



North Carolina Center
for
Hospital Quality and Patient Safety

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<http://www.NCQualityCenter.org>



OVERVIEW and GENERAL INFORMATION

The North Carolina Hospital Association (NCHA) created the North Carolina Center for Hospital Quality and Patient Safety (NC Quality Center) in 2004 to lead NC hospitals to become the safest and highest quality hospitals in the United States. The NC Quality Center is a federally certified Patient Safety Organization (PSO) by United States Department of Health and Human Services (HHS).

The strategic goals of the NC Quality Center focus on promoting a fair and just patient safety culture, optimization of teamwork and communication among healthcare professionals, ensuring evidence based care processes through reliable system design and gaining knowledge through organizational learning.

The NC Quality Center has engaged and supported almost every hospital in the state. In addition it is seen as a leader in the nation with invitations to national presentations and participation in national demonstration projects. To lead the NC Hospitals on their journey to improve quality and patient safety the NC Quality Center provides educational and collaborative learning programs, and analysis of quality and safety data.

In 2010 the NC Quality Center will have 11 initiatives. These include four collaborative programs, which focus on surgical care, prevention of healthcare-associated infection and establishing a fair and just culture; educational programs to enhance knowledge on patient safety and quality improvement science; Lean healthcare methods and tools; and comparative reports on hospital performance. Current initiatives:

- ◆ NC Surgical Care Improvement Project (SCIP) Collaborative
- ◆ NC Prevent Catheter-Associated Urinary Tract Infections (CAUTI) Collaborative
- ◆ NC Safer ICUs: Eliminate Central Line Acquired Blood Stream Infection (CLABSI) Collaborative
- ◆ NC Just Culture Collaborative 2008 (Recruiting 2010 Collaborative)
- ◆ NC Lean Healthcare
- ◆ TeamSTEPPS™ Education
- ◆ NC Patient Safety Training Program
- ◆ AHRQ Hospital Survey on Patient Safety
- ◆ NC Hospital Performance Report (NCHospitalQuality.org)
- ◆ NC System for Hospital Infection Measurement (NC SHIM)
- ◆ NC Quality Center Patient Safety Organization

For more information on any of these programs, contact the NC Center for Hospital Quality and Patient Safety at 919-677-4135 or email: ncqc@ncha.org.

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