Benson Healthcare: “Radical Collaboration and Community Engagement”
This submission discusses a collaborative effort led by Benson Healthcare and the Arizona Hospital and Healthcare Association to address health needs in the community by directly engaging residents and forming partnerships with various organizations. Through the use of process improvement methods, they identified needs and solutions, leading to the successful establishment of The Sunshine House, which offers both physical and mental health resources. This collaborative initiative emphasizes radical collaboration and community engagement, aiming for sustained health and wellness in Benson.

Benson Healthcare: “Sepsis One-Hour Bundle”
Benson Healthcare focused on addressing sepsis, a life-threatening condition, by improving its detection and response time. Implementing the "Sepsis One-hour Bundle," the hospital streamlined processes for early recognition and timely intervention, resulting in a 76% early recognition rate and an average sepsis treatment initiation time of 39 minutes. Their journey highlighted the importance of leadership, continuous process improvement, and the need for sustained commitment to achieve notable outcomes and pave the way for future enhancements in patient care.

Copper Queen Community Hospital: “Access to Care: Practice Performance Improvement Program”
In August 2022, Copper Queen Community Hospital (CQCH) collaborated with Optum and the United Healthcare (UHC) on a Practice Performance Improvement Program aimed at addressing the lower than desired Getting Needed Care (GNC) composite scores. They adopted the Define-Measure-Analyze-Improve-Control (DMAIC) problem-solving approach targeting a 5% improvement in GNC scores. The initiative resulted in a variety of enhanced outcomes, including improved patient feedback on obtaining needed care, a reduction in wait times, and a substantial increase in the number of patients attending follow-up appointments.

Copper Queen Community Hospital: “Active Shooter Preparedness & Response”
Copper Queen Community Hospital (CQCH) acknowledged the increasing threat of workplace violence in healthcare and took proactive measures to enhance their active shooter preparedness and response. Through leadership planning, the hospital adopted the Emergency Preparedness Coordinator (EPC) framework and held hospital drills involving an external aggressor scenario. These initiatives, paired with policy changes and ongoing training, improved the hospital's readiness and response capabilities, with a focus on safety, efficient evacuation, and continued patient care during such emergencies.

Northern Cochise Community Hospital: “Time is Brain”
In early 2022, Northern Cochise Community Hospital (NCCH) identified that its stroke care did not meet expected criteria and took steps to standardize and communicate these expectations. The hospital updated its clinical policies and aligned radiology and nursing procedures to ensure that patients with stroke symptoms receive immediate CT scans with nurse accompaniment. As a result, NCCH prioritized stroke alerts and treatments, and these improvements were shared with medical colleagues throughout southeastern Arizona.

Phoenix VA Health Care System: “Optimizing ED Throughput”
The Phoenix VA Health Care System identified challenges in Emergency Department (ED) throughput, including communication and patient satisfaction issues. They employed the Lean Management Improvement and Lean Daily Model (LDM) methodologies to streamline ED processes, which resulted in
significant improvements such as a 44% decrease in ED boarding and a 6% reduction in bed turnover time. Key learnings emphasized the importance of multidisciplinary teams, frequent communication, and the value of iterative process improvements for sustained outcomes.

**Southern VA Health Care System: “Pre-Post Operative Care Transition”**
The Southern Arizona VA Health Care System addressed concerns regarding pre and post operative care transitions, particularly issues with delays in surgeries and continued stays that failed to meet criteria. Utilizing the Lean Methodology and Process Mapping, they systematically reviewed and optimized their operative care processes, leading to evident improvements in surgical scheduling and reduced unnecessary extended stays. The initiative underscored the importance of multidisciplinary collaboration, patient-centered approaches, and the continual monitoring of implemented changes to ensure long-term sustainability.

**Southern VA Health Care System: “Stress Discussed”**
The Southern Arizona VA Health Care System identified concerns related to stress levels in veteran populations, as evidenced by lower-than-target patient health outcomes and an increase in healthcare service utilization. Employing the Lean Methodology, the facility implemented various process improvements, resulting in noticeable enhancements in managing and addressing stress-related concerns in their patients. The project emphasized the significant impact of stress on patients’ health outcomes and highlighted the benefits of a comprehensive, multidisciplinary approach to stress management for better healthcare results.

**Valleywise Health: “Reduction of Healthcare-Onset MRSA Bacteremia”**
Valleywise Health initiated a project to address the increasing incidence of Healthcare-Onset MRSA Bacteremia, a concern that impacts patient outcomes and raises healthcare costs. By utilizing the Plan-Do-Check-Act methodology, the institution implemented several process improvements, such as MRSA screening and decolonization, which led to a notable reduction in MRSA cases. The sustained efforts emphasize the importance of continuous monitoring, stakeholder engagement, and education in achieving and maintaining better patient outcomes related to MRSA.

**Yuma Regional Medical Center: “CAUTI Risk Reduction: One Unit’s Journey”**
Yuma Regional Medical Center embarked on a project to address the rising rates of Catheter Associated Urinary Tract Infections (CAUTI) in one of its clinical units. Utilizing the Plan-Do-Check-Act cycle and various other process improvement methods, they managed to implement new practices and protocols, leading to a significant reduction in CAUTI cases. Lessons from this initiative highlighted the importance of continuous staff engagement, recognizing challenges, ensuring effective communication, and maintaining regular training for sustainability and improved patient outcomes.