

SNI Webinar Recap

Reframing QI: How Centering Relationships in Quality Improvement Leads to a Happier, Healthier, and More Efficient Workforce

On April 20, 2023, SNI hosted a webinar featuring Dr. Christine Sinsky, Vice President, Professional Satisfaction at the American Medical Association and Dr. Maria Nichole Perez, CMO, Primary Care at Ascension Seton Medical Group. Below are key takeaways from the session.

5 System-level Approaches to Prioritize Relationships

Continuity

Evidence shows that continuity leads to better quality of care, reduced costs, and lower hospital visits and mortality rates. Additionally, team stability leads to better quality and access to care, while reducing costs and burnout rates in the workforce.



Communication

Ensure that patients are familiar with their care team and know how to reach them, create a built environment (e.g., physicians sitting next to MAs) that supports communication, and design processes (e.g., huddles) that facilitate relationship-building.

Team Size, Skill Level, and Stability

Re-engineer the way work is done through team-based care to save physicians' time. For example, Bozeman Health implemented a 90-day + 4-refill approach for prescriptions and reduced inbox work for nurses by 65%.



EHR Strategies

Eliminate inefficiencies perpetuated by the EHR through AMA's [de-implementation checklist](#), [Getting Rid of Stupid Stuff](#), and [EHR Inbox Reduction Checklist](#)

Sludge

Debunk [regulatory myths](#), or initial regulations that have been exacerbated by over-interpretation at the institutional level,



Case Study: Ascension Seton Medical Group

When COVID-19 hit, leaders at Ascension created a centralized Patient Care Navigation (PCN) team of clinical and operational leads to collaborate on priorities. Through weekly huddles, a 24/7 Google Chat for immediate support, and authentic team-building exercises, the PCN team acts as a "central ground control" to manage referrals, continuity of care, and care management/coordination to cultivate a sense of shared responsibility.



Relationships are what powers our ability to be efficient, what powers our ability to deliver quality of care, and what powers our ability to have joy in work.

– Dr. Christine Sinsky