

# Best Practices Forum: A way for achieving sustainable actions within an institution

Reyna Elizabeth Yacamán-Handal, MD; Susana Olvera-Tapia, MHA, RN; Juan Segura-Nieto, MBA, BBA; Rene Méndez-Victoria, MBA; Diana Palami-Antunez, MPH, MD.

## Background

“Best practices” are understood as a comprehensive set of actions that have yielded excellent results in a given context. They are expected to yield similar results in comparable contexts. In general, this concept refers to any experience guided by principles, objectives, and appropriate procedures or advisable guidelines that are adapted to comply with a certain regulatory perspective, or to achieve a consensual standard.

The American British Cowdray Medical Center I.A.P., also known as “ABC Medical Center”, is a highly specialized tertiary level medical center and private assistance institution located in Mexico City. It has obtained a series of accreditations from the Joint Commission International (JCI) in both of its facilities. As a part of its commitment towards healthcare quality, the ABC Medical Center implemented its Annual Best Practices Forum as of October 23<sup>rd</sup>, 2012, when National Doctor’s Day is celebrated in Mexico.

## Project Aim

The Best Practices Forum seeks to create an open space for the exchange of **innovative** experiences, as well as technical cooperation, in order to improve the processes of patient care. This forum aims to both **empower** healthcare workers and hospital staff and **acknowledge** the commitment of all employees with quality & safety in the care of the patient.

The best practices are selected in order to be presented in an exclusively organized event. This recognition is epitomized by a commemorative plaque to be permanently displayed within the institution.

## Project Design / Strategy



## Outcomes

Along the last five years, the participation of several areas, not only of direct patient care but also of other supporting areas, have increased. The recognition of best practices has proven to be an incentive to innovation and commitment of employees with quality and safety in patient care. Everyone at the institution, from the CEO to the Advisory Board and external staff, participates in the forum. This translates into confidence, certainty, and organizational strengthening.

Over the years, the minimum established criteria to participate has become stricter; hence, obliging participants to enroll even better designed best practices. Best practices are more precisely selected since inclusion criteria has become more specific.

All best practices are presented at the ABC Medical Center Annual International Quality Congress (6<sup>th</sup> edition so far). Moreover, every year the previous year’s selected best practices are invited to present the outcomes of their implementation after at least 18 months of being sustained, making sure that the healthcare improvement cycle is completed through the diffusion of best practices.

## Best Practices: Summary

By 2017, 220 best practices had been registered to participate in the Annual Best Practices Forum. Out of them, 51 best practices were selected. Most of them belonged to clinical services, were multidisciplinary, and involved the medical area.

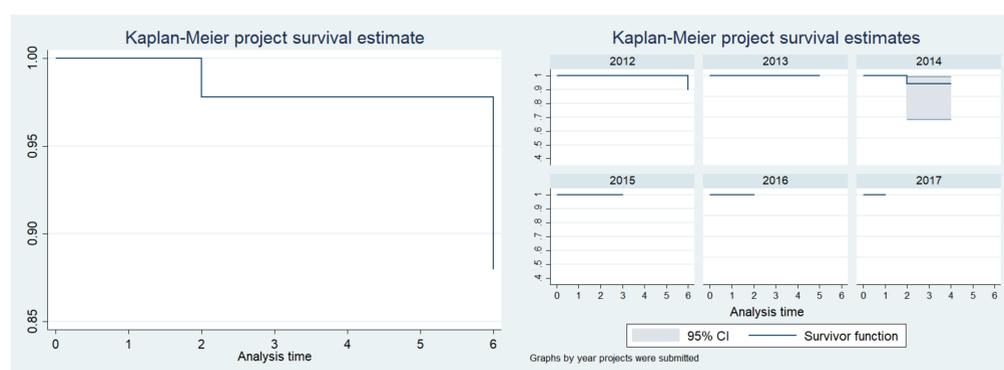
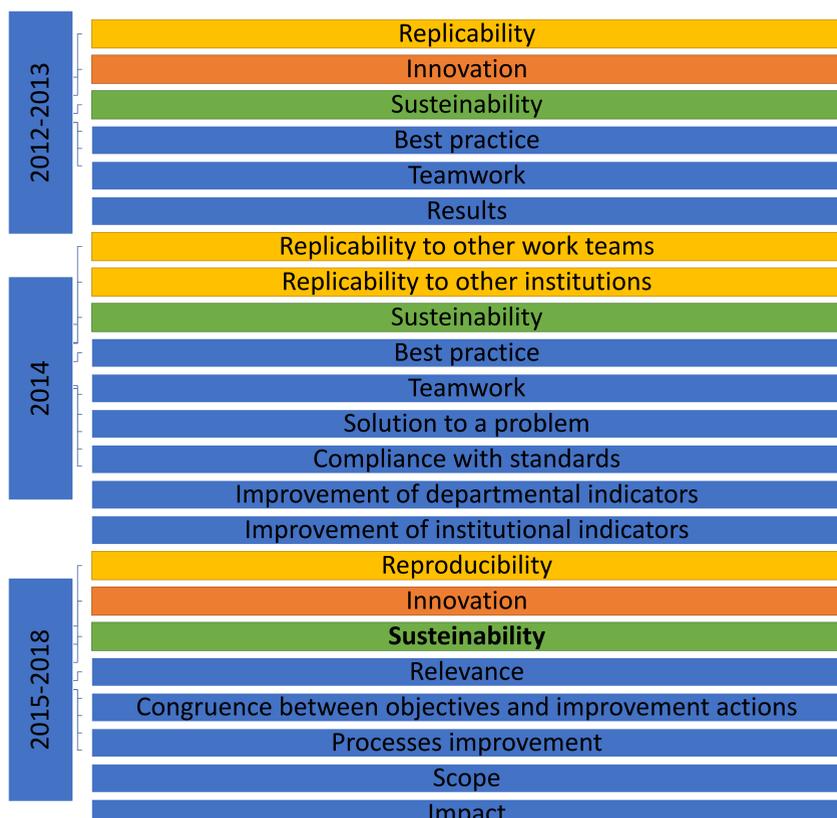
Best practices by service line involved	Best practices by hospital areas involved	Best practices by type of personnel involved
<ul style="list-style-type: none"> <li>General services: 15</li> <li>Clinical services: 20</li> <li>Administrative services: 16</li> </ul>	<ul style="list-style-type: none"> <li>Multidisciplinary: 28</li> <li>One area only: 23</li> </ul>	<ul style="list-style-type: none"> <li>Medical area: 28</li> <li>Nursing area: 18</li> <li>Other healthcare personnel: 11</li> <li>Technicians: 17</li> <li>Administrative staff: 20</li> </ul>

For the first 5 editions of the forum (2002-2015) 10 best practices were selected to be presented in each forum. However, criteria changed in 2016, bringing up the standard, and from then on, only 5 best practices were selected. However, there was a tie between two best practices in 2016, so there were 6 selected practices.

In 2018, all selected best practices (N=51) were tracked in order to determine whether they had been sustained over time and were permanently monitored. With this information, a Kaplan-Meier analysis was conducted in order to determine the overall survival rate, which was 98%. A separate analysis was conducted to evaluate independent survival rates per year. All selected projects observed 100% survival rates in all years but 2014, where the survival rate was 87.5% due to the changes in the evaluation scale.

## Changes Made

The criteria to evaluate and select projects to be acknowledged as Best Practices within the ABC Medical Center have evolved:



## Next Steps

- For the next edition of the Best Practices Forum, an International Best Practices Forum (Latin American Edition) is planned to be held. This will serve as an international benchmarking event of best practices. For the following years, best practices will be required to be submitted under specific categories in order to generate innovative solutions for specific local problems.

Throughout the years, different standards have been used in order to select the best practices to be presented at the Annual Best Practices Forum. However, 3 evaluation standards have remained: **innovation, reproducibility, and sustainability**; thus, making it feasible for best practices to remain and assuring their implementation and follow-up.