At the Leading Edge of Change: Creation of the Housestaff Quality and Safety Leadership Council

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Background

- The ACGME Clinical Learning Environment Review (CLER) is driving a national re-evaluation of the engagement and alignment of housestaff in institutional Quality and Safety.
- In 2008, the concept of a housestaff quality and safety committee was born, as a means of driving practice change.
- Our CLER data suggested that we needed a similar council.
- 0.8% of patient safety events were submitted by housestaff.
- 15% of housestaff felt engaged with the hospital’s leadership in advancing TJUH’s quality strategy.

First Year Experience

Membership goals were achieved, with representation from the majority of core GME programs. Attendance goals were met with >75% of members at each meeting.


“Do differently?”

- Our collaboration and communication strategy should better align with resident life/workflow to encourage work outside of meetings.
- The consult process will need to be optimized.
- Most institutional consults seek communication back to housestaff, or recruitment of members to another committee. There should be other means for accomplishing these items.

Goals of HQSLC:

1. Strategically impact key quality/safety issues
2. Create a forum for bidirectional communication between trainees and leadership
3. Foster a culture where safety and continuous quality improvement are highly valued in medical training and clinical care
4. Support provision of high quality GME education in quality/safety

Intervention

Create Housestaff Quality and Safety Leadership Council (HQSLC):

- Recruit residents and fellows from a majority of GME programs
- Robust executive sponsorship: President of TJUH, Chief Patient Safety Officer, Associate Dean for GME
- Monthly meetings; attended quarterly by executive sponsors for round table discussion
- Communication via Confluence, an online collaborative workspace, to encourage between-meeting work

Council co-chairs represented the HQSLC and GME on key leadership committees.

The HQSLC consulted on seven institutional quality projects.

Consult

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References


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Faculty mentors: Rebecca Jaffe, Bracken Babula
Council members: Jat Al Dam, Afay Arafah, Phoebe Askie, Abigail Case, Angela Crubel, Megan Ford, Michelle Grant, Allison Greco, Nina Gutowski, Christine Hammer, Brock Hewitt, Christina Jacobides, Mitali Kanzaria, Paul Kite, Kelly Lopez, Amanda Lafto, Caleb McCull, Aleksand Arunberg, Caitlyn Sidrane, Matthew Sonetager, David Surrey, Anjua Trivedi, Natalie Veredio