USING SHARED GOVERNANCE FOR QUALITY/PROCESS IMPROVEMENT

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SHARED GOVERNANCE

What is it?
DEFINITION

A dynamic staff leader partnership that promotes collaboration, shared decision making and accountability for improving quality of care, safety, and enhancing work life (University of Vanderbilt, 2013)

PURPOSE OF SHARED GOVERNANCE

Shared accountability for improving quality

Gain multiple perspectives – decentralizes decision making

Gain shared understanding
**BENEFITS**

- Increase chances of success and sustainability
- Reduce the number changes/revisions
- Create buy-in from workforce

**SHARED GOVERNANCE**

Who is it?
KEY MEMBERS/DEPARTMENTS

- Getting a 360 degree view at the table
- Scaling to agency size/requirements
- Committee members to consider

MANAGEMENT DO’S

- DO provide insight objectively
- DO provide regulatory and financial guidance
- DO allow reasonable time for staff to participate
**Management Don'ts**

- DON'T run/control the meeting
- DON'T choose the same staff
- DON'T close your mind to recommendations

**Shared Governance**

How?
REVIEW INFORMATION

- Quality scores
- Survey results (patient, family, staff)
- Safety/Risk issues
- Suggestion Box entries
- New or changing regulations

IDENTIFY OPPORTUNITIES

- Look at metric levels and trends
- Use comparisons and benchmarks
- Prioritize problems/needs
MAKING RECOMMENDATIONS

- More data/investigation needed
- Creation of a focused shared governance workgroup/project team
- Review recommendations from workgroups? Adopt, adapt or abandon?

OTHER POINTS TO CONSIDER

- Keep minutes in committee meetings and workgroup meetings
- Add Shared Governance report out by a committee member to monthly department meetings
- Measure staff engagement scores to evaluate Shared Governance success
- Identify a Leader Champion to present the Shared Governance concept to senior leaders before implementation to gain support.
REFERENCES


QUESTIONS