Harm Reduction Across the Board
MemorialCare Health System — Fountain Valley, CA

About MemorialCare

Our Vision
Exceptional people
Extraordinary care
Every time

MemorialCare is a six-hospital, 1,600 bed not-for-profit health system including a Medical Foundation and over 2,500 affiliated physicians, located in Southern California.

MemorialCare embraces the Partnership for Patients Initiative to reduce hospital acquired conditions by 40% and avoidable readmissions by 20% by December, 2013 in partnership with the California Hospital Engagement Network (CalHEN).

The BIG Aim - Transformation

In 2006, our hospitals across MemorialCare came together to create a series of aims we call our Bold Goals, creating significant stretch to help us transform quality, safety and the patient experience. Every year we add to and strengthen these aims, and joining the CalHEN in 2012 further supported this important work.

Leadership & Focused Work

Where We Started (Old Current State):

What We Did Next:

MemorialCare created and leveraged a Leadership Framework and learning system to drive our Bold Goals. Using the AIM-PDSA model, key strategies to build will, ideas and execution include:

- System-level Strategic Bold Goals

- Board and Physician Society leadership
  - Best Practice Teams (evidence-based, clinician-led)
  - Value Added Teams (organizing the work)
  - “SuperMEC” touchstone events – Boards, physicians

- Learning externally (IHI, CHA, HEN and more)

- Building in Visibility (invisions, Move out, to/beyond the green line (Australia!)

- System-wide Quality Close

- PI Radar

- On-line Dashboards

- Leveraging our EHR to hardwire

Outcomes

Where We Are Now (New Current State):

Touching Lives, Reducing Harm:

Every year we produce a “Lives Touched” table for our Boards, physicians and staff, as well as “Lives Left” related to our Bold Goal Work. For CY2012, the Lives Touched (all Bold Goals) was 9,161 patients.

- Lives Left*
  - 2009 = 1594
  - 2010 = 1200
  - 2011 = 737
  - 2012 = 523
  - a 67% drop so far
  - (*includes Perfect Care)

What We’re Doing Next:

- Piloting automated MEWS through the EMR
- Infection Drilldown – focus on CAUTI, MDROs
- Medication Reconciliation – at the elbow training
- Physician data transparency – on-line portal

Where We Are Now (New Current State):