



Pittsburgh Regional Healthcare Initiative

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Naida Grunden, editor

Introducing NCIN

It's a logical outcropping of our shared learning model. PRHI is proud to announce the first meeting of its latest outreach effort, the National Clinical Improvement Network, or NCIN (pronounced *Ensign*) occurred September 17-18th, 2002.

Across the country, organizations and individuals are building knowledge about how to improve healthcare delivery systems in a complex environment. PRHI shares such learning regionally. Yet few links exist for broader knowledge-sharing. PRHI has drawn from the well of others' experiences so a theme of the session was "We are a reflection of you—how do we look in your eyes?"

NCIN is designed to connect people focusing on point of care improvements in an authentic way through site visits. The group is intentionally informal and small to allow the exchange of ideas in a safe environment. {see principles insert}

Eventually, NCIN may develop a quality partnership with a Federal Working Group, so some Federal policymakers might have a place to come and learn about

problem-solving at the point of care.

Someone from the systems listed in the sidebar to the left attended the NCIN kickoff.

The group learned together and went to two learning lines to understand the work of the healthcare professionals and how the Perfecting Patient Care System might improve the system. Discussion centered around the leadership and strategy issues, real-time problem solving and the framework of understanding work in terms of activities, connections, pathways and improvement.

The next NCIN meeting is planned for the Spring of 2003 and will be hosted by the Dartmouth-Hitchcock Medical Center. The group will focus on Dartmouth's Spine and Breast Centers, the Northern New England Cardiovascular Study Group and Shared Decision Making. The next session will encourage each group to share challenges they are facing so problem-solving together can occur.

PRINCIPLES

- ✓ All participants value improving quality *at the point of care by the people doing the work with a systems approach*;
- ✓ All participants are willing to openly share their learnings such as '*what works*' or '*what does not work*'. Participants will learn, adapt, innovate and share in an expanding ripple effect of learning circles to create partnerships;
- ✓ The sharing will be in real-time, *in the course of work*, experiences (meetings, forums, point-of-care exposure, "a day in the life..."), during site visits at the participating organizations;
- ✓ The environment will be collaborative and supportive to mutual goals with *openness and respect* to harmoniously combine cooperation and competition in an "iron sharpens iron" fashion;
- ✓ The form our interaction takes is expected to evolve based on the simple infrastructure required to support each other's work but is expected to remain consistently informal and authentic. Therefore, any structure is purely to facilitate dialogue, deliberation, and coordination among equals who continuously self-organize, self-select and self-govern. This is a pay-your-own-way enterprise with no membership fees, dues, or consultant fees.]

**ROCHESTER HEALTH
COMMISSION, NY**

**SUTTER HEALTH SYSTEM,
SACRAMENTO, CA**

**LUTHER MIDELFORT, MAYO
HEALTH SYSTEM, EAU CLAIRE,
WI**

ATLANTIC HEALTH SYSTEM, NJ

**INTERMOUNTAIN HEALTHCARE,
SALT LAKE CITY, UT**

**INSTITUTE FOR CLINICAL
SYSTEMS IMPROVEMENT,
BLOOMINGTON, MN**

**THE REINERTSEN GROUP, ALTA,
WY**

JCAHO, OAKBROOK TERRACE, IL

**NORTHERN NEW ENGLAND
CARDIOVASCULAR STUDY GROUP,
MANCHESTER, NH**



For further information on the National Clinical Improvement Network (NCIN), contact PRHI staff members:

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Ms. Frndak was a consultant for PMSCO, a for-profit subsidiary of the Pennsylvania Medical Society. Before that, she practiced as a physician's assistant for eight years. Formerly, she was a senior consultant at Ernst & Young and practice director/chief operating officer/clinical administrator at West Penn Corporate Medical Services Inc. Ms. Frndak is responsible for course content for the Perfecting Patient Care University, and is leading efforts at Allegheny General Hospital. She also leads the Buying Healthcare Value committee, comprising local business leaders, and the National Clinical Improvement Network (NCIN).

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Dr. Lloyd, medical director of SW PA for Health Dialog (affiliate of Foundation for Informed Shared Medical Decision Making), joined PRHI in 1997. After his surgery training, Dr. Lloyd served in Vietnam as an Army captain and general surgeon. From 1978-1988 he was Chairman, Department of Surgery, Shadyside Hospital, and held medical staff appointments at UPMC Shadyside and St. Francis Medical Center. Dr. Lloyd retired from active practice in 2002.

