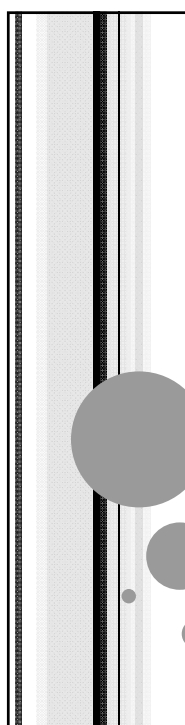


**USING SHARED
GOVERNANCE FOR
QUALITY/PROCESS
IMPROVEMENT**

Cathy Hupf, BSN, CHPN
Director of Quality/PI
Methodist Alliance Home Care, Hospice, and HME



**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



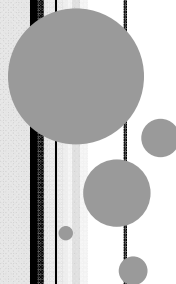
BENEFITS

- 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

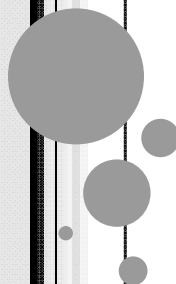
- DON'T run/control the meeting
- DON'T choose the same staff
- DON'T close your mind to recommendations

<input type="checkbox"/>	YES
<input type="checkbox"/>	NO
<input type="checkbox"/>	MAYBE



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.
- 

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Nolan, R., Wary, A., King, M., Laam, L. & Hallick, S. (2011). Geisinger's ProvenCare methodology: driving performance improvement within a shared governance structure. *Journal of Nursing Administration*, 41(5), 226-230.

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QUESTIONS

