Performance Improvement

Using Bioinformatics to Treat Hospitalized Smokers: Successes and Challenges of a Tobacco Treatment Service

A hospitalwide, tobacco treatment service (TTS) was developed in a large tertiary care hospital to proactively treat smokers. In a 3.5-year period, of 21,229 smokers (31,778 admissions) identified, TTS specialists provided counseling to 37.4% (7,943), and 33.3% (5,888) of daily smokers received a smoking cessation medication order. This project demonstrates the feasibility of implementing a TTS for a high volume of hospitalized smokers.

Using Lean Quality Improvement Tools to Increase Delivery of Evidence-Based Tobacco Use Treatment in Hospitalized Neurosurgical Patients

A 12-month quality improvement project using Lean tools was conducted to increase delivery of evidence-based tobacco use treatment to hospitalized neurosurgical patients. Referrals to counseling doubled from 31.7% at baseline to 62.0% after implementation of the intervention, and rates of nicotine replacement therapy (NRT) prescriptions during hospitalization and at discharge increased from 15.3% to 28.5% and 9.0% to 19.3%, respectively.

Methods, Tools, and Strategies

Development of Patient-Centered Disability Status Questions to Address Equity in Care
M.A. Morris, T. Lagu, A. Maragh-Bass, J. Liesinger, J.M. Griffin

Patients with disabilities experience disparities in accessing and receiving high-quality health care services as compared to patients without disabilities. Through a rigorous, three-stage process that engaged multiple stakeholders, patient-centered disability questions were identified for health care organizations to use to identify and then address disparities in care.

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An Airway Rapid Response System: Implementation and Utilization in a Large Academic Trauma Center
J.H. Atkins, C.H. Rassekh, A.A. Chalian, J. Zhao

A codified, systems-based approach to bring personnel and equipment to the bedside for multidisciplinary airway assessment and rescue was reflected in the initial implementation of an airway rapid response (ARR) team. The ARR system represents a significant enhancement of the “anesthesia stat” system that typifies the airway emergency system at many institutions.

Pragmatic Insights on Patient Safety Priorities and Intervention Strategies in Ambulatory Settings

Building from the findings in a Technical Brief commissioned by the Agency for Healthcare Research and Quality, the authors provide seven recommendations, along with specific research and policy activities, for advancing ambulatory safety.

Improving the Quality of Data for Inpatient Claims-Based Measures Used in Public Reporting and Pay-for-Performance Programs
H. Crews, P.J. Pronovost, P.R. Helft, J.M. Austin

Although claims-based measures are widely used, their validity and reliability and the data used to populate them can be poor or unknown, posing both a financial and reputational risk to hospitals. The authors review key challenges associated with the use of these measures and recommend ways to improve claims data fit for quality measurement, public reporting, and value-based programs.
User-Centered Collaborative Design and Development of an Inpatient Safety Dashboard


An electronic health record–embedded dashboard was developed for use by interdisciplinary rounding teams on inpatient medical services. It collects real-time data covering 13 safety domains and generates stratified alerts with an interactive check-box function. Integration of the dashboard into clinical care is intended to promote communication about patient safety and facilitate identification and management of safety concerns.