

Quality & Patient Experience

SHARING DAY

September 7, 2023
Charlotte Convention Center

Application for Touchstone Award

Atrium Health is honoring and spotlighting your exceptional efforts to improve in the following categories:

Patient Safety

Process improvements such as reduction of harmful events, HACs, infection prevention, medication reconciliation, etc.

Clinical Outcomes

Successful, evidence-based practices that positively impact quality outcomes, such as mortality rates, core measures, readmissions, diabetes, etc.

Patient Experience

Significant achievements related to patient satisfaction scores, medical staff satisfaction scores, teammate engagement scores, etc.

Clinical Efficiency

Successes related to appropriate use of resources, length of stay, wait times, etc.

Submit the Touchstone Award application at AtriumHealthSharingDay.com by **May 1, 2023**. No deadline extensions will be given. Contact Ulrika.White@AtriumHealth.org for questions regarding application submissions.

See the submission requirements below for details. Please be aware that only **one file** (combined 5 pages of cover sheet + detailed entry pages) may be submitted. You will not be allowed to upload multiple documents for the same submission.

- Cover Sheet – One page
- Detailed Entry – **Four pages maximum**

*(Note: The four-page detailed entry includes all pertinent graphs and data. **Any submissions over four entry pages will not be judged.**)*

Selected submissions will be asked to share their improvement work at our annual Quality & Patient Experience Sharing Day held on September 7th.

Submission Requirements

1. Cover Sheet – Include a cover sheet that has the following:

- Project Title
- Team Members
- Facility
- Contact Information
 - Name
 - Title
 - Department
 - Telephone Number
 - Mailing Address
 - Email Address

Submission Requirements (continued)

2. Detailed Entry – Provide a well-organized detailed description addressing each of the following areas.
Detailed entry should be no more than four pages using 12-point type. Any graphs or appendices should be included within the four-page limit.

Project Selection (10 points)

- Describe why this project or program was implemented, including a description of the specific problem that was addressed.
- Describe how the project or program improves and supports the organization's Quality or Patient Experience goals.
- Articulate how this work will impact the experience of our patients.
- Describe how this project/program addresses a specific health inequity within our patient population and/or community (absence of inequity impact will not reduce points).

Goal (5 points)

- Describe the measurable goal(s) and objective(s) for this project and include any benchmarks and best practice findings that influenced the development of the goal(s) and objective(s). (Example: 0 BSI infections, 99 percent of nurses follow bundle, 95 percent of X do Y, improve communication score from 80 percent top-box to 85)

Improvement Process (30 points)

- Describe the continuous quality improvement methodology used (Lean, MFI/PDSA, etc.) in this project. Identify changes tested and adopted.
- Describe how the stakeholders were involved and the process employed for gaining buy-in to make change.
- Describe if and how analytics and information technology were used to support the project.
- Describe the evaluation process used in conjunction with this project.

Results/Outcomes (35 points)

- Present the appropriate quantifiable results (your measures of success) for this project, in terms of improvements in availability, clinical outcomes, effectiveness, cycle time, continuity of services, process efficiency, financial impact or patient satisfaction.
- Provide data graphics that demonstrate the magnitude of the improvement from before to after. To receive all points, a project must present statistical evidence that a real improvement was achieved.
- Demonstrate how the goal was met and how the sustainability was and will be achieved. Provide any cost benefit analysis.

NOTE: Each application will be scored by judges on Innovation (10 points) and Knowledge Sharing/Spread (10 points). Information regarding these three items should be included throughout the application and not in separate sections. The judges will consider the following questions when awarding points for these categories:

- Innovation: Did it address a new or rarely studied topic or procedure, a novel approach to a common problem, development of new IT tools, or top-tier results beyond the existing benchmarks?
- Knowledge Sharing/Spread: Could this project/program be leveraged to assist others with similar opportunity? Would spread of this work favorably impact our healthcare system?