Symposium S033: 
Rewards and Awards: 
How to make QI Pay Off 
02/17/2018 
1:00 PM - 4:00 PM
QA/QI Moment: Putting Residents at the Center of a University Quality Program
1:00pm to 1:12 pm

Robert T. Brodell, MD
Professor and Chair, Department of Dermatology
Professor and Interim Chair, Department of Pathology
University of Mississippi Medical Center
Jackson, Mississippi
Instructor in Dermatology
University of Rochester School of Medicine & Dentistry

Allison Crus, MD
Chief Resident, Department of Dermatology
University of Mississippi Medical Center
Jackson, Mississippi
Initial Motivation for QA/QI

• Clinical Learning Environment Review (CLER) program of the ACGME

• Requirement: Every resident must participate in a QA/QI program during their residency
Why are residents successful?

• Creativity
• Passion for solving problems their professors caused
• Time
• They do not know “it has always been done this way”
• Digital capabilities
• No IRB approval required for QA/QI
How are projects developed?

• Faculty make lists of possible projects
• Residents come upon things that “need fixed”
• Sentinel events occur
Components of Each Project

• Hypothesis
• Measurable metrics before and after intervention
• Presentation to Faculty early in process: QA/QI Moment
• Anticipation of publication
• 12 projects per year
Sample Project # 1
The Knock

• Description: 360 “knocks” for missed hand hygiene
• Target: All healthcare providers
• Metric: Secret shopper monitors
• Result: 40% hand hygiene to 80% plus
• Limitations: Constant vigilance is required

1. https://www.youtube.com/watch?v=XtqUI73raSo
Sample Project # 2
Medication Alert Fatigue

- Description: Minimize low value EHR alerts which cause errors due to alert fatigue (blowing by “real” alerts)
- Target: All healthcare providers
- Metric: % reduction in non-productive
- Result: 27% reduction in low value alerts e.g. alert for Ketoconazole shampoo written with cream for SD
- Limitations: Difficult to eliminate all silly alerts because changes cross to all specialties e.g. birth control pill interaction with common acne antibiotics

Sample Project # 3
Enhancing Clinical Efficiency

• Description: Pilot study designed to overcome resistance of university to supply a 2nd “helper” in exam room (scribe plus)

• Target: Jeremy Jackson added 6 slots in template each half day when 2nd “helper” guaranteed

• Metric: Change in completed visits; RVUs, charges and income when 2nd “helper” added

• Result: Completed visits: up 30%; RVUs up 39%; gross payments: up 33%

• Limitations: Each provider determines their own template depending upon subspecialty

Has Resident-Centered QA/QI been a success?

- Resident Survey
- n= 10 residents in 2\textsuperscript{nd} year, 3\textsuperscript{rd} year or graduated

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Project completed during residency</td>
<td>10/10 (100%)</td>
</tr>
<tr>
<td>Project published</td>
<td>2/10 (20%)</td>
</tr>
<tr>
<td>Completed a QA/QI project after leaving UMMC (2 graduating classes)</td>
<td>1/4 (25%)</td>
</tr>
</tbody>
</table>
To what do you contribute success of your project?

A. My hard work and creativity:
B. A faculty mentors hard work and creativity:
C. Financial support of the Depart of Dermatology:
D. Patterning work after a publication:
E. Patterning work after U of Miss institutional project:
Other:
Resident Survey:
To What do You Credit Your Success in QI/QA Project?

• My hard work and creativity  8/10
• A faculty mentors hard work and creativity 7/10
• Patterning this work after a University of Mississippi institutional project 2/10
Summary Reference