

Tucson Medical Center implements CDB and discovers areas for improvement

Tucson Medical Center (TMC) is a 600-bed hospital and has been a locally governed nonprofit regional hospital for more than 75 years. TMC employs a physician group that serves Tucson and the greater southern Arizona community.

Challenge

Before TMC brought Vizient on board, they utilized a system that didn't provide benchmarking or comparison data. In addition, the data accuracy was constantly put into question. TMC wanted more transparency to compare to other organizations and also automate the reporting process.

Solution

The CDB has allowed TMC to look at its trended data around quality measures and how the organization compares to its peers so they can focus on where they have the greatest opportunities. Before, TMC didn't have that level of granularity. CDB allowed them to dig into the data and identify specific areas for improvement.

Results

While TMC is very new in its partnership with Vizient, in less than a year the CDB has allowed them to organize more than 200-metrics to feed a variety of score cards, migrated existing data-sets, implemented dashboards and replaced preexisting reports. They are now benchmarking against other teaching hospitals to determine performance opportunities. Because the data is now reliable, they have been able to gain physician buy-in, previously TMC's toughest stakeholders. CDB has also helped narrow down areas of focus, allowing TMC to pinpoint key areas for improvement. For instance, a deep dive into the data revealed opportunities for improvement around length of stay and sepsis mortality, of which they are currently exploring.

Critical success factors

- Consensus and engagement from leadership, physicians and key stakeholders allowed the organization to implement quickly.
- Reliable data to drive process improvements.
- Lightening speed implementation – 46 days to implement, which is half the average number of days.