

Mercy Medical Center

SPRINGFIELD, MA

\$223,134

AWARD EXPENDED

Mercy Medical Center launched three training programs to enhance quality, safety, and overall improvement efforts among hospital leadership and management. Training topics included Lean/Six Sigma and Just Culture. Additionally, the hospital reviewed system-wide human resources, risk management, and clinical operations policies to ensure consistency with Just Culture principles.

CAPABILITY AND CAPACITY BUILDING

The goal of Mercy Medical Center’s training programs was to enhance the culture of safety, efficiency, and continuous improvement by training a critical mass of hospital employees to ultimately shift towards a highly reliable, safe delivery system.

66 employees completed an 8-week ‘Lean in Health Care’ training, 112 employees completed a Just Culture training program, 19 employees completed training in Culture of Safety, 7 health system leaders completed Six Sigma certificate training, and 47 senior leaders and middle managers completed a day-long Lean primary; the staff that completed these trainings subsequently led more than 75 individual improvement initiatives. For example, one hospital team reduced orthopedic length of stay through from a baseline of 3.24 days to 2.98 days by reviewing equipment used.

CHART PHASE 2 AWARD

Mercy Medical Center will reduce emergency department length of stay and enhance services for patients with a behavioral health condition. Activities will include an emergency department based high risk care team. Mercy Medical Center will leverage the developed through extensive staff training in CHART Phase 2 to apply process improvement skills to optimize CHART Phase 2 activities.

Mercy Medical Center trainings

