American Hospital Association™

Advancing Health in America

AHA CENTER FOR HEALTH INNOVATION

Welcome!

Our program is about to begin…

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5 Key Innovations Driving Outcomes in a Pandemic

Malcolm Baldrige National Quality Award
2019 Award Recipient

AdventistHealth White Memorial

Agenda

- Introductions
- Malcolm Baldrige National Quality Award
- Creating an Environment for Innovation
- Activating Partnerships for Innovation
- Q&A

Meet Today's Speakers

Mara Bryant
Operations Executive
Adventist Health White Memorial

Al Faber
President and CEO
Baldrige Foundation

What Is Performance Excellence?

The term "**Performance Excellence**" refers to an **integrated approach to organizational performance management** that results in:

- Delivery of increasing value to customers and stakeholders, contributing to organizational sustainability (*Innovation*)
- Improvement of overall organizational effectiveness and capabilities (*Innovation*)
- Organizational and personal learning (*Innovation*)

BALDRIGE FOUNDATION

America's Best Investment

Organizational Performance Excellence Model
Copyright, Al Faber, 2019

The Malcolm Baldrige National Quality Award

- Foundation and Legacy of Recognizing Performance Excellence
- Baldrige Excellence Framework
- Adventist Health White Memorial (AHWM), 2019 Baldrige Award Winner

BALDRIGE FOUNDATION

America's Best Investment

AHWM and Our Community

- East Los Angeles
- Multifamily residential inner-city neighborhood
- Freeway's checkerboard community
- Heavy manufacturing & small entrepreneurs
- Part of Adventist Health System, 23 sites, $4.3B faith-based organization

1913: Neighborhood clinic

2021:
2 million+ patients

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Creating an Environment for Success

Earning Trust
Expecting Excellence

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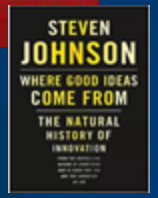
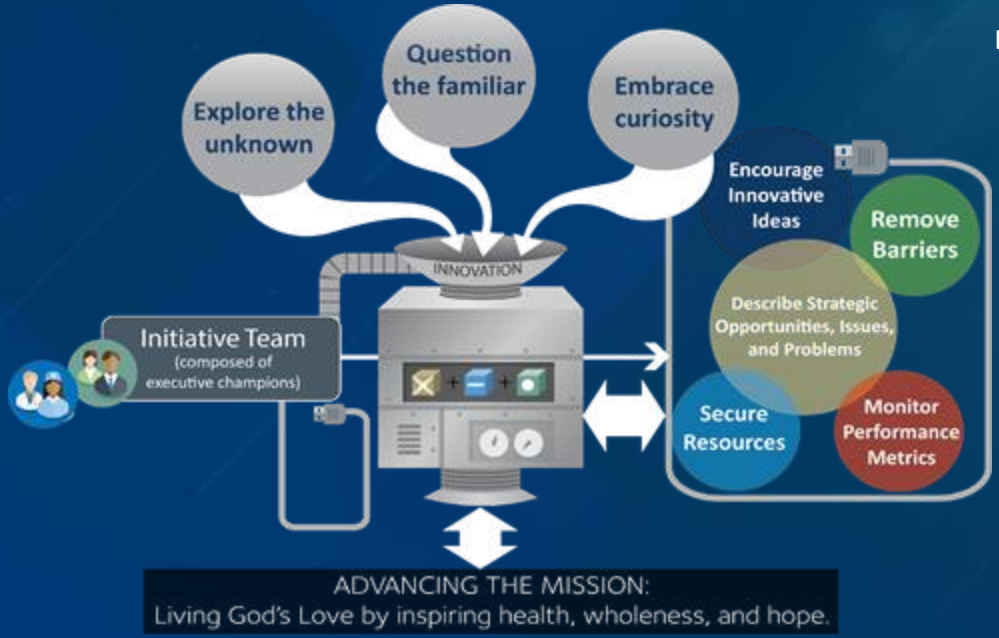
Constantly Learn and Assess: Culture for Innovation

The Good Failure



AHWM Innovation Think Tank



Benchmarking Out Of Industry

Providing Time & Environment For Out-Of-Box Activity

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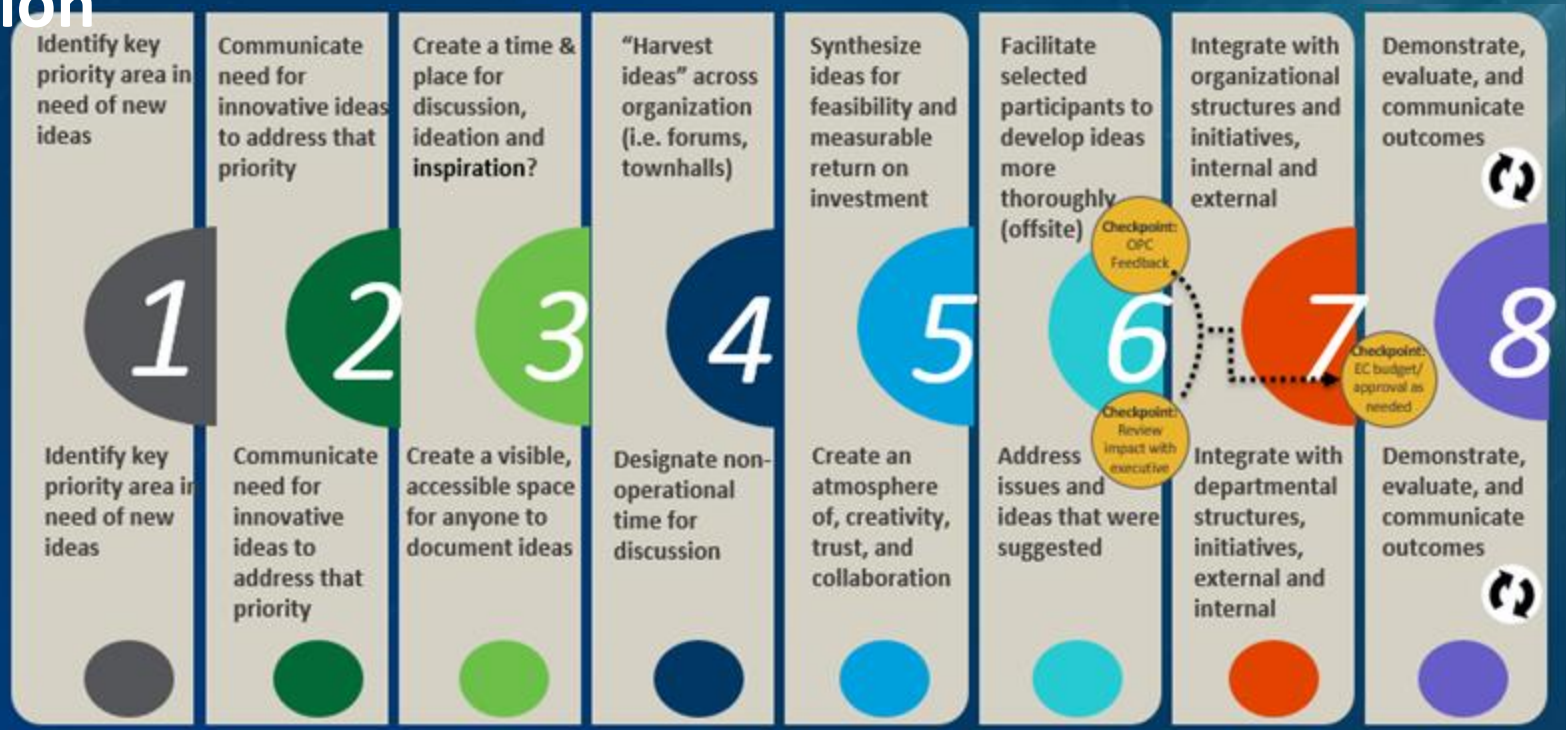
Leaders Create a Transparent Infrastructure For Innovation



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AHWM: A Strong Culture Of Innovation And Results

Level of Care Value Realization

$4.1M

Sepsis 1 Hour Antibiotic Compliance

25% to 75%

Co-creating Vested LatinX Nurses

3% to 36%

Out of Network Cost Reduction using SMS Texting

$3.1M

Community Engage & Spirit of Philanthropy

$7.1M

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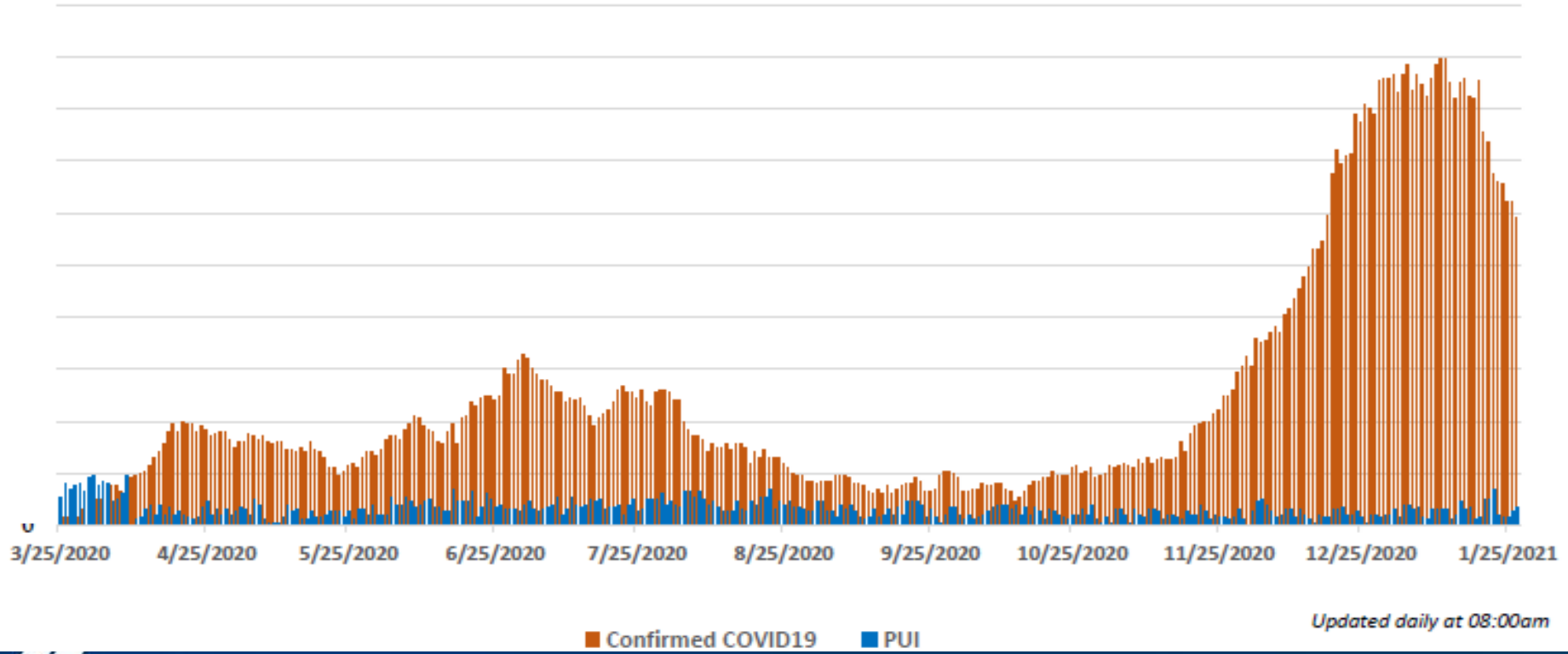
Adventist Health White Memorial COVID -19 IN-HOUSE PATIENTS

Confirmed Cases and Patients Under Investigation (PUI)



Updated daily at 08:00am

Pivoting to Pandemic Response: Filling Key Gaps in Community & Healthcare Infrastructure

Community Testing Site

COVID-19 test site opens in Boyle Heights

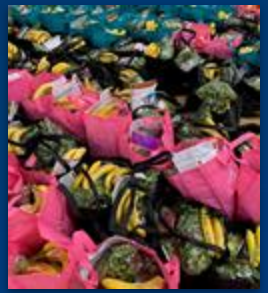
- No Testing Site in the Inner City
- 3 Way Partnership to Open testing site by April 15th

SNF Outbreaks in our Community

LOCAL NEWS

L.A. County investigating COVID-19 outbreaks at 11 nursing homes and other facilities

- Identified 18 Partner Skilled Nursing Facilities
- We are in this together.
- Stayed Connected through Weekly Calls
- Shared Supplies and Testing



AHWM Community Information Center & YMCA COVID Community Relief Efforts

- 25,816 Deliveries of 20 lb Fresh Grocery Bags to Home for Seniors & Disabled
- 155,457 Grab & Go Meals for Children/Families in Need
- 17,191 Meals for Homeless

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Years of Workforce Development: Our Community as Family

Source: Telacu Website

185 TELACU nurses have completed the program

70%+ TELACU nurses at AHWM are pursuing a advanced degree

91% Retention is the highest among TELACU nurses

12 TELACU graduates in Leadership Positions

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Re-Tooling: For New Pandemic Needs

From Managing Out of Network Capitation Patients to Managing Exposed Staff

- $3.1M savings in Out of Network savings
- 3 Days to Convert
- Staff response: 71% Reduction in Manpower Needed: 82%

Real-Time COVID Test Results

- HIPAA Texting to COVID Results
- Improving Patient /Staff Safety

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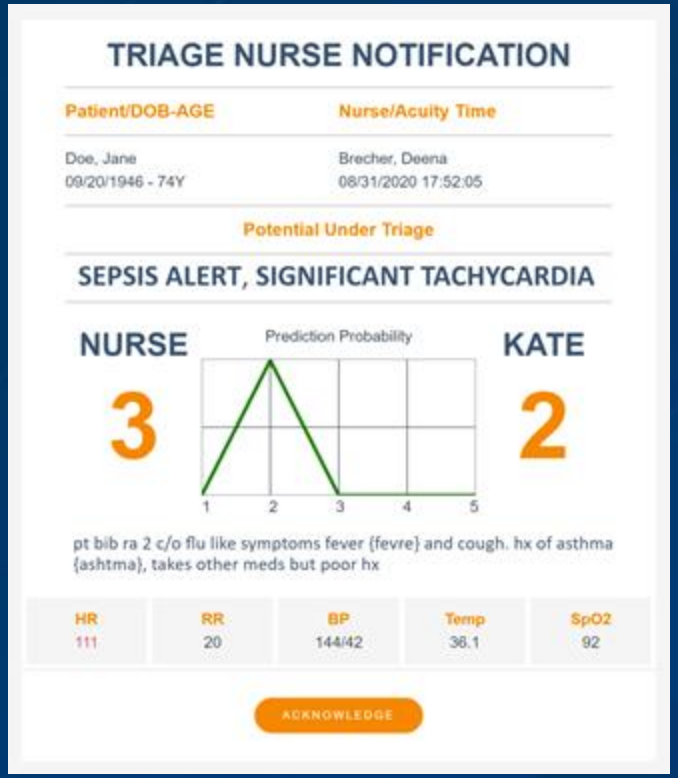
KATE: Investing in and Maximizing Return at the Front Door of the Hospital



Getting to the Right Care – Faster

Providing RNs with clinically accurate real time AI guidance at Triage

10X+ ROI, $ 1.4M*

- Activated partnership with experts in AI/ML/Triage at Mednition
- Decreased LOS
- 25% Reduction in ED Staff Turnover
- Improved clinical reasoning and completeness of triage assessment documentation
- Improved Contribution Margin
- KATE study peer-reviewed (JEN)

* 2019, does not include Sepsis IP LOS Change and ICU/CCU Utilization

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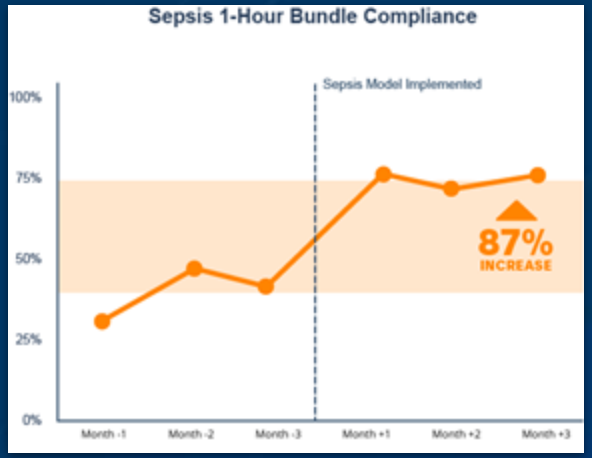
KATE Sepsis AI: Seeing What We Could Not



- Early intervention for high-risk patients at *triage*
- Immediate notification
- Accelerated door to antibiotic time

Implemented best in class early sepsis detection model in the middle of the COVID pandemic

KATE Sepsis – (*at triage, NO labs required)*

Sepsis Bundle adherence better than published evidence (2 SIRS vitals + source of inf). Triage to Antibiotic Administered (median):

- **19 mins** (KATE) vs. 42 min (Previous protocol)

Sepsis Detection Protocol	Surviving Sepsis screening guideline	KATE Sepsis AI
Sensitivity - TPR (ED Sepsis Diagnosis)	48%	**79%**
False Positive Rate (FPR)	4%	6%

AHWM 7/17/20 - 11/22/20

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Our Community Gives Back: Staff Wellbeing & Resilience

Donations & Gifts-in-Kind Related to COVID19

- Total Raised: $1,210,184.80 *(March 16-May 30)*

Oscar De La Hoya donates $250,000

Will & Jada Smith Family Foundation donates $50,000

UniHealth FOUNDATION

UniHealth Foundation
Donates $250,000

BANK OF AMERICA

Bank of America
Donates $125,000

David and Priscilla Lizárraga
Helps Secure Critical Supplies

Sandra Bullock and family
Donates masks

WSS
Donates 400 pairs of Reeboks for our frontline staff

Councilmember-elect Kevin de León delivers meals donated by Beni Yaki

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Leaders Inspire Innovation

“If you want to build a ship, don’t drum up people together to collect wood and don’t assign them tasks and work, but rather TEACH THEM TO LONG FOR THE IMMENSITY OF THE SEA.”

Antoine de Saint-Exupery

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Thank You!

Questions?

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