



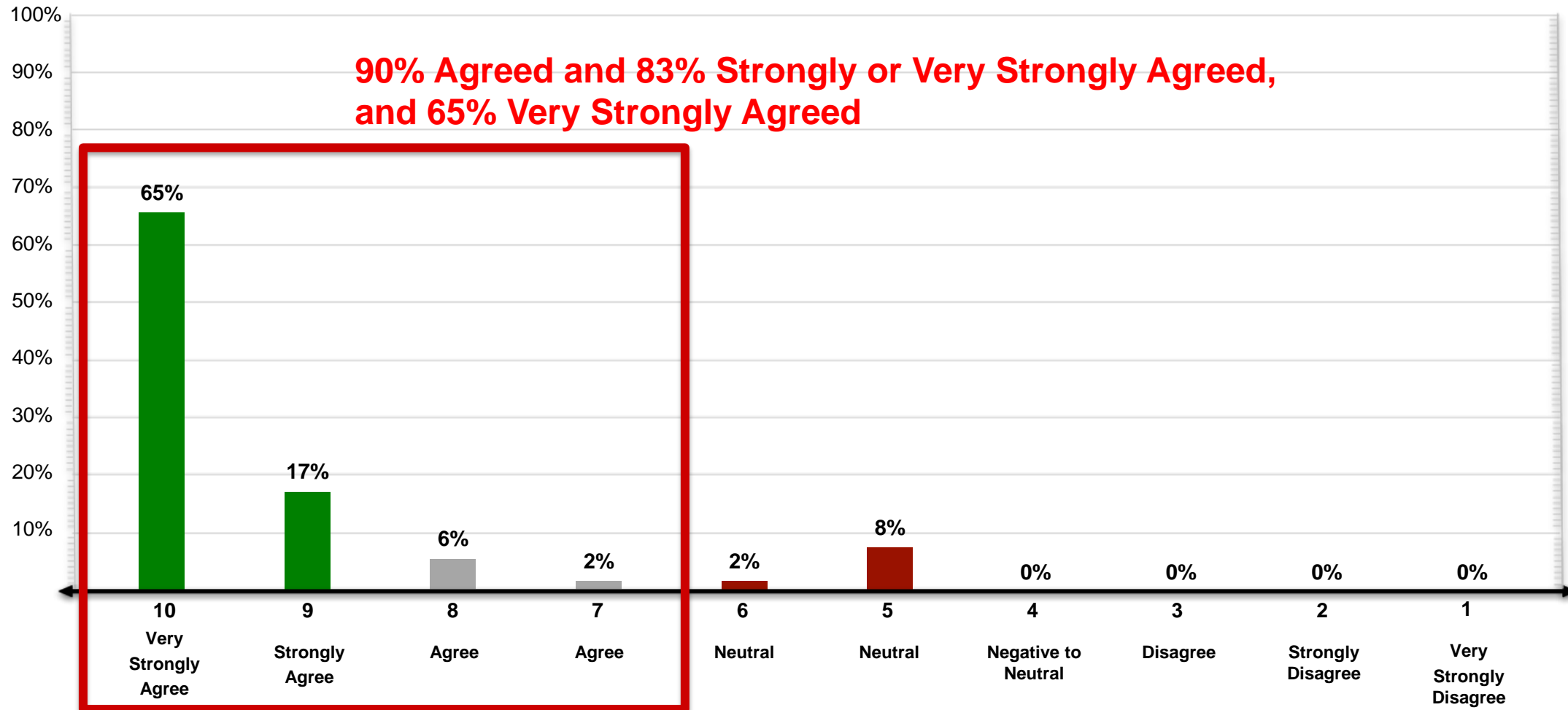
***A Quality Journey:
The CEO & CMO View***

July 18, 2019
Webinar Month 128

For resource downloads go to:
www.safetyleaders.org

Anonymous Survey Questions

I am interested in another webinar presenting
LEADERSHIP IN QUALITY:



Source: TMIT High Performer Webinar Series; A Quality Journey: The CEO & CMO View – July 18, 2019

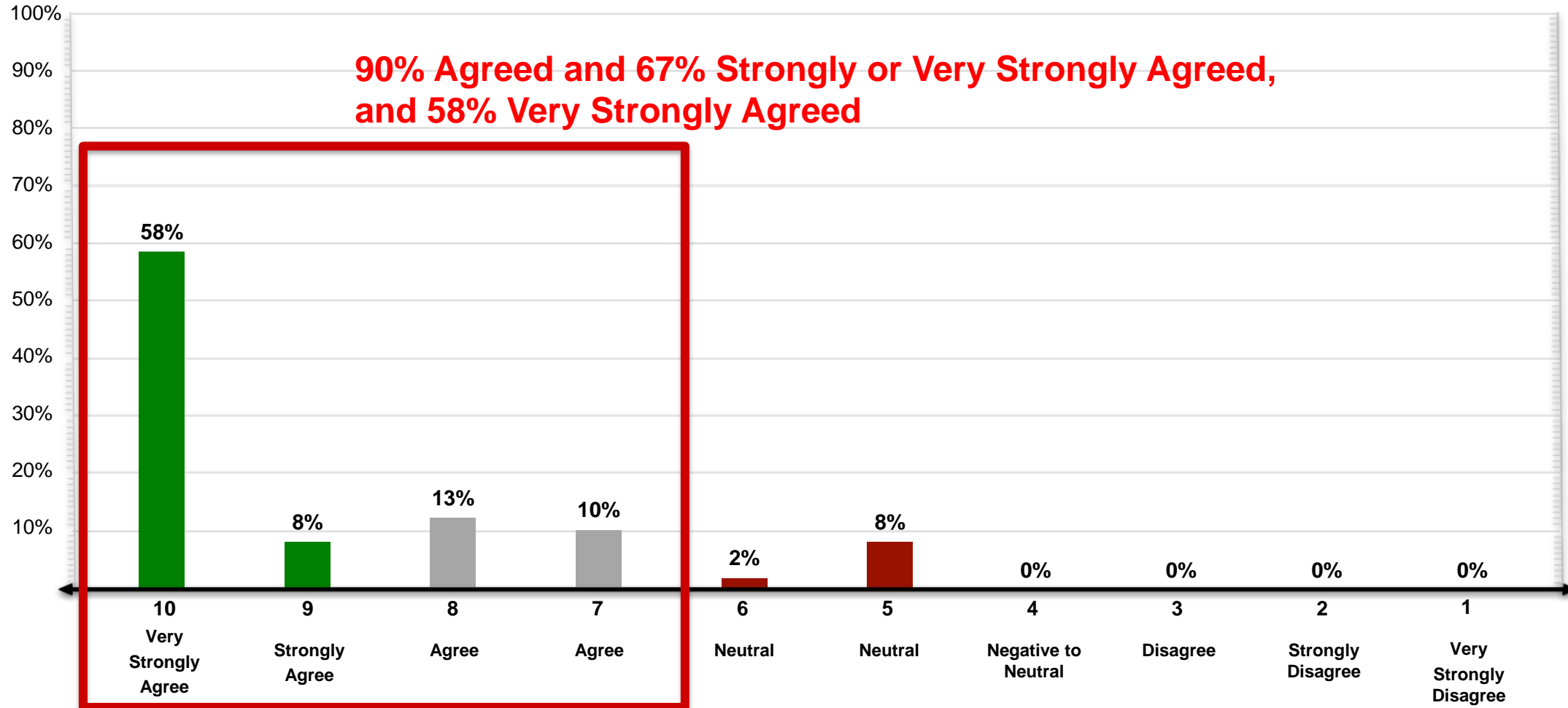
Specific additional LEADERSHIP IN QUALITY

I would like covered include:

- 100 day projects
- 100 day projects processes changes
- 100 day workouts, project types, increasing reports of near misses in period when high profile players and issues involved. Hopkins, Ohio-, Vanderbilt. How will reporting increase with criminal charges filed and staff members are fired?
- Address rounding to influence
- Agree motivation of middle management would be great and specifics of process
- Change management for a facility that is under a punitive culture
- Data management in quality
- Engaging the medical staff
- Getting leaders involved and holding them accountable
- High reliability
- How do you get physician buy in the 100 days
- How get physicians involved in quality initiatives
- How to get by in at all levels
- How to obtain buy-in and maintain sustainability; how to keep as priority and not get pushed back by other meetings, etc.
- How to work with midlevel management (quality dept.)
- More information about organizational dissemination and how to harness staff buy-in
- New CMS bundled payment outcome measures
- Opioid mgmt.
- Organizational structure and processes to conduct quality improvement initiatives
- Overcoming resistance to change
- Process changes and leadership support
- Process improvement and what data was collected
- Quality infrastructure in large organizations
- Strategies to engage frontline staff in day-to-day quality mindset
- Success stories such as this are desirable.
- Sustainability
- Sustainability of the high reliability culture change and the challenges
- Transparency
- Yes

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MISSED DIAGNOSIS:



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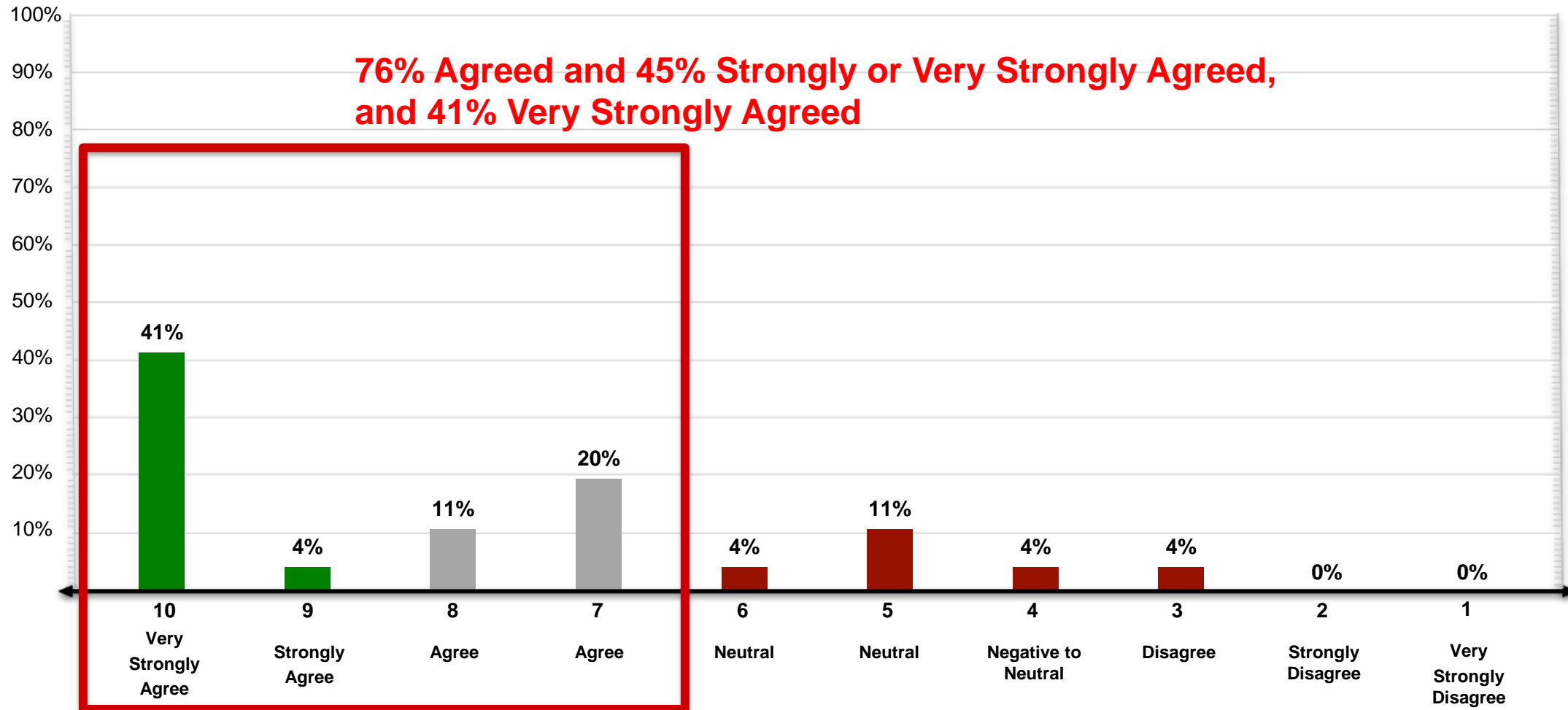
Specific additional MISSED DIAGNOSIS

I would like covered include:

- Address missed diagnosis and "the practice of medicine"
- Critical test results role in missed dx; steps to take now
- Data in turns of what is most often missed in diagnosis, and why.
- Defining delay timeframe
- How does it happen
- How successful organizations have addressed
- How to get/give feedback
- Indifferent at this time
- Lack of follow-up for testing results
- Lessons learned
- Methods for measuring missed dx
- P.E.
- RCA
- Sepsis
- Sepsis
- Sepsis
- Specific techniques for measuring missed diagnoses
- Systems? Or individuals

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WORKPLACE VIOLENCE:



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Specific additional WORKPLACE VIOLENCE

I would like covered include:

- 2nd victim, walking wounded (emotionally) active shooter; how can staff leave patients to rescue selves - ethical conflict among staff currently
- Active shooter
- Bullying
- Bullying,
- Drills
- ED safety for staff , management of workplace violence
- Happy medium between staff safety and managing clinical conditions with violent behavior
- How organizations have shared with organizational boards
- Lateral workplace violence
- Learn about de-escalation strategies - may want to talk to mitigation dynamics
- On-campus safety initiatives
- Prevention and expectance for it
- Reporting options
- Self protection techniques outside of te traditional CPI techniques used to manage the aggressive person. Personal safety techniques
- Staff training.
- Step
- Violence related to patients and violence related to staff
- We have several programs on that already