

# Anna Jaques Hospital

NEWBURYPORT, MA

## \$333,500

AWARD EXPENDED

Committing to organization-wide performance management through training and investment can help improve the quality of patient care. Anna Jaques Hospital developed infrastructure to support rapid improvement cycles through training and software implementation, with the goals of enhancing hospital communication with post-acute care providers, streamlining the discharge processes, and increasing quality of care delivered.

### CAPABILITY AND CAPACITY BUILDING

## 67

LEADERS TRAINED.

## 29

IMPROVEMENT PROJECTS COMPLETED.

Anna Jaques Hospital trained its leadership team in fundamentals of reliability science and change management in order to encourage leadership to use this knowledge for focused process improvement projects within the hospital. Anna Jaques also sought to improve its planning and communication with post-acute providers through the implementation of a care management software tool. The hospital also upgraded its quality software capability to track the hospital's performance against national benchmarks.

Anna Jaques identified executive leaders, board members, directors, chiefs of departments, managers, and coordinators to be trained through CHART 1. Attendees launched improvement projects after training focused on topics such as enhancing communication between nursing homes and hospital staff, and the creation of a central line insertion checklist in the emergency department. Post-acute care facilities reported increased satisfaction with the accuracy and completeness of information exchanged after the implementation of the case management software and communication improvement initiatives.

#### CHART PHASE 2 AWARD

Anna Jaques Hospital will leverage human resource capacity and IT infrastructure developed in CHART Phase 1 to support effective implementation of CHART Phase 2 initiatives to reduce readmissions and emergency department revisits for high risk patients who overutilize hospital and ED services.

#### Care management software screenshot

