West Valley Hospital Quality Interview

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**Introduction**

West Valley Hospital is an acute-care community hospital that contains 164 beds and caters to the southwest valley of Phoenix, Arizona. This hospital offers a wide range of services which include but are not limited to: obstetrics (childbirth), orthopedics (skeletal correction), and cardiovascular care. West Valley Hospital is also a primary stroke center designated by the Joint Commission and is a certified cardiac arrest center.

West Valley is one of five acute care facilities in the Phoenix area: Arrowhead Hospital, Maryvale Hospital, Paradise Valley Hospital, Phoenix Baptist Hospital and West Valley Hospital. These hospitals are a part of the Abrazo Health Care system, and all specialize in a wide range of services, which can be found on the Abrazo website, shown in the Appendix section of this document.

Abrazo Health Care was created in 2003 when these five hospitals joined together. In 2010, the Arizona Heart Hospital joined the group, which is known as a premier cardiovascular specialty hospital. This system of hospitals prides itself in continuously giving quality healthcare services to the people of Phoenix, Arizona and will continuously search for newer and better methods in treating patients.

For this project, I have interviewed Jane Backstrom, who is a Quality Analyst at West Valley Hospital, located in Goodyear, Arizona. Since a face-to-face interview would be difficult as well as costly, I chose to conduct the interview through e-mail. Questions were sent on Thursday, October 18, 2012 at 7:21 pm, the answers were received Friday, November 2, 2012 at 7:06 pm.

**Interview**

The interview consisted of questions that were categorized into two groups: Corporate Philosophy and Quality Methodology. Corporate Philosophy deals with the beliefs of the company, whereas the Quality Methodology deals with the different measurements and metrics the company performs in order to analyze quality of a certain product or process. At the end of the interview, a question was asked whether the professor from the ISE 428 class, Dr. Joan Burtner, had permission to post the information on her course website, which has been approved by Jane. Below are the questions of the interview as well as the answers provided by the person being interviewed, which are shown in blue.

CORPORATE PHILOSOPHY

* Does your company's mission statement mention quality? Not specifically – “To Help People Achieve Health for Life”
* Does your company's mission statement mention customer service? Not specifically – patient safety is our number one Value Statement which directly relates to quality of care provided.
* Does the company have a quality mission statement? No
* Does the company have a written quality plan? Yes. If so, where is it located? Administration and Quality Department
* In your organization, who is responsible for quality? Everyone, but our Chief Medical Officer and Quality Director oversee our department and initiatives.
* What are some job titles that relate to quality in your company?
* What is the educational background for these positions? Quality Director – Masters Degree and certified in Quality for Health Professionals (CPHQ); Quality Analyst – Bachelor prepared, certification not required but recommended; Data Analyst – Bachelor prepared.
* How important is quality to your organization? In an effort to continuously improve our patients’ experience and grow accountability, a monthly Quality Summit is held to promote transparency in Quality among our regional healthcare network. This is an integral and innovative facet of both overall patient safety and quality measures. This group’s ongoing work to collaborate, present and implement best practices and purposed changes is at the heart of what the Quality Summit is organized to achieve. New initiatives from this meeting make their way directly back to the front-line in patient safety: the hospitals and healthcare centers of Abrazo Health Care where Health for Life and a commitment to wellness is everyone’s top priority.
* How does your organization define quality? Our Quality Management Department aims to deliver excellence through the standardization of patient care across our hospital and health-plan system.
* How do you train/educate your employees concerning quality issues? Quality infiltrates every part of the orientation process. Each employee attends a 4 hour Safety for Life training.
* How do your customers influence your quality program? We use Hospital Consumers Assessment of healthcare Providers Survey, HCAHPS – public reporting to create an incentive to improve our quality of care.
* Has your company ever applied for or earned a national quality award or certification? (Baldrige Award, ISO 9000, CMMI, Other?) We are a Joint Commission designated primary stroke center and certified as a cardiac arrest center.
* Do government regulations have a large impact on your quality procedures? Yes, the Quality team monitors all nationally reported data registries and collects relevant information.

QUALITY METHODOLOGY

* What methods do you use to ensure quality output? We flow map several processes and monitor our progress. We use concurrent review for our Core Measures as well.
* Does your organization follow Six Sigma or Lean Sigma quality methodologies for process improvement? Abrazo is currently participating in “Going Lean in Healthcare”
* Do you routinely collect data on the quality of your product or process? Do you use statistics to analyze the data collected? Our primary focus evaluates specific hospital-wide quality, risk and patient safety programs. We monitor current processes as defined by state, federal and regulatory agency accreditation requirements.
* Do you use control charts? If so, what processes are charted? Processes charted are those defined in the previous question. For example, hand hygiene compliance and patient falls with injury. We always have process improvement projects using control charts to track and trend our progress.
* What kind of quality reporting techniques do you use? Who generates the reports? Who routinely sees the reports? We pull reports from data bases depending on what we need. Our Quality department typically generates the reports but we also receive reports from our Regional office.
* What kind of quality/process control software do you use? (Excel, generic SPC, proprietary, etc) Statit, Data-vision, Midas

**Appendix**

<http://www.abrazohealth.com/Files/Fact%20Sheets/West%20Valley_Fact%20Sheet_vf.pdf> (West Valley Hospital Fact Sheet)

<http://www.abrazohealth.com/about.aspx> (Abrazo Health Care information)