

Saving Health Care

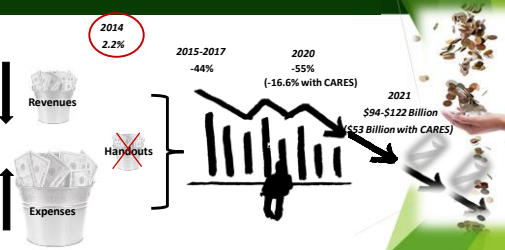
“Quality”

The Diamond in the Rough in Helping Us to Save Health Care!



All Rights Reserved – 2023 Darlene D. Rindridge & Associates, Inc. USPTO is patent protected with the U.S. Patent Office

Saving Health Care



2014
2.2%

Revenues

Expenses

Handouts

2015-2017
-44%

2020
-55%
(-16.6% with CARES)

2021
\$94-\$122 Billion
(\$53 Billion with CARES)

All Rights Reserved – 2023 Darlene D. Rindridge & Associates, Inc. USPTO is patent protected with the U.S. Patent Office

Saving Health Care

The Cost of Quality For Hospitals!

A Trillion Dollars a Year

- ❑ \$600 Billion in Administrative Costs
- ❑ \$380 Billion in the Cost of Medical Errors
- ❑ \$300 Billion in Lost Business Opportunities




All Rights Reserved – 2023 Darlene D. Rindridge & Associates, Inc. USPTO is patent protected with the U.S. Patent Office

Saving Health Care

How we lose so much money to the way we manage quality?

How we keep doing it?

How we have to act differently to stop it?



All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care

Healthcare's Tit-for-Tat Quality Model

Adapted from the work of James Reason

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care

The Losing Game of Tit-for-Tat

Adapted from the work of James Reason

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care

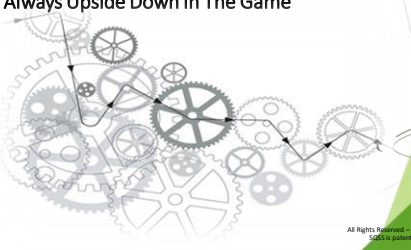
20 minutes
 X 3 shifts
 X 305 days in a year
 21,900 minutes
 X 25 patients
 547,500 minutes
 = 9.625 hrs in an hr
 91.25 hours
 1,800 hours per FTE
 5.07 FTEs




All Rights Reserved – 2023 Darlene D. Rainbridge & Associates, Inc.
 SDBS is a patent protected with the U.S. Patent Office

Saving Health Care

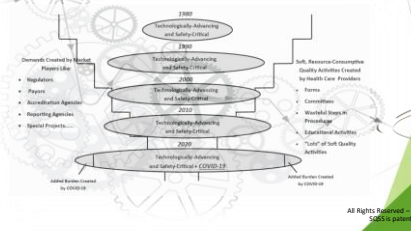

Always Upside Down in The Game




All Rights Reserved – 2023 Darlene D. Rainbridge & Associates, Inc.
 SDBS is a patent protected with the U.S. Patent Office

Saving Health Care

Always Upside Down in The Game

All Rights Reserved – 2023 Darlene D. Rainbridge & Associates, Inc.
 SDBS is a patent protected with the U.S. Patent Office

Saving Health Care

U.S. Department of Health and Human Services
Office of Inspector General

Adverse Events in Hospitals:
A Quarter of Medicare
Patients Experienced Harm in
October 2018

David A. Green
Inspector General
U.S. Department of Health and Human Services

RECOMMENDATION:

1. Expand the lists
2. Expand the types of harm addressed as part of pilot projects and special programs
3. Identify and develop new strategies for the hospitals in reducing errors

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is patent protected with the U.S. Patent Office

Saving Health Care

Little Quality
- Passing Surveys
- Special Projects
- HCAHPS

Big Quality
Financial,
Operational and
Reputational Health

Quality

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is patent protected with the U.S. Patent Office

Saving Health Care

HOSPITAL

TOP QUALITY

Quality

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is patent protected with the U.S. Patent Office

Saving Health Care

STP

Quality

All Rights Reserved - 2023 Darlene D Bainbridge & Associates, Inc.
SQS5 is patent protected with the U.S. Patent Office

Saving Health Care

Quality

All Rights Reserved - 2023 Darlene D Bainbridge & Associates, Inc.
SQS5 is patent protected with the U.S. Patent Office

Saving Health Care


Quality

All Rights Reserved - 2023 Darlene D Bainbridge & Associates, Inc.
SQS5 is patent protected with the U.S. Patent Office

Saving Health Care

1:10:100 Rule

1,000
10,000
100,000
1,000,000



All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care

What Can An Incident Managed to the "100" Cost

1. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

2. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

3. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

4. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

5. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

6. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

7. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?


8. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

9. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

10. Will the cost be less than the cost of the incident if the incident is managed to the "100" cost?

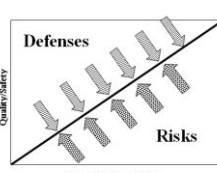
10:100 Rule

1,000
10,000
100,000
1,000,000




All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care



Adapted from the work of James Reason



All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

Saving Health Care

Cost of IC Program

2005	~\$60,000
2013	~\$140,000
2020	~\$220,000

Cost of Infections

2010	~\$10,300
2017	~\$14,600
2022	~\$25,000 - \$67,000 +

\$28 - \$47 billion in hospital costs
\$1.9 billion in multi-resistant (2021)

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc. SOPS is patent protected with the U.S. Patent Office.

Saving Health Care

Innovation/Production

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc. SOPS is patent protected with the U.S. Patent Office.

Saving Health Care

Cost of Managing to the "100"!

- One infection - \$31,000 to \$67,000 +
- (CLBSI) - \$48,000 to \$69,000 +
- One fall - \$6,700 to \$14,668+
- One CAUTI - \$13,793 to \$22,568 +
- One ventilator associated infection - \$47,238 to \$72,587 +
- One surgical site infection - \$28,000 to \$58,000 +
- One C. diff infection - \$17,260 to \$35,000 +
- One VTE - \$17,367 to \$22,898 +
- One preventable pressure ulcer - \$20,900 to \$51,000+
- One medication error - \$5,800 to \$15,441 +

Quality

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc. SOPS is patent protected with the U.S. Patent Office.

Saving Health Care

The Cost of Chasing New Money Without Managing the Quality Side of the Coin!

A multi-million dollar piece of diagnostic technology

Quality

Saving Health Care

Money

Quality

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc. TQ25 is a patent protected with the U.S. Patent Office

Saving Health Care

Money


Quality

All Rights Reserved - 2023 Darlene D. Rainbridge & Associates, Inc. TQ25 is a patent protected with the U.S. Patent Office

✓ Saving Health Care

What does it mean to be in the 95th percentile on a question where the herd is running tight and its collective performance is only 67%.

What do it mean if that question that has nothing to do with what decides whether a patient feels so well cared for and personally cared about that he or she will be back with family and friends in tow because of the great stories they have to tell?




All Rights Reserved – 2023 Darlene D. Kuntzberg & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office

✓ Saving Health Care

Is it one more activity in the game of Tit-for-Tat where we pretend that it means that we are winning

or

is it how we position ourselves to survive in an increasingly competitive world?



All Rights Reserved – 2023 Darlene D. Kuntzberg & Associates, Inc.
SOS is a patent protected with the U.S. Patent Office
