

SHM's

# Center for Quality Improvement

Your partner in quality and patient safety.





# Your People. Your Network. Your Society.

Empowering hospitalists. Transforming patient care.

# The Society of Hospital Medicine

SHM is a nationally recognized leader and respected authority in supporting the “big tent” of hospital medicine professionals, including physicians, nurse practitioners, physician assistants, medical students, residents and practice administrators.

## Your Partner in Quality Improvement.

SHM offers a personalized approach to quality and patient safety through an integrated, comprehensive and flexible menu of programs, tools and resources that can be tailored to the specific needs of the institution. These items can be combined into various configurations depending on the needs of the institution or network.

SHM partners with academic institutions, quality improvement organizations and other entities to develop “best practice” and evidence-based implementation tools and to support program development and implementation.

Learn. Connect. Discover. Join.

## SHM's Center for Quality Improvement Offerings Include:

- Educational resources that provide a foundation in the fundamentals of quality improvement and patient safety and support implementation and evaluation
- Training sessions by leading experts to support systems change
- Coaching programs that provide one-on-one mentorship by a physician leader with expertise in clinical quality and performance improvement
- A vibrant community of hospitalists who actively collaborate, network and share their experiences through a variety of online resources



## 2 Focus on Quality Improvement Projects for Specific Clinical Topics With SHM's Center for Quality Improvement's Online Resources:

- Antimicrobial Resistance
- Chronic Obstructive Pulmonary Disease
- End-of-Life Care
- Glycemic Control
- Heart Failure
- Hospital-Acquired Infections
- Improving Patient Hand-offs
- Medication Reconciliation
- Opioid Safety
- Pain Management
- Readmissions
- Venous Thromboembolism



Any of SHM's programs can be combined or customized to your institutional needs.

“SHM’s Center for Quality Improvement is unique in that it has implemented change in performance at the front lines in hospitals all across the U.S. and Canada, drawing on field-tested strategies that have demonstrated efficacy in a wide variety of hospital environments. SHM mentors are training a generation of caregivers to lead system-wide improvement initiatives. SHM is committed to the continued support of these clinical champions, its members and the development of additional hospitalist leaders needed to transform healthcare.”

— Eric Howell, MD, SFHM

## Comprehensive Online Implementation Toolkits

Online Toolkits include links to important information and step-by-step instructions on implementation and evaluation of approaches to reduce harm in a variety of clinical topics. Improvement teams can take advantage of these FREE resources on SHM's website:

- An introduction and tutorial on how to use the resources
- Essential first steps
- Ways to sustain improvement
- Sample protocols, order sets and other tools
- Comprehensive downloadable implementation guides

## Mentored Implementation Program

Mentored Implementation (MI) is a comprehensive program designed to provide institutions with coaching by national physician expert mentors to map current processes, identify root causes of deficiencies and tailor interventions to the unique needs of the institutions for sustainable results. By enrolling in this program, participating sites receive:

1. Full access to a mentor (faculty expert) for a year and a half
2. Individual monthly mentoring calls and milestone tracking
3. Access to comprehensive implementation toolkits
4. Literature reviews and shared tools and resources shared between participating hospitals

Since 2008, more than 400 hospitals have participated in MI programs. In 2011, SHM's MI program earned the prestigious John M. Eisenberg Award from the National Quality Forum and The Joint Commission. In 2017, CMS recognized the Opioid Safety Program for its efforts to enhance patient safety. SHM's Center for Quality Improvement continues to help hundreds of sites nationwide transform healthcare and improve patient care, proving to be one of hospital medicine's most important contributions to the healthcare industry.

Forming  
Effective Teams

Measuring  
Performance

Implementing  
Process  
Improvement

Spreading Change

## Looking to Become a Mentor?

The mentor is the cornerstone of SHM's Center for Quality Improvement efforts and is the differentiator in the success of the MI programs. The mentor not only serves as program coach, but also as a vital partner to SHM in ensuring continued growth and enhancement of the programs. Both parties play integral roles in the program and share a commitment to each institution's success in meeting the expectations of the program to improving patient care.

In order to be a mentor you have to be a member of SHM and an expert in QI specific to the clinical discipline related to the Mentored Implementation program of interest. Many mentors have served as SHM committee members and often have participated as mentees in Mentored Implementation programs.

For more information on becoming a mentor, please contact: [thecenter@hospitalmedicine.org](mailto:thecenter@hospitalmedicine.org).

## Online Collaboratives (eQUIPS)

Glycemic Control Electronic Quality Improvement Programs (eQUIPS) are Web-based solutions designed to help jump-start quality improvement and patient safety activities. Participate in SHM's program to assess baseline performance, track progress over time and compare performance across similar units within your institution as well as performance across different institutions in the database. Enrollments include:

- Online data registry with reporting and benchmarking capabilities
- Shared resources/tools library
- Access to live and on-demand educational webinars
- Downloadable implementation guides

“The most beneficial part of SHM's Mentored Implementation program is leveraging the multifaceted resources SHM has available to both mentors and mentees, in particular SHM's unique data center, evidence-based Implementation Guide, and creation of community of like-minded sites working to achieve improvement.”

– Jordan C. Messler, MD, SFHM





## Patient Experience

Patient experience correlates with multiple quality measures, including satisfaction scores, health outcomes and even provider satisfaction. SHM's Patient Experience Committee develops resources to improve the care experience for hospitalized patients and the teams of professionals entrusted to meet their needs.

SHM's Patient and Family Advisory Council (SHM-PFAC), a collaborative community of PFACs from a group of six national hospitals, meets regularly to advise SHM on bringing a patient-centered perspective to hospital medicine practice, research and quality improvement.

For more information, visit SHM's Patient Experience page at [www.hospitalmedicine.org/patientcare](http://www.hospitalmedicine.org/patientcare) or contact Jenna Goldstein at [jgoldstein@HospitalMedicine.org](mailto:jgoldstein@HospitalMedicine.org).

## Partner with SHM's Center for Quality Improvement

Advance your research and quality improvement objectives by partnering with SHM's Center for Quality Improvement.

SHM has successfully partnered with academic institutions through research grants to implement programs and studies at hospitals across the country to improve quality and patient safety.

SHM can provide you with key support to facilitate grant objectives including:

- Day-to-day project management
- Educational resource development
- Site coordination
- Research dissemination

# Programs Result in Improved Patient Outcomes

SHM is part of a patient safety research group that received the prestigious 2016 John M. Eisenberg Award for Innovation in Patient Safety and Quality presented annually by The Joint Commission and the National Quality Forum (NQF), two leading organizations that set standards in patient care, as part of the I-PASS Study Group. SHM has supported the I-PASS program at 32 hospitals across the country of varying types, including pediatric and adult hospitals, academic medical centers and community-based hospitals.

## SHM's Glycemic Control Program has more than 200 site participants nationwide.



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“Our enrollment in the SHM Glycemic Control Mentored Implementation program has been invaluable. We recently became the 88th hospital in the country to receive Joint Commission certification in in-patient diabetes management. Our physician mentor support was an important component in our accomplishment including our ability to more concretely define and measure desired outcomes.”

– Doug Heywood, RN, Heywood Hospital

“Through participation in RADEO, Reading Hospital identified that their intervention floor realized a 6.5% increase in patients stating that their pain was well controlled in comparison with the control unit. Additionally, Dr. Walter R. Bohlenblust, Jr., noted that “there has been a significant improvement in our hospitalist physician engagement in the safe prescribing of opiate medications and teaming with nursing in the education and reassessment of the patient.”

– Walter R. Bohnenblust, Jr., MD  
Reading Hospital, SHM's  
Opioid Safety Program Site

93% of participating hospitals in wave 1 of SHM's I-PASS Mentored Implementation program stated they are Likely or Extremely Likely to recommend it to another hospital.

**For more information about SHM's Center for Quality Improvement and its programs, please contact [thecenter@hospitalmedicine.org](mailto:thecenter@hospitalmedicine.org) or call 267-702-2600.**

A photograph of three healthcare professionals in white coats standing on a balcony with a glass railing, engaged in conversation. The background shows a modern building with large windows and a clear blue sky. The image is overlaid with a semi-transparent white box containing text.

# Join

The Society of Hospital Medicine serves as an invaluable resource to help hospital leaders and clinicians in meeting the challenge of providing the highest quality of patient care amid rapid transformational change. SHM provides opportunities for partnerships as well as solutions and tools to address QI-related challenges.

For more information, visit [www.hospitalmedicine.org/QI](http://www.hospitalmedicine.org/QI) or connect with colleagues through SHM's online community [www.hmxchange.org](http://www.hmxchange.org).

Not a member of SHM? Join the only organization that supports hospitalists and the hospital medicine movement. [www.hospitalmedicine.org/Join](http://www.hospitalmedicine.org/Join)

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