

Sponsor: Executive Smith**Version:** Draft**Date:** February XX, 20XX**SM-RT Problem Statements:**

At issue: New ileostomy patients returning to the hospital as an inpatient or an ED patient.

1. Our UHC 30-day all cause readmission rate for new ileostomy patients (all admitting services) for admit dates 1/1/20xx - 12/31/20xx is ___% (95% confidence interval ___-___%, n=___).
2. Our mean LOS for new ileostomy patients for admit dates 1/1/20xx - 12/31/20xx is ___days (95% confidence interval ___-___days, n=___, emergent cases removed).

SMART Goal Statements:

1. Reduce our 12 month all-cause ileostomy readmission rate by 50% for the period 1/1/20xy – 12/31/20xy.
2. Reduce our 12 month mean LOS by 2 days for the period 1/1/20xy – 12/31/20xy.
3. If goals are met, financial benefits estimated to be:
 - a. \$__K-__K from reduced LOS. Basis: Colectomy direct cost average of last 3 days of stay.
 - b. \$__K-__K from reduced readmits. Basis: direct cost of colectomy readmit cases.

Deliverables:

1. Physical and visual controls in place to promote adoption of improvements.
2. Education and communication plan to stakeholders developed and delivered.

Scope & Boundaries:

1. New ileostomy patients with ICD-9s ___, ___, ___, ___, ___, ___, ___, ___, ___, ___, ___, ___, or ___.
2. Urgent and elective patients
3. General Surgery admitting service

Approach:

1. Establish our baseline performance. (Fill in the charter blanks.)
2. Pareto the causes of readmissions. Pareto the costs of readmissions.
3. Estimate financial benefits.
4. Map current state process(es).
5. Process and performance benchmarking: Review success at peer institutions and compare to our current process.
6. Adapt their processes steps to suit ours as our clinicians see fit.
7. Map future state process(es).
8. Design forcing functions to make it easy to adopt the future state process.
9. Pilot the process.
10. Monitor.

Stakeholders: Patients, physicians, Nursing, inpatient post-op units.

Team Members:

Team Member	Department	Job Title/Specialty	Role
Abigail	Ostomy Nursing	Project Facilitator	Core
Benny	Decision Support	Analyst	Core
Carson	Post-Op Unit	RN, Manager	Core
Duke	General Surgery	Surgeon	Core
Ethan	Quality & Patient Safety	Quality Improvement Specialist	Core
Findley, MD	General Surgery	Surgeon	Core
TBD	IT	PowerChart Expert	Ad-hoc
TBD	CSE	Staff Development Educator	Ad-hoc