

NC Center for Hospital Quality and Patient Safety Strategic Plan for 2009

Foundational Elements

2009 Strategic Initiatives

Mission

To foster a culture of quality and safety within North Carolina hospitals and healthcare

Vision

To lead North Carolina Hospitals to become the safest and highest quality hospitals in the United States

Values

Leadership
Collaboration
Integrity
Transparency
Innovation
Good Science
Positive Focus

Culture

Promote a fair and just patient safety culture

- Implement a North Carolina patient safety training program
- Lead the NC 2008 Just Culture Collaborative
- Expand the number of NC hospitals utilizing the AHRQ HSOPS

Teamwork

Optimize communication and other teamwork skills among health care professionals

- Host NC Quality Improvement and Patient Safety Conference
- Implement a Team STEPPS training program
- Lead initiative to standardize color-coded patient wrist bands

Reliable Process Design

Ensure evidence-based care processes as part of a reliable system.

- Lead NC SCIP Collaborative
- Lead the NC Cardiac Care Collaborative
- Implement a NC ICU collaborative
- Partner with NCSU to design and implement a NC Lean Healthcare program

Organizational Learning

Gain knowledge through transparency

- Expand performance measures on NCHospitalQuality.org
- Expand NC System for Hospital Infection Measurement (SHIM) to more NC hospitals and to include additional measures
- Implement a voluntary, confidential, peer review privileged North Carolina reporting system for serious adverse events

