



- Senior department administrator with support of the department chair guided the resident Quality Improvement director
- A committee of 5 residents from all class years was established
- An electronic submission system was created per specifications of the committee based on Idea Systems described in the literature and previously implemented by technologists in our department



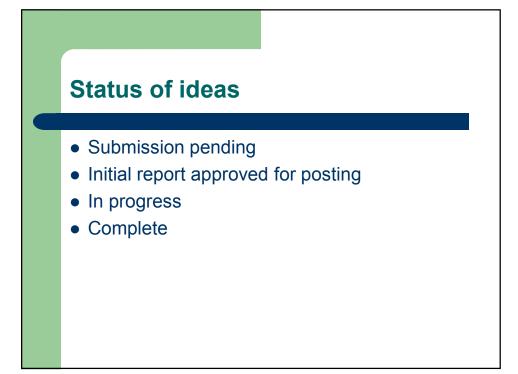


- Patient safety
- Resident safety
- Information technology
- Other

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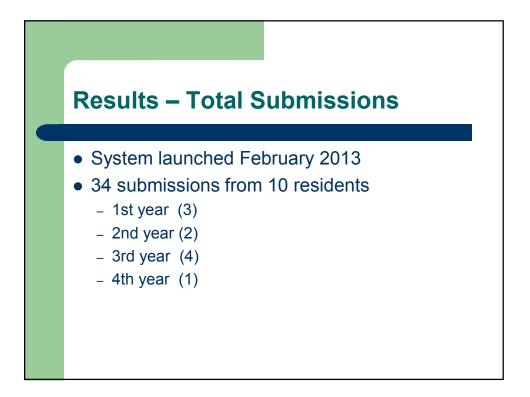


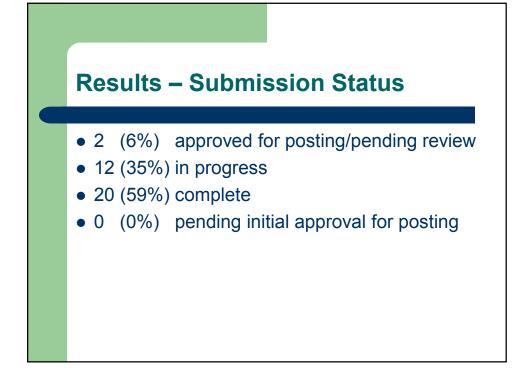
- Committee members are notified electronically every time an idea is submitted
- Any member of the committee may review the submission and approve it for posting on the Idea System electronic dashboard, which is visible to all residents
- The committee meets every 5 weeks to review ideas
- After review, all ideas receive a written response on the Idea System dashboard
- Tasks related to implementing changes are delegated among committee members

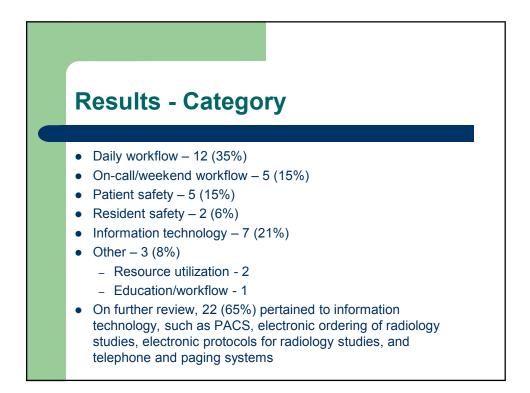


Idea System Dashboard

- Description (as submitted)
- Category (as submitted)
- Date, location, and modality, if relevant (as submitted)
- Initial action taken and initial suggestions (as submitted)
- Date of submission and name of submitting resident
- Status
- Resolution to date
- Date of last resolution edit and name of committee member who made the change

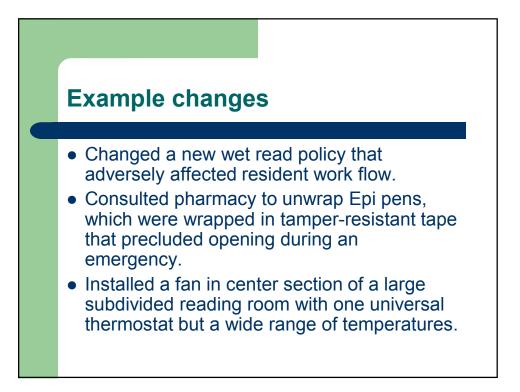






Example changes

- Replaced computer in the department conference room, which was malfunctioning during conferences on a daily basis.
- Fixed broken chairs in the reading room, most of which were still under warranty.
- Allowed long distance calls without a special access code from telephones in the on-call reading rooms, so that on-call residents can return pages from ordering physicians with long-distance cell phone numbers without delay.



Example Changes

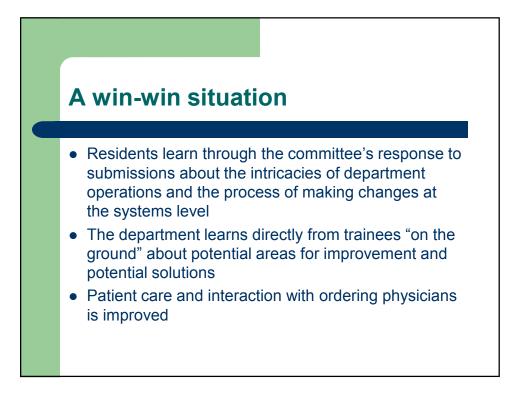
- Redesigning the electronic protocol system, which was not considered a priority issue until multiple residents submitted ideas suggesting changes.
- Provided notepads in the reading rooms for daily note-taking to reduce use of high-quality printer paper.
- Purchased a head-lamp speculum light for sonohysterography and hysterosalpingography to facilitate faster cervical catheter placement and reduce patient discomfort.

Challenges

 Implementing information technology systems changes is complex and costly. Not all proposed changes could be accomplished in the short-term, but as a result of this system, resident ideas will be incorporated into long-term system updates.

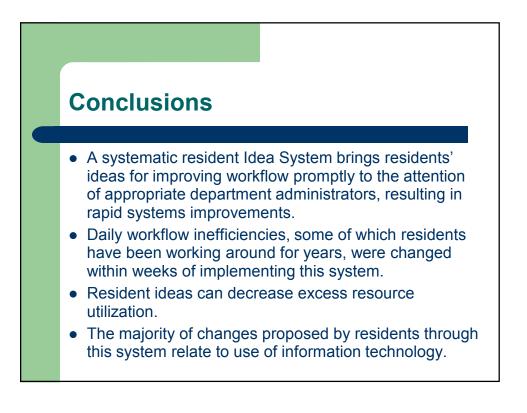
Indirect benefits

 Once this system revealed a common theme of suggestions for improving our department's information technology (IT), a designated resident, who is also a member of the Idea System committee, was invited to join the IT planning committee to provide resident input at the planning stages of implementing new departmental IT systems





- Add a "like" feature to the dashboard which will informally poll residents to determine which ideas to prioritize
- Involve additional residents, including new first year residents, in quality improvement, including through the Idea System committee



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