



Joint Commission Center for Transforming Healthcare Targeted Solutions Tool™ video transcript

Improving care with the TST

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The Targeted Solutions Tool allows you to do the right thing the first time.

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It allows us to take the methodologies and the solutions that we've established through this project and rapidly spread it out to the whole industry.

Audio:

The Targeted Solutions Tool, or TST, is a web-based tool that walks an organization through a performance improvement project from start to finish. It is free to all Joint Commission-accredited organizations.

There are six basic steps that will help guide you through your project. Each step of the process includes a list of action items to complete before proceeding to the next step. By following these simple steps, your health care organization can solve critical problems and improve patient safety.

Using the TST will help you identify specific causes of failure at your organization and implement targeted solutions that address those causes. The TST takes a process that could be overwhelming and simplifies it. It is easy-to-use, self-contained and completely confidential.

The first set of targeted solutions in the TST tackles hand hygiene. These solutions were created by eight of the country's leading health care organizations and the Joint Commission Center for Transforming Healthcare. Here's how Memorial Hermann Memorial City Medical Center, in Houston, Texas, is using the TST to increase hand hygiene compliance and improve patient safety.

Anne-Claire France, PhD

I think one of the biggest benefits of using the Targeted Solutions Tool is that anyone who is interested in addressing a patient safety issue can use this tool - because it's very user-friendly - and make a big impact in their organization.

Getting Started

Once your organization has made the commitment to use the TST, you will need to determine the department or area where you will pilot your project. You should also begin building your core team. The team should include staff who will be affected by the project, as well as a strong champion and project leader, and the manager of the pilot area.

Training Observers

The next step is to select and train the individuals who will be observing their peers and recording their performance.

Measuring Compliance

Now your organization is ready to begin collecting data. The observations will help you get an accurate picture of your organization's current performance. Entering the data into the TST will give you a baseline from which to measure and track improvements.

Determining Factors

Once you have entered your data, the TST performs the data analysis. You don't have to be a statistician, a mathematician or a performance improvement expert to use the TST. The TST will analyze the data for you.

The TST will automatically create three different types of charts for your organization to use to review the data. These charts will clearly show the key barriers to compliance at your organization.

It may not be easy to accept that the data reflects your actual performance. However, if you focus on the causes for failure and the risks identified through the data collection, the TST will guide you to solutions targeted to lessen those risks.

Implementing Solutions

After carefully completing the first four steps of this project, your organization is ready to begin implementing solutions that will improve patient outcomes. These include basic solutions and those targeted to the specific causes identified through your data collection.

It is important to decide who will lead the charge for each of the targeted solutions. Follow the implementation checklist to complete the specific tasks that will lead to success. Continuing to monitor compliance and share the data with staff is extremely important. At this point your staff expects regular feedback on their performance and improvement. Measuring the success of the implemented solutions and reinforcing good behavior is critical to sustained compliance.

Sustaining the Gains

The long term success of any project depends on sustaining the improvement you have achieved at your organization. The last step of the TST will assist you in sustaining improvements in the pilot area and replicating these results in other areas of your organization. The consistent and visible support of your leadership is central to sustaining the gains you have made. As you continue to collect data and measure the results, the TST will outline next steps such as training new observers and creating a control plan.

In anywhere from 10 weeks to three months, you will be able to see the results of your work. For example, organizations that participated in the hand hygiene project report handwashing compliance rates increasing, on average, from 48 percent to 82 percent.

Dan Wolterman

In the month of June, we had eight hospitals, plus a rehab hospital that had zero ventilator-associated pneumonias. We had seven hospitals that had zero central line blood stream infections. And that is more than a 50 percent improvement. It correlates directly to the huge improvement in hand hygiene.

To get started today, just log on to your organization's Joint Commission Connect extranet. The person in your organization who is responsible for maintaining Joint Commission accreditation can grant you access to the TST. You're on your way!

Look for more Center projects to be included in the TST. For more information, call (630) 792-5822, or send an e-mail to tst_support@tcthc.org

Thank you to Memorial Hermann Memorial City Medical Center for allowing us to videotape at their facility.