



# WELCOME

In 1847, 28-year-old obstetrician Ignác Semmelweis attempted to carry out what could have been one of the most effective and groundbreaking quality improvement (QI) projects in the history of medicine. By mandating staff to scrub their hands with chlorine prior to delivering babies he was able to rapidly decrease mortality from puerperal fever, the leading cause of maternal mortality, from 20 percent to one percent.

However, partially because he refused to publish the reasoning behind his proposals, Semmelweis' handwashing initiative was scrapped and because he browbeat those who did not support handwashing, he was forced out.

In hopes of providing a medium for you to succeed where Semmelweis failed (not the part about him being a merciless bully), we present **BRICK**, the official newsletter of the University of Washington Housestaff Quality & Safety Committee (HQSC).

As front-line workers within the University of Washington system, residents are uniquely positioned to develop, carry out and disseminate innovative QI projects. In addition to highlighting ongoing resident-led QI projects, BRICK aims to provide advice from QI champions and inform housestaff of ongoing QI opportunities within the UW system.

BRICK will serve as the companion publication of HOUSE, journal of the HQSC, which showcases QI and patient safety projects, research or other significant clinical experiences from housestaff.

We hope that you can all exorcise the ghost of Semmelweis and disseminate your ideas among colleagues in hopes of improving our institution and, more importantly, optimizing the care we provide to patients. Thus we encourage you to share your contributions for upcoming BRICK issues and the second edition of HOUSE.

In this issue, we share exciting ongoing QI projects, tips on how to get involved in QI work and information on the upcoming issue of HOUSE. We hope you enjoy!

Andrew M. Moon MD, MPH, Editor in Chief

Newsletter of the University of Washington  
Housestaff Quality & Safety Committee

**BRICK | CONTENTS**

- 1 WELCOME
- 2 A Cure to the Hammer Page
- 3 Get Involved in QI Match
- 4 Get Published in HOUSE



# A Cure to the Hammer Page

Rebekah Marsh, Harborview Neuro ICU Assistant Nurse Manager

## The Problem:

Residents get barraged with text pages and it can be difficult to differentiate urgent from routine text pages

## The Data:

Poor communication hurts [job satisfaction](#) for doctors and nurses and lowers quality of care

The screenshot shows a 'Provider Contact' window with the following fields: 'Care Provider', 'Page Recipient', 'Pager Number', and 'Callback Number'. Below these fields is an 'Urgency' section with three radio buttons: 'FYI', 'Call to Confirm', and 'URGENT'. The 'URGENT' option is selected and circled in red. A 'Send' button is located to the right of the radio buttons.

**FYI:** For your information pages that do not require a response

**Call to Confirm (CTC):** Pages that do requires confirmation of receipt but are not urgent. A response is requested within 30 minutes.

**URGENT:** Critical issues that require an immediate response. Requested that provider come to the bedside or call back within 5 minutes.



Anna Hagan, Internal Medicine R3

Photo by Nicole Solvang

## The Solution:

In December 2015 a joint project between HMC and UWMC was launched to use a new CORES text paging window that helps nurses and physicians triage text pages in hopes of improving provider communication which will increase job satisfaction and improve the quality of patient care

Questions/Feedback: [marshrj@uw.edu](mailto:marshrj@uw.edu)



**Q****MATCH** is an online tool developed by HQSC to facilitate participation and transparency in quality improvement work. We encourage you to visit to learn about ongoing or future QI projects calling for housestaff involvement and continue to check in as content will be updated frequently.

Click [here](#) to explore **QI MATCH** and learn more about the project below.



**Project Manager:** Bryce Robinson

**Problem:** Goals of care discussions are often omitted from daily rounds and, when included, documentation is poor

**Goal:** To improve goals of care communication between team members and documentation of patients' goals of care

**Project:** Develop a team of residents, nurses and attendings to determine how and where to include goals of care in the ICU checklist

Photo by Emily Rasinski

# HOUSE

Journal of the University of Washington  
Housestaff Quality and Safety Committee

FIRST EDITION | 2015



**UW Medicine**

GRADUATE  
MEDICAL EDUCATION

HOUSESTAFF QUALITY  
& SAFETY COMMITTEE

**HOUSE** is the QI journal for the University of Washington HQSC

Publishing in HOUSE provides:

- (1) improvement to the quality of patient care at UW
- (2) recognition within the UW community
- (3) a boost to your CV

---

**Click cover to read 1st edition**

---

We are currently considering the following for our 2nd edition:

- QI or patient safety research or review paper
- Write-up on process improvement or intervention
- An essay or artistic work reflecting on patient care

**CLICK HERE TO LEARN MORE**