

Lynne Cunningham's
Book Review

I just read a great book that I think should be added to your Service Excellence Library.

Book	<i>10 Powerful Ideas for Improving Patient Care – Book 3</i>
Author	Maureen Bisognano and Robert Lloyd
Pillar of Excellence	Quality
Publisher's Book Description	The authors of 10 More Powerful Ideas for Improving Patient Care → both frontline figures in the improvement and innovation field→ share concepts in enhancing care and service delivery that have been developed and successfully implemented in outpatient as well as inpatient settings of actual healthcare organizations. Unlike best practices that require years to yield beneficial results, the ideas in this book can be adopted and adapted by healthcare organizations today. Modeled after the publication 10 Powerful Ideas for Improving Patient Care, this book proposes 10 more ideas that will inspire leaders and have the capacity to transform practices, including Mapping out system structures, organizational processes, and behavioral patterns Implementing rapid response teams Reconciling medications at every handoff Adopting acuity-adjustable beds and rooms Developing patient itineraries The book also presents Framework for Spread, a concept developed at the Institute for Healthcare Improvement to help leaders expand the reach of improvement ideas and their consequent changes.
LC Review	The book is filled with dozens of practical tips for improving clinical quality as well as patient satisfaction.
Ideas	<i>Lynne suggests that you pay special attention to some of these features in the book.</i>
Idea 1	Use Early-Detection and Monitoring Systems Rapid Response Teams
Idea 2	Develop a Culture Capable of Achieving Organizational Objectives Definition of culture: The propagation of microorganisms or of living tissue cells in a special medium that is conducive to growth. Following this definition, without a medium for growth, a culture cannot develop or flourish.
Idea 3	Transform the Discharge Process Address the breakdowns at transition points.
Idea 4	Engage in Dialogue to Improve Teamwork, Communication, and Patient Safety Importance of using SBAR communication.
Idea 5	Teach the New Language of Health Literacy After the caregiver communicates instructions to the patient, the caregiver then asks

	<p>the patient to explain or “teach back” what he has just been informed to do.</p> <p>Ask Me 3 is an attractively simple tool to improve communications with patients so they full understand care instructions.</p> <ol style="list-style-type: none"> 1. What is my main problem? (Diagnosis) 2. What do I need to do? (Treatment) 3. Why is it important for me to do this? (Context) 	
Idea 6	<p>Implement WalkRounds to Identify and Address Safety Issues</p> <p>Executives conduct weekly visits to different departments of the hospital. The group talks with one or two nurses and other available staff from the department to ask specific questions about adverse events or near misses within that area and about the factors or system issues that led to these events.</p>	
Idea 7	<p>Move from Patient Satisfaction to the Ideal Patient Experience</p> <p>Four Best Practice Tools:</p> <ol style="list-style-type: none"> 1. Diabetes visit cards 2. Lauren’s List 3. Daily goals and multidisciplinary rounds with patients 4. Decision aids 	
Idea 8	<p>Redesign Care to Be More Responsive to Patient Needs</p>	
Idea 9	<p>Accelerate Improvement with Orchestrated Tests of Change</p>	
Idea 10	<p>Establish Red Rules to Increase Reliability</p> <p>Red rules are the three to four key behaviors or practices that staff must follow reliably and accurately to reduce the probability of harm to the patient.</p>	
Overall rating	<p>Very good. An excellent resource for process improvement.</p>	
Publisher and Year Published	2006	Health Administration Press
Price	\$39	Available on www.amazon.com
Recommended by	Health Administration Press	

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