

## PERFORMANCE IMPROVEMENT RESOURCES & Risk Management

### Innovis As A Strategy Focused Organization

#### Operational Plan Update

Planning for fiscal year 2011 effective July 2010 has already begun.

- If you have a current operational plan, please update & assure approval by your VP & physician leader.
- If you have been requested to develop an Op Plan and need assistance, contact Amber Sheeley at ext. 8008. Amber can assist & will develop or update your balanced scorecard

Op Plans and Scorecards need to be complete by March 12, since this should be the basis for the budgeting process.

#### WHEN YOU SHOULD CALL THE RISK MANAGER:

1. If you receive any communication from a government agency such as Centers for Medicare/Medicaid Services (CMS).
2. If you receive any communication from a licensing board or regulatory body, Board of Medical Practice/Examiners, Nursing Board, Psychology Board, Pharmacy Board, Podiatry Board, Dental Board, or ND Healthcare Review, Inc.
3. If you receive any communication from an attorney.
4. Any care delivery concern that may have the potential of malpractice risk.

***Do not respond without Risk Management involvement!***  
***The Risk Manager will assist you with the investigation, coordination and response.***

***Barb Pritchard Ext # 8787***

### ***What's Right in Healthcare?***

The IH Quality Improvement Committee has designated 4 teams called Dyads made up of physicians and other disciplines directly related to the subject. They will focus on improving performance with bundled measures.

#### ***The Dyad Teams include:***

**AMI (Acute Myocardial Infarction)**

***Lynnette Anderson  
(P.I. Resources) &  
Dr. Haugen***

**SCIP (Surgical Care Improvement Project)**

***Lynnette Anderson  
(P.I. Resources) &  
Dr. Mahoney***

**HF (Heart Failure) & PN (Pneumonia)**

***Teresa Nelson  
(P.I. Resources) &  
Dr. Shaikh***

**Infection Prevention**

***Jessica Henriksen  
(Infection Control) &  
Dr. Khan***

**March 7 – 13**

**Patient Safety Awareness Week**

**“Let’s Talk: Healthy Conversations for Safer Healthcare”**

