Onboarding a New NSQIP Surgeon Champion: Successful Strategies for Program Success

The Problem
The role of the Surgeon Champion is to lead quality initiatives aimed to improve surgical outcomes in patients by using ACS NSQIP (American College of Surgeons National Quality Improvement Program) data to investigate, educate and implement change. Richard Whyte, MD, MBA, Vice Chair for Clinical Affairs, Quality and Safety, is the BIDMC NSQIP Surgeon Champion who started in his position in the fall of 2011. Onboarding the new Surgeon Champion presented an exciting challenge for the NSQIP team at BIDMC.

Aim/Goal
It was the goal of the BIDMC NSQIP SCR(s) (Surgical Clinical Reviewer) to provide a comprehensive orientation plan for the Surgeon Champion designed to educate and empower him to lead and sustain a high quality program.

The Team
Mary Beth Cotter, RN, NSQIP Program Manager
Jonathan Critchlow, MD
John Tumolo, MBA, MPH
Mary Ward, RN
Richard Whyte, MD

The Interventions
The NSQIP SCRs created an educational framework for onboarding the new Surgeon Champion that included:

- **Education** on risk-adjusted data and the abstraction process and the process for data review process going forward.
- **Review** of historical data, semi-annual report and non-risk adjusted data in real time at monthly team meetings.
- **Identification** of areas for improvement and program priorities.
- **Sustainability** of an open and collaborative environment.

Lessons Learned
Key to success is continuous and open communication and collaboration with the Surgeon Champion, who understands the value of NSQIP outcomes. Crucial to program success are education, structure, and team engagement in ongoing initiatives to improve patient care across the continuum.

The Results/Progress To Date
With a comprehensive onboarding process, our Surgeon Champion is proactive, engaged, and utilizes outcome data to transparently disseminate performance updates to Surgery, Anesthesia, Nursing and Ancillary Staff and lead quality initiatives. The NSQIP team has collaborated numerous projects, with successful submission and presentation at the NSQIP Conference in 2014.

Next Steps/What Should Happen
- Ongoing review of data, focusing on opportunities for improvement.
- Yearly submission to the Annual NSQIP conference based on BIDMC performance data; tracking of publically reported measures.
- Continue to sustain an open and collaborative process.

For more information, contact:
Mary Beth Cotter, RN, NSQIP Program Manager
Mary Ward, RN, NSQIP QI Specialist