



More and Better

Getting better, faster, because every life matters.

Jim Harden



CompassCare

2002 and 2018

Our Journey to Standardization

Current Situation

What's the problem?

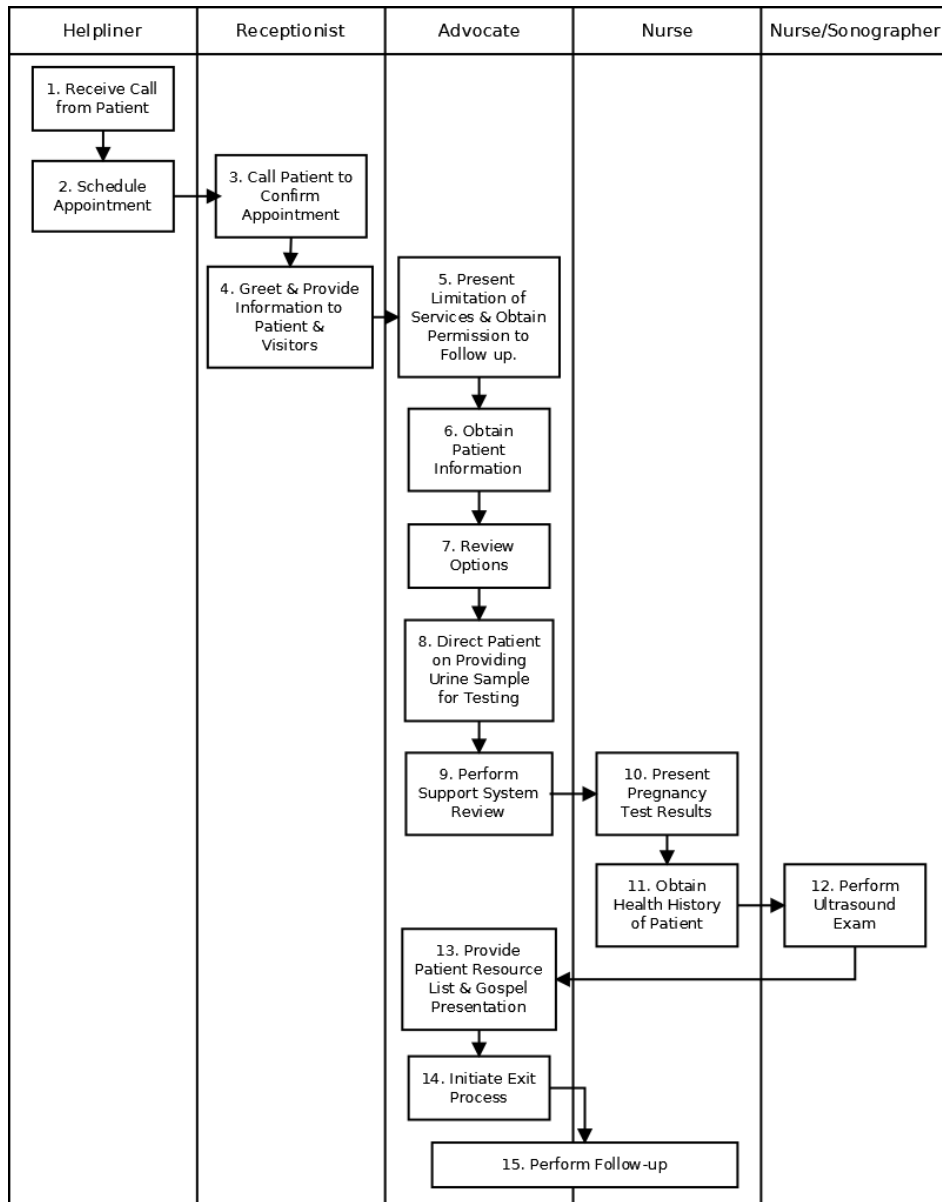
Goal: More and Better

Serve more at-risk patients, more effectively, to save more lives.

Standardization

1. Identify—What are the steps?
2. Codify—Write them down
3. Assign—Who is responsible for what, when?





Swim Lanes

Who is responsible for what, when?



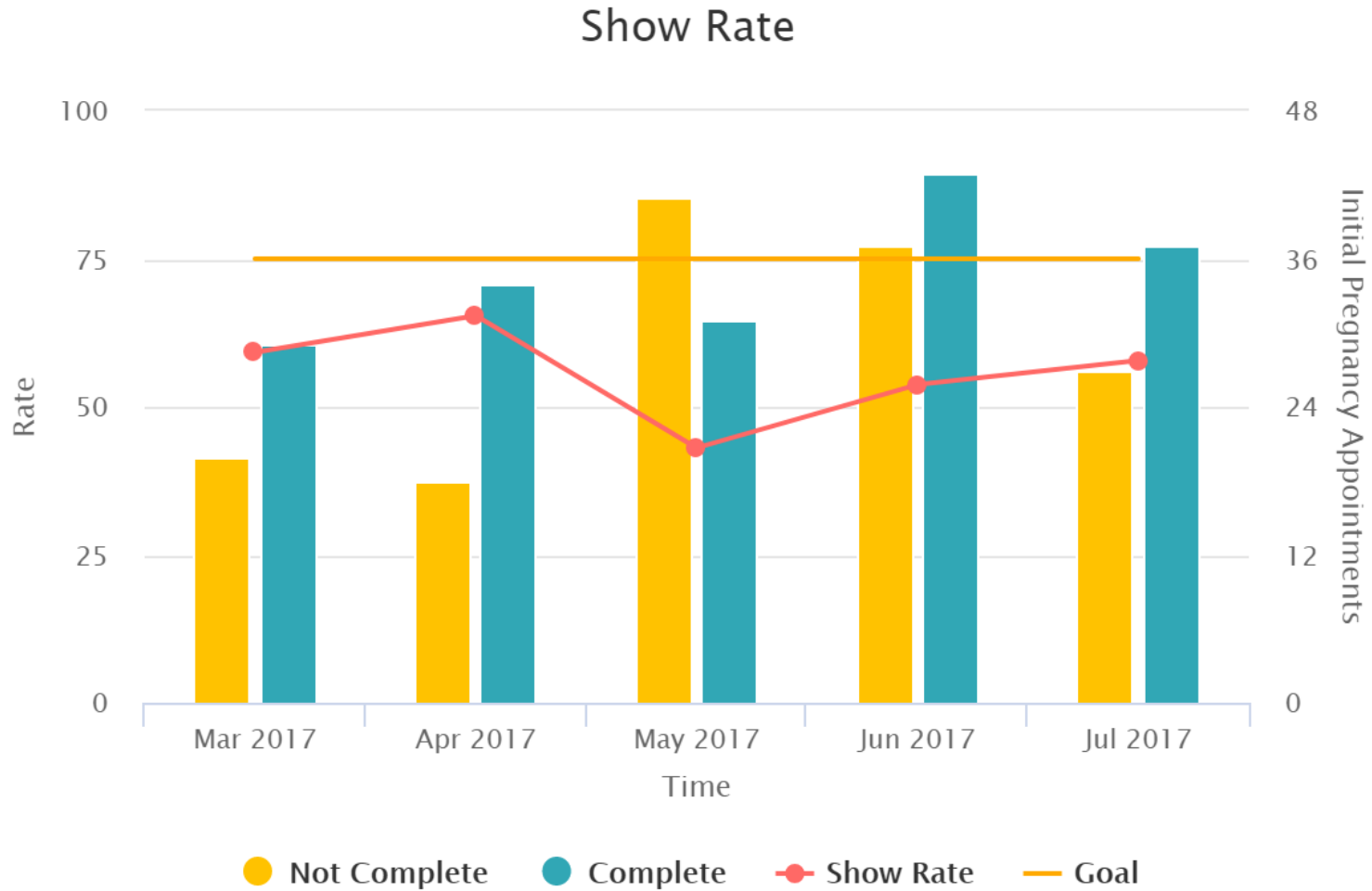
Standardization

1. Identify
2. Codify
3. Assign
4. Execute
5. Measure
6. Improve

Continuous Improvement Examples

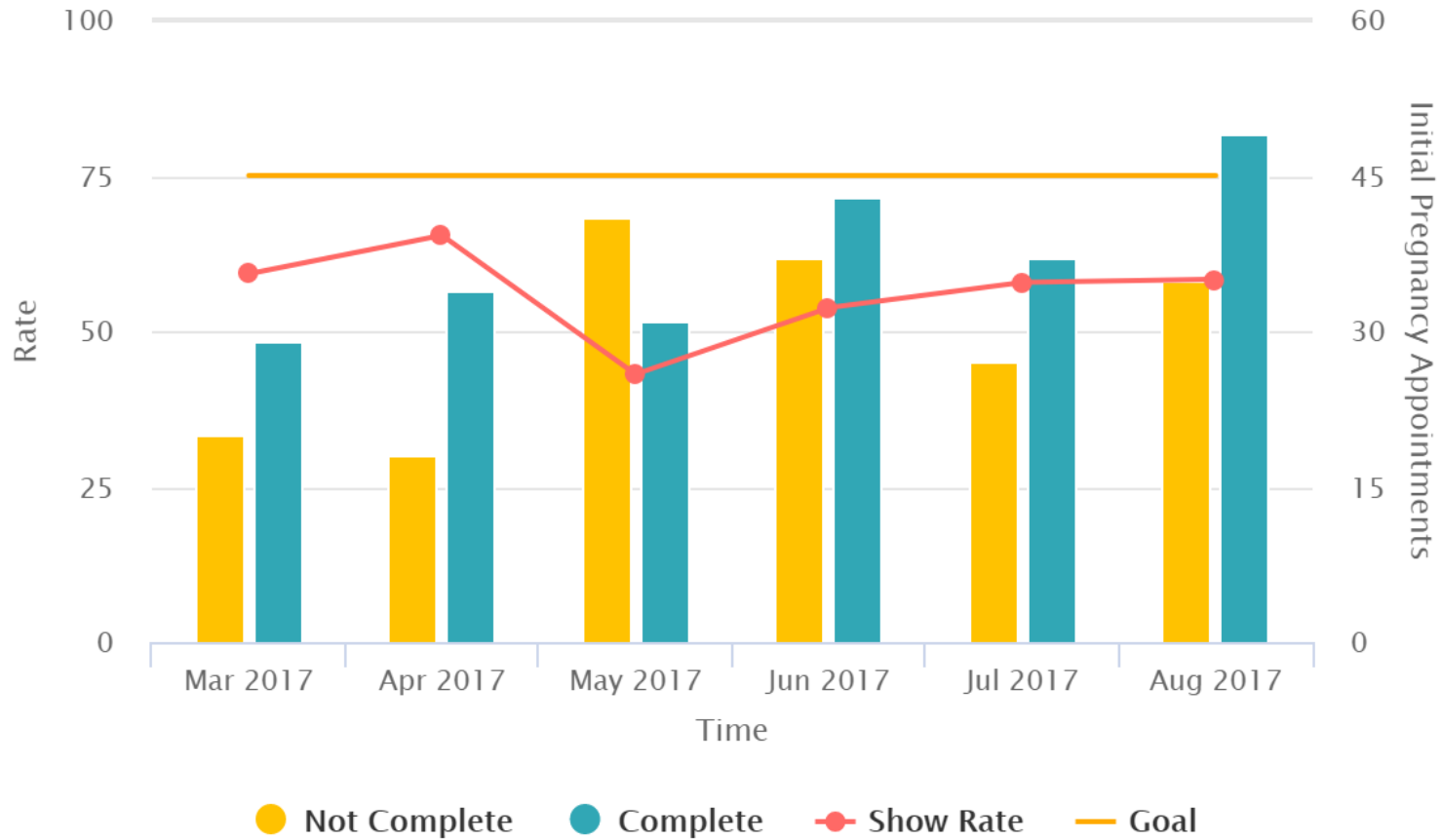
Matt Sones

RN Day-of Call



RN Day-of Call

Show Rate



The Santa-Barbara Streamline

AVR	Abortion Determined		
	Center	Patients	CP
Casper	9	4	44.44
Dublin	18	8	44.44
Rochester	76	15	19.74
SantaBarbara	24	10	41.67
Tifton	15	5	33.33
Ukiah	16	3	18.75
Worcester	13	0	0.00
Total	171	45	26.32



A Survey Moves the Needle

COMPASSCARE

5-Minute
PREGNANCY INTENTIONS SURVEY

Part 1 > Part 2 > Part 3 > Part 4 > Part 5 > Thank You

Part 1

How many times have you done this survey (during your current pregnancy)?

This is my:

Section 1

I intend to continue this pregnancy.

Strongly Disagree Disagree Slightly Disagree Neutral (Not Sure) Slightly Agree Agree Strongly Agree

How likely is it that you will continue this pregnancy?

Very Unlikely Unlikely Slightly Unlikely Neutral (Not Sure) Slightly Likely Likely Very Likely

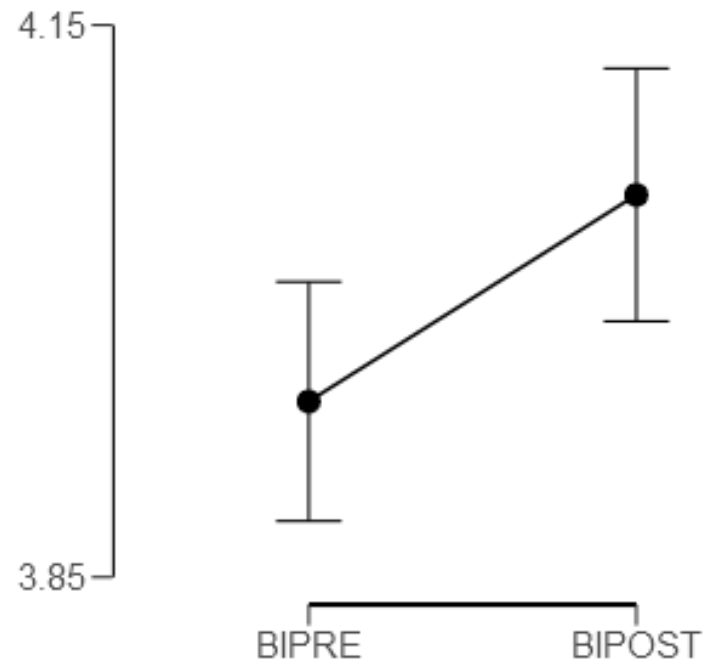
[Next](#)



Survey Results

- ▶ The *survey itself* is improving our patient's attitudes toward continuing their pregnancies.

	N	Mean
BIPRE	220	3.945
BIPOST	208	4.058



Continuous Improvement



Resources

▶ cchoptimize.com/preborn



Presentation Slides



Theory of Planned Behavior
Survey



Sample Swim Lane Diagram



Optimization Tool Manuals

Registration required for access.



About CompassCare and
the Optimization Tool



Explore the Optimize
Software

