VOICE Reporting

• Introduction to VOICE
• What is it?
  – Anonymous reporting system of issues related to healthcare quality and safety at Trinity/LUHS
Spirit -> Voice reporting
Quality and Patient Safety

Because providing safe, high-quality care to every patient every time is one of our highest organizational priorities, there are resources dedicated to improving quality and safety at Loyola and Gottlieb. We prioritize organizational clinical improvement efforts, coordinate processes for ongoing quality and patient safety monitoring, develop analytic tools, manage improvement initiatives, and assess results of clinical improvement work both internally and externally. We also provide regulatory and accreditation guidance to ensure compliance with all requirements related to agencies such as The Joint Commission (TJC) and the Centers for Medicare and Medicaid Services (CMS).

At LUMC, we strive to be a High Reliability Organization (HRO) – an organization characterized by a mindset where all workers have collective mindfulness to look for and report small problems or unsafe conditions before they pose substantial risks. This philosophy allows errors to be recognized early and fixed before they become larger, more complicated problems.

FY 2017 Goals

Loyola University Health System’s and Trinity’s main focus for quality in fiscal year 2017 are to reduce rates of hospital-acquired infections (HAIs), reduce unplanned readmissions by focusing on the actions of the entire healthcare team treating a patient, optimizing our performance on national quality metrics for inpatient and outpatient care, and improve performance on other key quality indicators, including hand hygiene, sepsis care, and throughput. Please visit our quality scorecards to see our progress towards our shared goals.

How Colleagues Can Help Us Achieve Our Goals

- Many HAIs and harm events are preventable. In order to reach our goal of zero preventable harm events by 2020, all colleagues should:
  - Wash your hands every time you enter and leave a patient’s room or any time you interact with a patient to prevent infection.
  - Observe additional hand hygiene precautions on isolation rooms.
  - Please remember that wearing gloves is not a substitute for hand hygiene.
  - Provide accurate documentation about your patients to benefit physicians who will provide future care of patients and to ensure proper billing.
  - Openly keep the problem and medication lists up-to-date.
  - Improve communication between inpatient and outpatient physicians and ensure timely transitions of care.
  - Encourage the use of communication tools and systems.
  - Report all near misses and adverse events through the Voice system.

Quality and Patient Safety Improvement Plans

- Loyola University Medical Center
- Gottlieb Memorial Hospital
- Triniti Health
Voice reporting

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