PERFORMANCE IMPROVEMENT AT ARIZONA’S TRAUMA CENTERS: A COLLABORATIVE PROCESS

>>> BACKGROUND
The American College of Surgeons recommended that the Arizona Department of Health Services - Bureau of EMS and Trauma System (BEMSTS) continue to enhance Arizona’s trauma system. Three recommendations addressed optimizing the quality at the state’s trauma centers by:
- Continuing to partner with the Center for Rural Health (CRH) to enhance rural trauma care
- Selecting Quality Improvement indicators to track over time
- Convening trauma program managers around the state to address trauma system issues

>>> PROCESS

<table>
<thead>
<tr>
<th>Face-to-Face Workshops</th>
<th>Workshop Host</th>
<th>Number of Attendees</th>
<th>Selected Topics</th>
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</thead>
</table>
| 7.30.13                | Trauma Level I - Banner Health – University Medical Center, Tucson | 39 | • Identifying Roles of Trauma Performance Improvement (PI)  
• Reviewing Morbidity & Mortality Process |
| 11.15.13               | Trauma Level I – Flagstaff Medical Center, Flagstaff | 31 | • Explaining Trauma ED-Throughput  
• Outlining Trauma Finance |
| 3.21.14                | Trauma Level I – Banner Good Samaritan Hospital, Phoenix | 28 | • Building a foundation for Trauma PI  
• Using Trauma Registry Data for PI |
| 7.18.14                | Trauma Level I – HonorHealth Scottsdale Osborn Medical Center, Scottsdale | 43 | • Reviewing PI and Patient Safety (PIPS) Models  
• Identifying which trauma cases need review |
| 11.21.14               | Trauma Level I – DignityHealth - St. Joseph’s Hospital & Medical Center, Phoenix | 39 | • Incorporating Trauma Registry Into Injury Prevention  
• Reviewing PI Identification and Action Planning |
| 3.15.15                | Trauma Level III – Mountain Vista Medical Center, Mesa | 35 | • Providing Trauma Registry Update  
• Strengthening Injury Prevention |
| 7.17.15                | Trauma Level III – Tuba City Regional Health Care Corporation, Tuba City | 24 | • Injury Prevention Part II  
• Spiritual and Native Medicine |

>>> EXPECTED RESULTS
The trauma program managers identified the following expected outcomes:
- Reduce the Emergency Department (ED) dwell time
- Reduce the number of transfers after admissions
- Reduce injury deaths at non-trauma centers
- Improve billing efficiency

>>> OTHER EFFORTS

1. Statewide Trauma Manager Listserv
   - Link: level_iv_trauma@list.arizona.edu
   - Number of Active Members: over 100

2. Quarterly Webinars
   - Planned/Facilitated by 2 Trauma Manager Co-Chairs and AzFlex Program Staff
   - Number of webinars since 2013: 8

3. Support of Rural Trauma Team Development Course at Arizona’s Critical Access Hospitals
   - 2013: Benson Hospital, Little Colorado Medical Center
   - 2014: La Paz Regional Hospital, Parker Indian Health Service
   - 2015: Cobre Valley Regional Medical Center, Copper Queen Community Hospital, Banner Health Page Hospital

>>> NEXT STEPS
- Continue to monitor identified indicators
- Collaborate with the Statewide Injury Prevention Program
- Continue face-to-face meetings and quarterly webinars

>>> QUOTES FROM ATTENDEES

“Great information about billing, registry, and injury prevention. I hope to improve all areas at our hospital.”
(3.20.15 workshop)

“Perform PI effectively by closing the loop.”
(11.21.14 workshop)