. Oncologist and Pharmacist

- Oncologist to confirm chemotherapy desensitization dose
- Pharmacist to help write desensitization orders and pre-meds in Beacon
- Pharmacist to procure medication supply
- Pharmacist to coordinate with nursing to educate, review, and release orders from Beacon

10. Nurse Navigator

- To contact patient to facilitate transportation, if needed or other social work concerns.

11. Allergy Fellow/Attending

- Call patient to remind of premedication start.
- Patient advised to stand by for call by admitting on selected day - **pt should be ready at 7am.
- Allergy emails orders for desensitization to targeted group and inpatient chemotherapy group.
- Allergy sends admitting papers with attending signature to admitting.
- Allergy fellow contacts ICU fellow/attending to discuss admission.

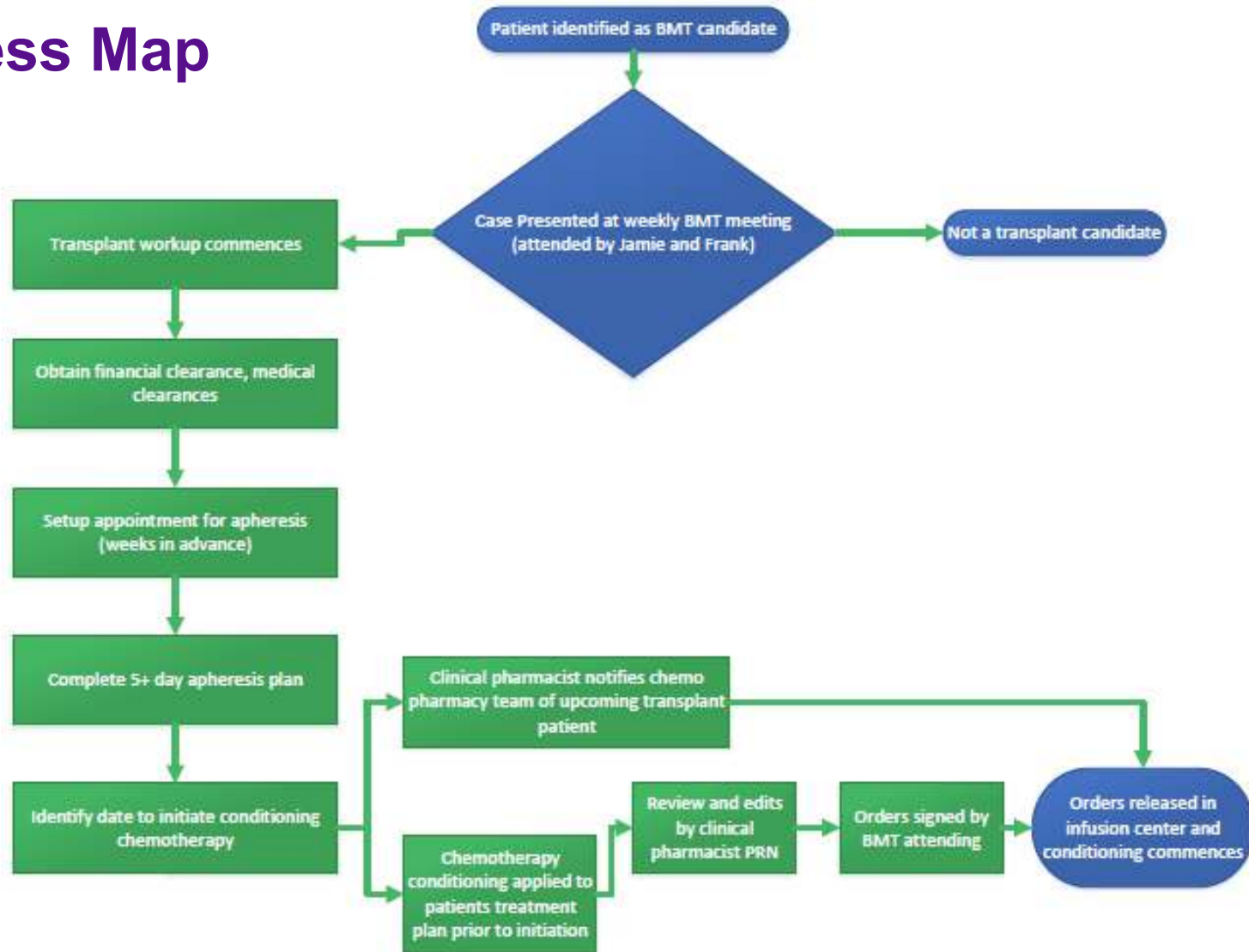
Baseline Data Collection

- Identify questions to analyze to measure your aim(s)
- Identify measurable parameters that you are able to collect
- Determine your population to observe
- Track change in a cohort
 - Time to X medication administration (hours)
 - How long did it take until a patient achieved normal blood pressure? (hours)
 - Was the patient readmitted for CHF within 30 days? (Y/N)
 - Did patients receiving this medication lead to a sentinel event? (Y/N)
- Present your data to your team to gain supporters/buy-in

Building Your Quality Improvement Team

- Describe who will benefit from this initiative
 - Who is affected?
 - Gain buy-in to those who will also benefit from the process improvement (e.g. management, end users)
- Collect feedback
- Ask who is interested in joining your team
 - Create a multidisciplinary team to diversify perspective
 - Prioritize how to incorporate feedback
 - Determine the steps in implementation
- Your team's contributions will streamline improving the processes
 - Implement one step at a time
 - Measure the steps in real-time

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Quality Improvement Team Contributions

- Identify and evaluate each step in the process map and workflow
- Determine if a step is occurring properly; if not, this could be an area of implementation
- Measure time/efficiency between each step
- Identify biggest challenges
- Determine process improvement solutions/implementations
- Data collection
- Data analysis
- Identify next biggest challenge to determine solution/implementation
 - Data collection, analysis, streamline process, share results, sustainability

Sustainability

- Present workflow to end users
- Discuss implementation, saved productivity, and contributions to patient care
- Collect feedback
- Educate gaps in processes/knowledge
- Share process improvement initiatives
- Empower end users how they can sustain quality improvement to routine practice
- Incorporate ideas and feedback from end users to continue quality improvement

**With process
improvements, there can
be great outcomes!**

**Identify who can benefit to
gain support and build
your quality improvement
team!**

**You can be the one to
make a difference!**

**You can be the one to lead
change and improvement!**



THANK YOU!

Jamie Chin-Hon, PharmD, MS, BCOP

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Jamie.chin@nyulangone.org