



## Patient Safety and Health Care Management Improvements



In collaboration with strategic business partners, MainStream GS has become involved in improving patient safety and patient health care within client organizations in two primary areas. TeamSTEPPS is one focus area and the other is a web-driven disease management platform. This Thought Leadership Report provides a general description

of MainStream GS' involvement in these two focus areas.

### TeamSTEPPS

TeamSTEPPS is an evidence-based teamwork system to improve communication and teamwork skills among health care professionals. It was developed in partnership with the DoD and the Agency for Healthcare Research and Quality (AHRQ) (<http://teamsteps.ahrq.gov/>). Working with strategic business partners, MainStream GS' has assisted a number of health care facilities across the United States in assessing improvements to their TeamSTEPPS Team Based Health Care model and supporting Patient Safety.

Working with the health care facilities leadership, the MainStream GS team of continuous improvement and performance consultants have conducted an in-depth assessments of current state Team Based Health Care approaches. These assessments resulted in baseline or "As-Is" framework which depicted these health care facilities' current conditions. Hundreds of personnel interviews and surveys were conducted along with in-depth clinical and administrative observations that provided qualitative data in support of the survey responses.

From that baseline assessment, MainStream worked with the health care facilities' leadership and helped facilitate the implementation of several improvements. One of these initiatives involved the opportunity to standardize key clinical processes and to communicate these improved processes across all similar clinics. Another involved re-establishing the health care facilities' personnel standardization of team based health care tools and methodologies by reinvigorating the application of their TeamSTEPPS program. Lastly, our team

recommended aligning and deploying the change strategy through all levels of the organization and emphasizing best practices in the form of standardized processes and protocols.

These and other recommendations will help align the client's resources on the most critical areas of opportunity, establish the ability to see and monitor the impact to safety, standards and service, and provide for real time decision making in support of a continuing performance improvement agenda.

### Patient Centered Web-Driven Disease Management Platform

One of MainStream GS' clients is interested in launching a prototype patient centered web-driven platform pilot program for various chronic diseases by developing a disease management platform that will improve patient centered care. This platform could be eventually taken across numerous client medical facilities to expand patient care and improve patient care performance metrics while concurrently lowering patient costs. MainStream GS' platform and consulting services would provide real-time delivery of education, self-management goals and tasks, communication and device connectivity.

MainStream GS' model involves working with patients and their connected care teams in ways that would share health data through a social network that is private, secure HIPAA compliant and encrypted. The expected result MainStream GS envisions is improved behavioral compliance with care plan protocols, greater realization of health goals, outcomes improvement and cost containment. This client's senior leadership has expressed a need for bringing this type of connected, real-time care to expand the breadth and depth of disease management care and to improve their patient care metrics.

If you are interested in finding out more about tools that can help you Increase Performance and Sustain Gains feel free to contact MainStream GS at [info@mainstreamgs.com](mailto:info@mainstreamgs.com) or 877-785-4888.

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