

# REDUCING HARM

## FOCUSED PARTNERSHIP

Proactive care and partnering with consumers to drive safety

 HURON |  StuderGroup

### GET RESULTS

Enhance your consumer's experience and reduce harm through the implementation of focused evidence-based tools and tactics designed to improve the consistency of behaviours and communication.

#### Targeting results in:



Enhanced team engagement



Improved service efficiency



Increased engagement in care



Improved quality outcomes



Improved Experience with care

Ineffective communication, anxiety, reactive care processes and care transitions have been found to increase the risk of harm for consumers. Understanding the needs of consumers and implementing best practice processes builds a culture of service that enhances the partnership between care teams and consumers and drives optimal care outcomes.

It is our goal to help organisations improve their consumer's healthcare journey while providing the highest levels of safe, effective and compassionate service. We focus on processes that provide real time feedback, and build fundamental communication and proactive care practices that directly influence experience, engagement and understanding of our consumers.

Our results have shown that these processes support organisations to realise enhanced quality and safety outcomes and ultimately provide an optimal service experience. Through the Reducing Harm Focused Partnership, Studer Group can assist in the development and delivery of a comprehensive plan designed to help you achieve and sustain results.

### REDUCING HARM FOCUSED PARTNERSHIP

Typically, a focused partnership is 6 - 24 months in length dependent on the agreed outcomes and will include:

#### A comprehensive assessment including:

- Identification and agreement of desired outcomes
- Identification of agreed time frames for engagement
- Assessment of current practices and outcomes
- Organisational Risk and Readiness survey

**Customised detailed implementation plan** developed in consultation with the organisation including recommendations based on assessment findings.

**Advice and support in development and implementation** of proactive care best practices, processes and guidelines for reduced harm. Based on the assessment findings tactics may include:

- **Leader Rounding with Consumers**
- **AIDET® (Fundamentals of Communication)**
- **Patient Communication Boards**
- **Key Words at Key Times**
- **Hourly Rounding®**
- **Bedside Handover**
- **Safety Huddles**

**On-site / Virtual coaching** focused on proactive care best practices to support implementation, consistency and quality of behaviours and processes.

#### ADDITIONAL OPTIONS:

**On-site / Virtual workshops** focused on Evidence-Based Reducing Harm communication, behaviours and processes.

Installation of **Leader Evaluation Manager®** software solution

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