

# PERFORMANCE EXCELLENCE 2020

Week of October 7, 2018 – E for Efficient

## The STEEP Huddle

*Get in Gear for Excellent Performance*

### OPENING SAFETY STORY OR VALUE STORY

*(A Safety Story encompasses mitigating risk in any area of the organization. A Value Story demonstrates the delivery of a high quality, cost effective experience to our patients, vendor partners, and community.)*

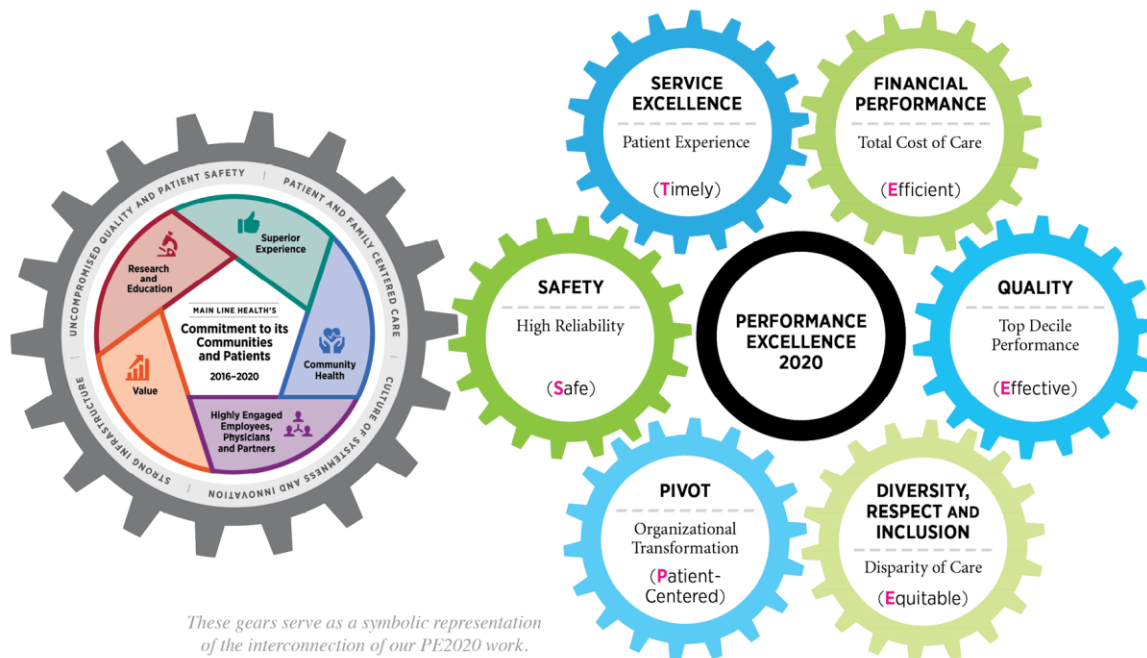
### A LOOK AT THE BIG PICTURE—TODAY'S TOPIC:

**Expanding Telenurse services—** Contributed by Loretta Colberg, director of Quality, Paoli Hospital

**Why it is important:** Telenurse is a nursing call center that offers an efficient way of engaging with patients who are at high risk for readmission and soliciting patients' perception of their discharge education. MLH uses the program to reach patients who suffered strokes and is now expanding it to add patients with congestive heart failure and chronic obstructive pulmonary disease (COPD) that are at high risk for readmission.

**How it fits with PE2020:** Telenurse has a proven track record of reducing avoidable readmissions and improving our financial performance by coordinating timely follow up, serving as a liaison between patient and provider, medication management, and providing tools for patients to play an active role in their recovery.

**How everyone can be involved:** All members of the patient care team can use their daily unit huddles to discuss patients that are at high risk for readmission. In Epic, there is a scoring tool called LACE that assesses patients' readmissions risks. Care team members should pay attention to the LACE score and work together to ensure we provide thorough and safe discharge plans for patients at risk for readmission.



*These gears serve as a symbolic representation of the interconnection of our PE2020 work.*

*(The PE2020 “gears” graphic is built on the National Academy of Medicine’s STEEP principles for health care.)*

### UNIT UPDATE

- Status report on Unit/Department operations; situational awareness.  
Unit topic(s) of the day—training or re-training, other unit messaging/ items to reinforce.

[Enter unit/department specific updates here](#)