Analytics, Big Data, and Partnerships

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8:30-4:00
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AM BUZZ session 10:45-11:15
Judy Pechacek, DNP, RN

Strategies to address common barriers to the implementation and sustainably of Quadruple aim quality and safety initiatives
Session objectives

By the conclusion of this session the participants will:

- Have a greater appreciation of the impact the “Quality Burden” can have on the interprofessional team
- Understand and leverage the power of the “wicked question” - the tool for strategic exploration as you lead interprofessional quality projects
- Be able to articulate real world strategies that can mitigate the common barriers to meeting the desired goals

The Quality Burden

Mitigating the impact
The Quality Burden

COSTS

• Tools and techniques
• Participant time
• Emotional Toll
  • Documentation
  • Monitoring performance
  • Not obtaining “sustainability”
  • Improvement strategies
  • Culture - Blame / Shame

Implications

National patient safety efforts. (Reprinted from Minnesota Hospital Association, 2004, with permission.)
**Mitigation strategies**

**Goals:**
- Align to the mission/vision
- Align to Healthy work Environment – Employee engagement

**Roles:**
- Structure and clear accountability

**Process:**
- Priority setting
- Decision making
- Transparency
- Accounting

**Relationships:**
- Interprofessional Team
- Culture of the unit
- Strategic Partnerships

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**Strategic Partnership Strategies**

**Collaboratory**
- To generate innovative ideas that achieve excellence in nursing and attain optimal health for all people
- To work together in the conceptualization, dissemination, and application of knowledge for the improvement of nursing practice and patient outcomes
- To live in the Nursing “think tank”, of creativity and innovation that will engage, together, nursing faculty, nursing staff, and nursing students in the development of new products and services and models to enhance nursing education, research and practice

**Leadership**
- Co- Lead by the Chief Nursing Executive and the Dean of the School of Nursing
- Membership of Research, Education and Practice Both Academic and Service
- Rotating staff and Information technology Support
- Joint appointments:
  - Adjunct faculty for Service leaders
  - Executive & Associate Vice president for Academic leaders
**Strategic Partnership Strategies**

**Affiliation Agreements**
- Formal contact describing the agreements including
- Accreditation requirements
- Compliance to Licensure, background checks, Infection control, BCLS, Confidentiality, Privacy

**EHR use**
- Informal DNP Project plan and “Community Sponsor “ agreement
- Describes the project aim, project purpose, time line and data management plan
- DNP presentation post project completion

**Preceptor Experiences**
- Intentional Mentoring by an experienced leader in the field
- Exposure to real world issues and problems
- Relationship building and connections to the community
- Direct care for patients
- Quality improvement and systems change activities
- Analytical activities
- Political advocacy and Policy making
Strategic Partners
Small group discussion

Who are your partners?
What strategies do you use?
What are your next steps?

Resources and References

Wicked Questions

A tool for strategic exploration
What Do You See?

Goblet or Two Heads?
Concept of accuracy & completeness
“I don’t see it, You say it’s there.
Help me see it”
Need to appreciate other’s perspective
It is easier to expand your view than to get those with an opposing view to expand theirs

Wicked Question

• Explore all options
• Understand the challenges
• Sharpen your strategic thinking
• Shine light on paradoxical thinking
• Reduce either/or thinking
• Safely expose the tensions to discover the possibilities
Wicked Question

What opposing –yet complementary- strategies do we need to pursue simultaneously - in order to be successful?

http://www.liberatingstructures.com/4-wicked-questions/

Polarity and Paradox

Polarities - Paradoxes represent values.
Values comes in pairs.

Both are right. They are a part of a whole and completely interdependent.

Most people have a preference for one side over the other.

Right versus Right http://vimeo.com/14031131
Self Empowerment & Control

Look beyond your own view…….

• Because someone else sees it differently
• In order to expand your own reality
• If you see another’s point of view, he/she is more likely to accept an invitation to see yours
• If you have a polarity to manage, seeing the other half of the polarity will help you manage it better

Leadership

Not only fixing problems…….

Not only choosing either/or…….

It is choosing both/and
What is your wicked question?

Think – Pair - Share
Resources