RISK UNDER ONE ROOF
2024 KOnnect
Where the magic happens

Where the magic happens

2024 Konnect

Interdisciplinary Collaboration & Communication

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Risk Director
RUSH

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ERM Manager
RUSH

In The Next 30 Minutes

- RUSH & TRIPSS Overview
- Collaboration & Communication Strategy
- Review of RUSH's Rounding Program
- Initiatives Spotlight
- Questions

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RUSH

RUSH is a Chicago-based health system comprised of:

3 hospitals

1 specialty hospital

1 university

1 clinically integrated network

200+ outpatient care sites

QUALITY FOCUSED & DRIVEN

- RUMC was once again named as one of the nation's top performing hospitals by Vizient, ranking as No. 2 within the 2024 Quality and Accountability Study.
- RUMC also secured a spot on U.S. News & World Report's prestigious Best Hospitals Honor Roll for the fifth straight year, tying for No. 1 as the top hospital in Illinois.
- All three hospitals have received Magnet designation; RUMC has held this designation for 8 years as of 2023.

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RUSH's Problem Statement

Pain Points in RUSH's Prior Risk Processes

SILOS ACROSS OUR OPERATIONS, PROCESSES, AND SYSTEMS

MANUAL PROCESSES DETRACT FROM VALUE GENERATION

VALUABLE METRICS AND INSIGHTS TRACKED IN ISOLATION

LIMITED USAGE OF DATA STORY TELLING & DECISION MAKING

Riskonnect at RUSH

TRIPSS SNAPSHOT

46+
In Scope Processes

Multi-Year
Roadmap for Cross-Campus Delivery

2 Teams
Enterprise Risk & Integrated Risk Focused

Generate Risk Insight & Oversight

PATIENTS

PROVIDERS

INSTITUTION

Provide Support & Response

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TRIPSS Rollout Tracker

PATIENTS

HEALTHCARE

20: Safety Event, Basic Reviews, Committees, Committee Mtgs, Committee Event Reviews (9), CAPAs, Patient Relations, HOA, Security, Employee Events, Harm Reviews, Leader Center

ROUNDING

9: Nurse Leader, Fall Risk, EVS Leader, Room Audit, ED Leader (WR / TR), FNS Leader, EOC Rounds, OP AS Rounds, Support Issues

PROVIDERS

MED STAFF

8: Interim OPPE, OPPE, FPPE New/Initial, Interim FPPE Cause, FPPE Cause, Peer Review, Med Staff Applicant, Healthcare Event Reviews

INSTITUTION

LEGAL / POLICY

8: HPL Claims, GL Claims, EPL Claims, GC Claims, Dep Assists, Policies, Claims History, COI

ENTERPRISE RISK

4: Risks, Macro Risks, Domain Libraries, Indicators

TREND MGMT

6: Healthcare Dashboards, RMIS Dashboards, Rounding Dashboards, ERM Dashboards, Med Staff Dashboards, Board Dashboards

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Strategy

Driving Collaboration & Communication

Why Are We Invested?

PATIENTS

Experience

Safety

PROVIDERS

Quality

INSTITUTION

Insights Integration

Litigation Exposure

Key Initiatives To Realize Value

VALUE DRIVER		INITIATIVES
	PATIENT SAFETY	Committee Event Reviews, Daily Safety Briefing, Leader Center, Service Views, Harm Closure, Safety Rounding
	PATIENT EXPERIENCE	Comprehensive Rounding Program
	PROVIDER QUALITY	OPPE Indicator Integration, Provider Risk Rating
	LITIGATION MANAGEMENT	Occurrences Management, Claims Forecasting, Quarterly Review
	INSIGHTS INTEGRATION	Rate Based Reporting, Departmental Risk Scorecards, Process Systemization & Standardization

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Patient Rounding

RUSH's Comprehensive Rounding Program

Prior Operating State

Purposeful rounding to identify and address safety and experience concerns during an admission.

- Between hospitals, rounding workflows were siloed with varied approaches, interventions and outcomes.
- Rounding strategies were returning inconsistent value to downstream clinical / operational teams.
- Gather and analyzing system level data was impossible given disparate data sets and processes.

RUMC	Utilized digital solution with real-time issue alerts for issues and automated rounding coverage and issue SLA reports Successfully improved experience scores yet cost prohibitive for continued system rollout.
ROPH	Purposed paper-based checklist to identify issues. No reporting / tracking mechanism available, and issue resolution required manual intervention. Seeking to improve key experience metrics.
RCMC	Using non-standardized rounding solution and workflows leading to duplicative tool costs. Limited reporting functionality and visibility with no issue assignment automation.

Future State Ask

Standardized rounding process coupled with an advanced, centralized patient experience data set.

- Achieve greater rounding quality insights through round status, long stays, advanced reporting.
- Empower support service functions with work queues, SLA tracking, and downstream tool integrations.
- Address patient experience challenges at community site hospitals and improve CMS Star performance.

ROUNDING PLATFORM JOURNEY

HERE TODAY

1 Prioritize ROPH

- Address immediate need and collect baseline data
- Pilot to refine user experience before main campus rollout
- Prioritize mobile experience to aid in user adoption

2 Rollout RUMC

- Offboard and scale beyond prior solution, realize savings.
- Create standardization across department rounding workflows.
- Create one-stop-shop for leadership (SE, Round, etc.),

3 Expand / Enhance

- Rollout advanced dashboards and insights tracking.
- Analyze data sets for trends and reset priorities / metric targets.
- Complete system rollout with onboarding of Rush Copley.

WHAT FOLLOWS…

Is a visual depiction of our current workflow for **Purposeful Inpatient Nurse Leader Rounding**. Our program also supports the following rounding workflows:

FNS LEADER | EVS LEADER | EVS ROOM AUDITS

ED WAITING ROOM | ED TREATMENT ROOM | FALL RISK

What We've Achieved

PATIENTS ON MY UNIT

	Last Round	Room	Issues
	1 DAY	OP520	
	NONE	OP529	
	2 DAYS	OP519	
	NONE	OP523	
	NONE	OP518	
	5 DAYS	OP515	
	NONE	OP525	

INDICATOR FLAGS
Routed For Committee Review

CAREGRAMS
Shout outs to Staff from Patients

REAL-TIME ALERTS

48 Hour SLA
Target Before Next Meal

4 Hour SLA
Reviewed In Room Audit8

48 Hour SLA
Unless Flagged For PO

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What We've Achieved (cont'd)

FEEDS INTO OUR DMS WORKFLOW

TIER 1 → TIER 2 → TIER 3 → DAILY WORK

SLA REPORTS

PAST DUE TRIGGER

REAL-TIME ALERTS

48 Hour SLA
Target Before Next Meal

4 Hour SLA
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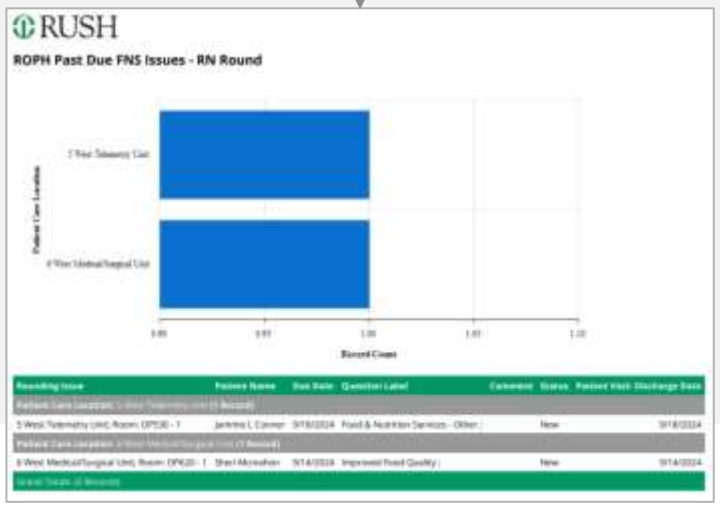

WEEKLY REPORTS

ORGANIZATIONAL TARGETS SET FOR ALL TEMPLATES

Nursing Service	Patient Care Location	Base Metrics			Patients w/ Interaction Round	
		Count of Patients Rounded[1]	Count of Patients[1]	Percent of Patients Rounded	Count of Patients[1]	Percent of Rounded Population[1]
Adult ICUs	10 East Tower (MICU - Medical ICU)	54	62	87.10%	52	96.30%
	10 West Tower (AICU - Adult ICU)	39	61	63.93%	23	58.97%
	11 East Tower (CSICU - Cardiovascular & Surgical ICU)	35	40	87.50%	34	97.14%
	11 West Tower (NSICU - Neuroscience ICU)	47	53	88.68%	47	100.00%
	Subtotal	172	212	81.13%	153	88.95%

Summary

Total Round Count	Total Opportunity Areas
11	263.00

Template Type	Rounder	Round Count Sum	Opportunity Areas Sum	Patient Care Location Node
ED Nurse Leader Treatment Area	Akson Cansey	1	24.00	Emergency Department
		1	24.00	Emergency Department
		1	24.00	Emergency Department
		1	24.00	Emergency Department
		1	24.00	Emergency Department
	Subtotal	5	120.00	

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Successes & Challenges

Successes

- ✓ Launched 7 rounding workflows across 2 sites, and 6 care departments
- ✓ Increased staff efficiency by automating issue routing and assignment
- ✓ Introduced alerts to share patient compliments direct to front-line staff
- ✓ Improved reporting insights for proactive management of key experience drivers
- ✓ Optimized cross-functional collaboration with real-time loop closure via single interface
- ✓ Achieved strong leadership buy-in and user adoption

Lessons Learned

- Exploring how best to evaluate the value of a round, ensuring it's purposeful
- Tailoring what data is surfaced to the attention of a user – right data, right time

Facing Challenges

- ⚠ Managing the growing demands from operations for new rounding programs
- ⚠ Need for more configurability to aid in the onboarding of future rounding programs
- ⚠ Continued optimization of the user experience to decrease the end-to-end time spent logging a round

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Initiative Spotlights

Daily Safety Briefing &

Layered Committee Event Reviews

Daily Safety Briefing

TIER 1 | **TIER 2** | **TIER 3** | **DAILY WORK**

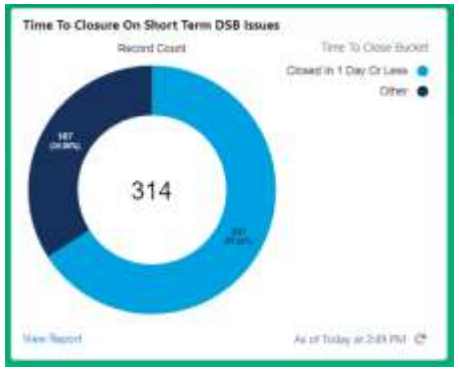
Leader Center → *Informs*

AGENDA: a daily leadership level look back, look ahead, and follow up report.

Report outs inventoried within TRIPSS to track:

1. Key safety metrics
2. Issue resolution
3. Report out compliance
4. Trends over time

Daily work reports are sent house-wide to create transparency and accountability.



Layered Committee Event Reviews

1 Review Collaboration

Once a second review is launched on a single event the committee reviewers collaborate on a single revie response.

2 Review Peek-Thrus

Committee reviewers can see details pertaining to tasks, basic reviews, and CAPAs when completing their review.

3 Hand-Off Processes

Committees can send event review requests to other committees asking that they consider a review of the event.

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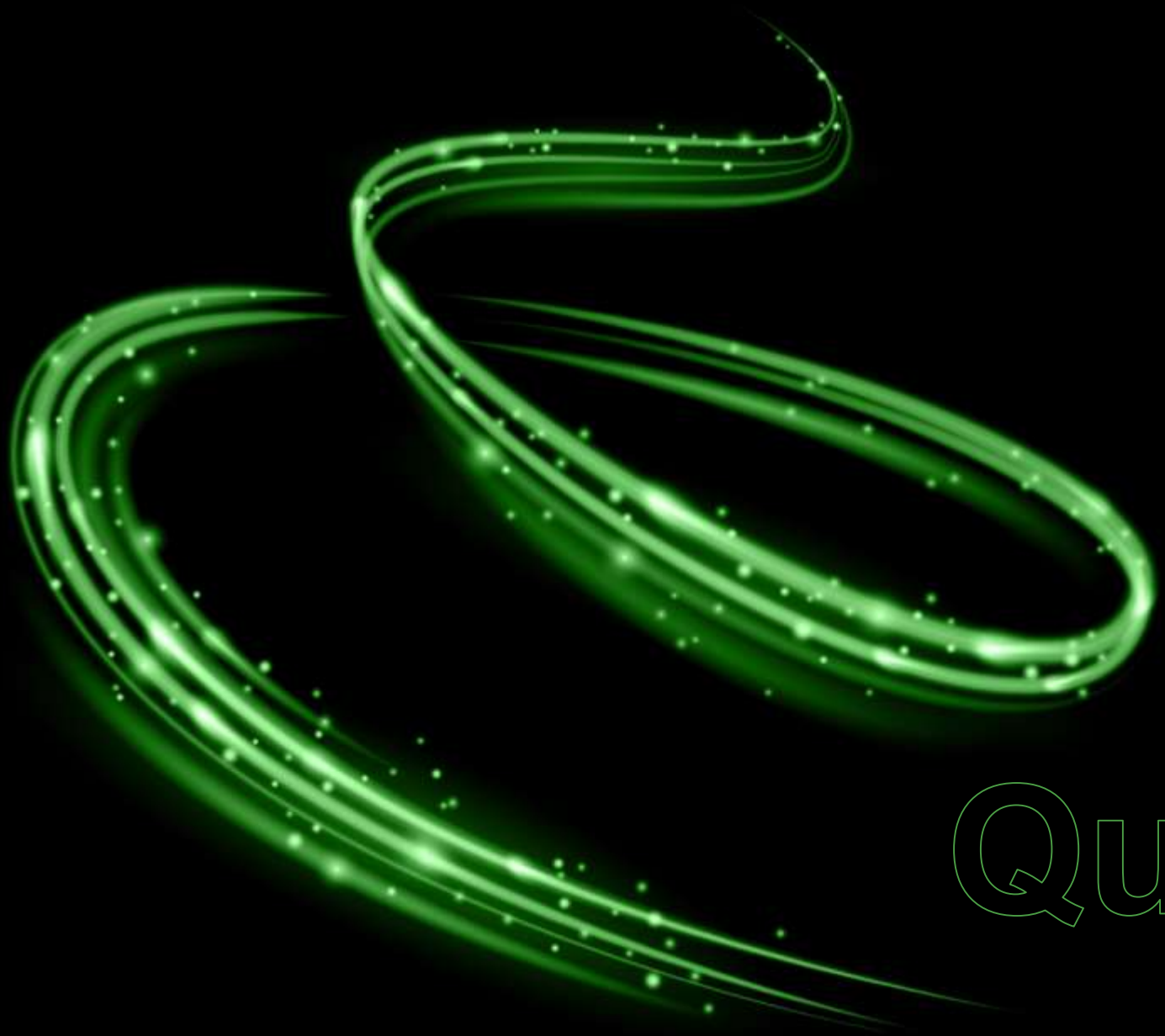

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Questions?

Thank You!
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