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The JHS Toolbox II Program: Providing the Foundation for System Integration

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The JHS Toolbox II Program: Providing the Foundation for System Integration

On October 27th and December 2nd of 1999, the Office of Health Policy and JeffCARE, the Physician Hospital Organization of Thomas Jefferson University Hospital, conducted the second "JHS Toolbox" program under the aegis of the JHS Quality Council. Better known as "Toolbox II," the program, under the direction of Stanton Smullens, MD, Chief Medical Officer, Jefferson Health System, is the second in a series of educational programs for the JHS leadership and is designed to provide "tools" for System integration.

Toolbox II assembled clinical and administrative leaders from throughout the JHS for a three-hour program aimed at teaching the principles of benchmarking and health care provider performance profiling. During the program, David Nash, MD, MBA, provided the participants with an understanding of the utility of provider performance profiles, the process for constructing valid profiles, and the challenges of gaining System acceptance of profiling activities. As Dr. Nash stated, "Provider profiles are the cornerstone of effective quality improvement initiatives and disease management programs. As such, System leaders should have a solid foundation in the concepts upon which provider profiles are based."

The Toolbox II attendees also participated in an interactive case study designed to provide an understanding of the cultural, strategic, and operational challenges that must be met when creating a provider performance-reporting program. Under the direction of Jeffrey Lenow, MD, JD, and Robert Corrato, MD, the participants were assembled into teams and charged with the mandate to develop solutions to a number of challenges commonly encountered in the development of provider profiles. The groups addressed issues such as clinical criteria, data integrity, financial and resource consideration, buy-in, and customer satisfaction. The solutions proposed in the session were then copied and distributed to all participants. It is the hope of the Toolbox II creators that the solutions developed during the program will be used as a starting point for the creation, standardization, and successful implementation of System-wide provider performance profiles.

The Toolbox series has proved to be a well-received and valuable educational effort. Both Toolbox I and Toolbox II are available for groups and individuals internal and external to the JHS. ("Toolbox I" focuses on the use of evidence-based medicine in the pursuit of quality in health care.) For further information regarding the Toolbox programs, contact the Office of Health Policy and Clinical Outcomes at 215-955-6969.

About the Author

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