

Driving a Culture of Accountability: Transforming Patient Safety with KaiNexus



Host: Mark Graban
Senior Advisor, KaiNexus
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**Lindsey
Booty**

**Christopher
Thomas**

**LeaAnn
Teague**

**Our Lady of the Lake
Regional Medical Center**

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Optimize Your Improvement Work.

KaiNexus is the solution for your Lean and Improvement work where teams can capture, implement, measure, and share in one system that does it all.

▶ Watch Demo

Get Started



Lindsey Booty, RN, BS, CNOR,



is the Supervisor of Performance Improvement. She drives excellence through data-driven strategies, multidisciplinary collaboration, and a strong focus on safety, process improvement, and quality education to enhance patient outcomes, operational efficiency, and foster a culture of continuous improvement in healthcare.

Christopher Thomas, MD,



is an Assistant Professor of Clinical Medicine at LSUHSC and Chief Quality Officer for Franciscan Missionaries of Our Lady Health System.

He specializes in reducing clinical variability, accelerating evidence-based care, and implementing quality initiatives. His research focuses on sepsis diagnostics, hospital mobility, and unit-based safety scores. He has 40+ peer-reviewed publications.

LeaAnn Teague, MBA, MT(ASCP), SBB, PMP,



is Sr. Director of Performance Improvement. She excels in healthcare management, improving patient outcomes, and operational efficiency. Her initiatives have significantly enhanced patient safety, compliance, and revenue. LeaAnn is dedicated to healthcare excellence, innovation, and collaboration.



Driving a Culture of Accountability: Transforming Patient Safety with KaiNexus

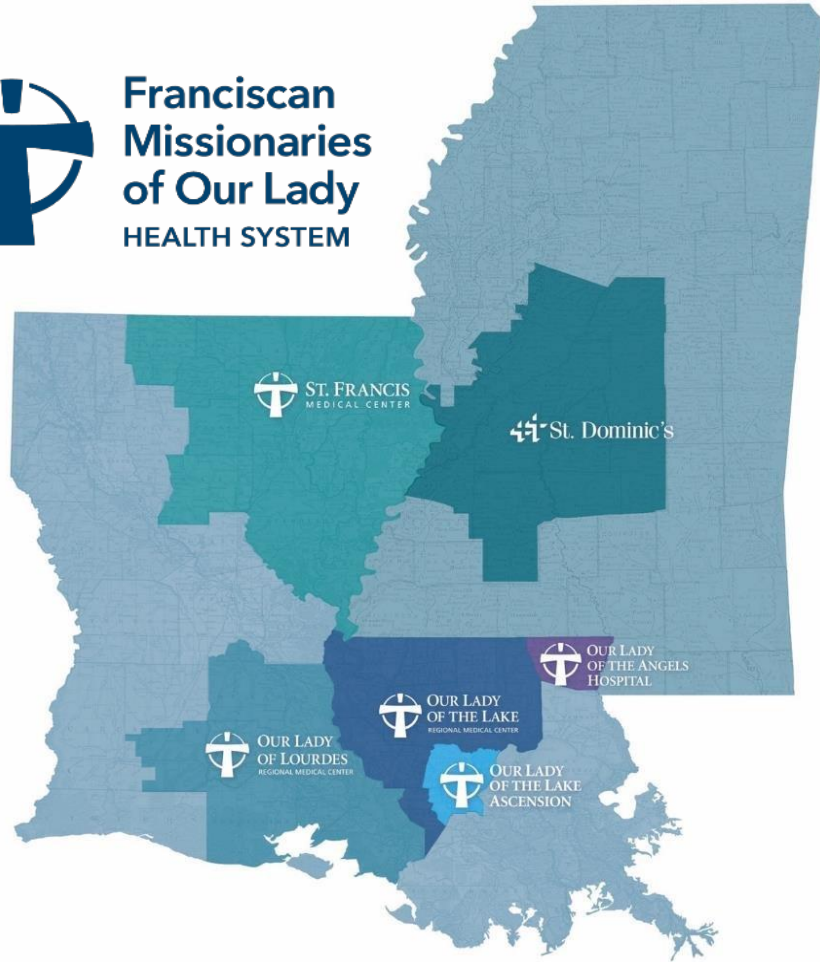


Franciscan
Missionaries
of Our Lady
HEALTH SYSTEM

Foundation



Franciscan
Missionaries
of Our Lady
HEALTH SYSTEM



Our Lady of the Lake Health



Level 1 Trauma Center



1,020 Licensed Patient Beds



36,213 Inpatients



2,800+ Medical & Clinical Students



26 Academic & Residency Programs



275+ Clinical Trials



Early 2015: began utilizing KaiNexus as a PI Repository



Patient Safety Rounds Challenge



Feedback collected directly from frontline teams



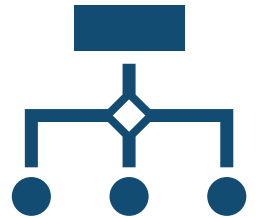
Action items manually captured & ranked per SAFER™ Matrix scoring



Shared via Email



No clarity on problem resolution



Lack of Market & System Leadership Transparency



Solution – OI/Intake

Category

Select the category for this Opportunity

 Medication Safety,  Patient Safety Rounds

SAFER™ Location Based Weighted Attributes

Likelihood to Harm a Patient/Staff/Visitor

 High  Moderate  Low

Scope

 Limited  Pattern  Widespread

- Within the OI Template
- Provisioned only to Locations designated as Patient Safety
- Consistent Language – matches SAFER™ scoping and the language used in conversing with frontline in rounds



Solution – Dashboard/Reporting

Dashboard Key Features:

- “Created Date” board filter
- Category visibility over time
- Create button and Kanban view provide a visual status update
- SAFER™ Matrix section

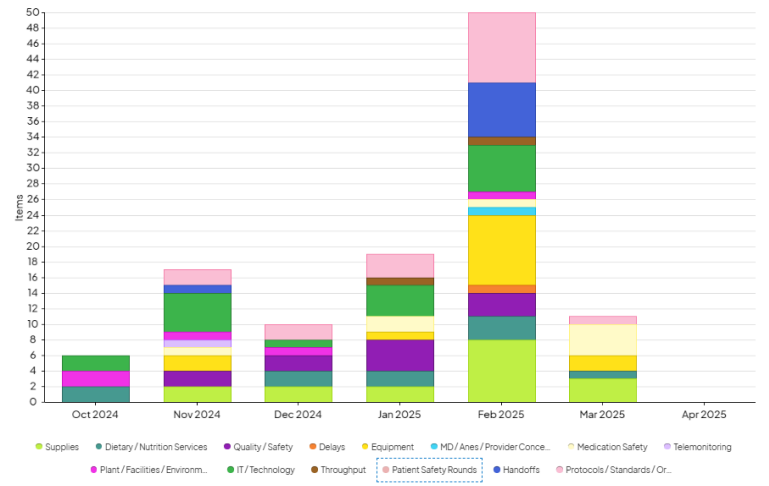
Patient Safety Round Reporting				(1) Active				(17) Overdue				(245) Complete			
Select the...	Title	Key People	Key Dates	Select the...	Title	Key People	Key Dates	Select the...	Title	Key People	Key Dates	Select the...	Title	Key People	Key Dates
<p>➤ Patient Safety Round Reporting</p> <p>(0) New</p> <p>Select the... Title Key People Key Dates</p> <p>No results matched your filters.</p>				<p>Medication Safety, ▲</p> <p>CH Pharmacy - Numerous unnecessary phone calls from clinical teams; work distraction.</p> <p>Responsible: Ashley Joseph</p> <p>Due: Apr 11, 2025</p> <p>Last Updated: Mar 12, 2025</p>	<p>Medication Safety, ▲</p> <p>CH Pharmacy - Opportunity Evaluate Crash Cart replenishment process.</p> <p>Responsible: Ashley Joseph</p> <p>Due: Apr 11, 2025</p> <p>Last Updated: Mar 12, 2025</p>	<p>Protocols / Standards / Orders, ▲</p> <p>Tower SPD - Vendors non-compliant with policy for inst. set processing</p> <p>Responsible: Becky Al-Mahoun</p> <p>Due: May 12, 2025</p> <p>Last Updated: Jan 21, 2025</p>	<p>Medication Safety, ●</p> <p>Children's-Imaging - Provider order for Imaging with medication is not placing med order; only a comment. Need order with proper dosage.</p> <p>Responsible: Alyssa Bell</p> <p>Due: Feb 14, 2025</p> <p>Last Updated: Feb 13, 2025</p>	<p>Protocols / Standards / Orders, ▲</p> <p>Children's-Imaging - The Landing is not using same protocol as Admissions for outpatient imaging; Imaging does not receive Order, only demographics.</p> <p>Responsible: Amanda Baker</p> <p>Due: Feb 14, 2025</p> <p>Last Updated: Feb 13, 2025</p>	<p>Quality / IT / Technology, ▲</p> <p>Children's Dietary - Technology; Tablets & Scanners slow; Wifi connectivity issues</p> <p>Responsible: Tommy Buchmann</p> <p>Complete: Apr 02, 2025</p> <p>Last Updated: Apr 02, 2025</p>	<p>Quality / Patient Safety, ▲</p> <p>SICU/TNCC - Need more staff members with Prisma Flex training</p> <p>Responsible: Nicholas Gros</p> <p>Complete: Apr 02, 2025</p> <p>Last Updated: Apr 02, 2025</p>	<p>Quality / Patient Safety, ▲</p> <p>SICU/TNCC - Opportunity Establish "cut-off" time for Dietary requests during tray prep</p> <p>Responsible: Brian Cordasco</p> <p>Complete: Mar 31, 2025</p> <p>Last Updated: Mar 31, 2025</p>	<p>Quality / Patient Safety, ▲</p> <p>Children's - Why do we charge guests for dietary trays?</p> <p>Responsible: Brian Cordasco</p> <p>Complete: Mar 31, 2025</p> <p>Last Updated: Mar 31, 2025</p>			

(1) LIMITED (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)				(9) PATTERN (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)				(2) WIDESPREAD (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)			
Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date
Main PACU - Critical prs ED Specialists (no Areas) - PACU (no beds) - No NO Overseeing pr (R consult CCM5)	Chris Thomas	Feb 26, 2024	Mar 28, 2025	Oncology - Handoff	Logan Austin	Jan 25, 2024	Feb 24, 2024	Endo - No consents on patients	Chris Thomas	Jul 25, 2024	Aug 24, 2024
				TPACU - Handoffs from OR	Becky Al-Mahoun	Feb 29, 2024	Mar 30, 2024	Tower OR - Commitment to Safe Surgery Checklist/Debrief	Chris Thomas	Dec 04, 2023	Jan 05, 2025
				MED4 - Handoffs	Sonya Willis	Mar 28, 2024	Apr 27, 2024				
				SUR2 - Handoffs from ED	Kristie Cowart	Apr 23, 2024	May 23, 2024				
				SICU & TNCC - Handoff from OR	Jason Rogers	Aug 01, 2024	Aug 31, 2024				
				ED - Handoffs - Call for		Feb 05, 2024	Mar 07, 2025				

(22) LIMITED (Director, Dept. Leader)				(48) PATTERN (VP, Director, Dept. Leader)				(57) WIDESPREAD (VP, Director, Dept. Leader)			
Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date
SICU & TNCC - Fetal monitor for OR?	Becky Al-Mahoun	Aug 01, 2024	Jun 02, 2025	STU - Epic Issue - Incentive Spirometry task doesn't leave list unless charted to match order not the patient's actual performance.	Ishia Bethley	Feb 01, 2024	Mar 02, 2024	MED5 - AM9/Mobility Equipment	Maurice Harts (Inactive)	Jan 22, 2024	Feb 21, 2024
STU - Attendant not familiar with sleep/traction set-up.	Bradger Jones	Feb 01, 2024	Mar 02, 2024	Neuro - Epic orders for back braces/DME, custom-fitted braces.	Tiffany Huffman	Mar 28, 2024	Apr 27, 2024	Lab & Pharmacy - Communication gaps with ONE	Chris Thomas	May 21, 2024	Jun 22, 2024
MICU - IV pumps not connecting to W-IT (Med) Bennett	Angela Bennett	Feb 19, 2025	Mar 21, 2025	OCHU - Communication from patient units.	Tiffany Ross	Apr 25, 2024	May 25, 2024	Ortho - EVS Concerns	Mark Rudison	Jun 27, 2024	Jul 27, 2024
STU - RNs leaving unit to give meds or start IV in CT/Imaging	Sarah Wilson	Feb 01, 2024	Mar 02, 2024	Livingston Campus - Security Concerns	Thomas (Pokey) Anders	May 31, 2024	Jun 30, 2024	Endo - Missing admit orders	Chris Thomas	Jul 25, 2024	Aug 24, 2024
STU - RNs leaving unit to take pain meds to Dialysis due to Dialysis Unit not having access to those meds.	Johnston	Feb 01, 2024	Mar 02, 2024	MICU - Vasopressors in PIV from ED	Kristie Cowart	Aug 01, 2024	Aug 31, 2024	MICU - Bedside procedures - Floor outcomes	Chris Thomas	Aug 01, 2024	Aug 31, 2024
HVICU - Handoff Noncom.	Discretionable	Apr 25, 2024	May 25, 2024					SMAU - Prep for Operative	Chris Thomas	Aug 08, 2024	Sep 07, 2024

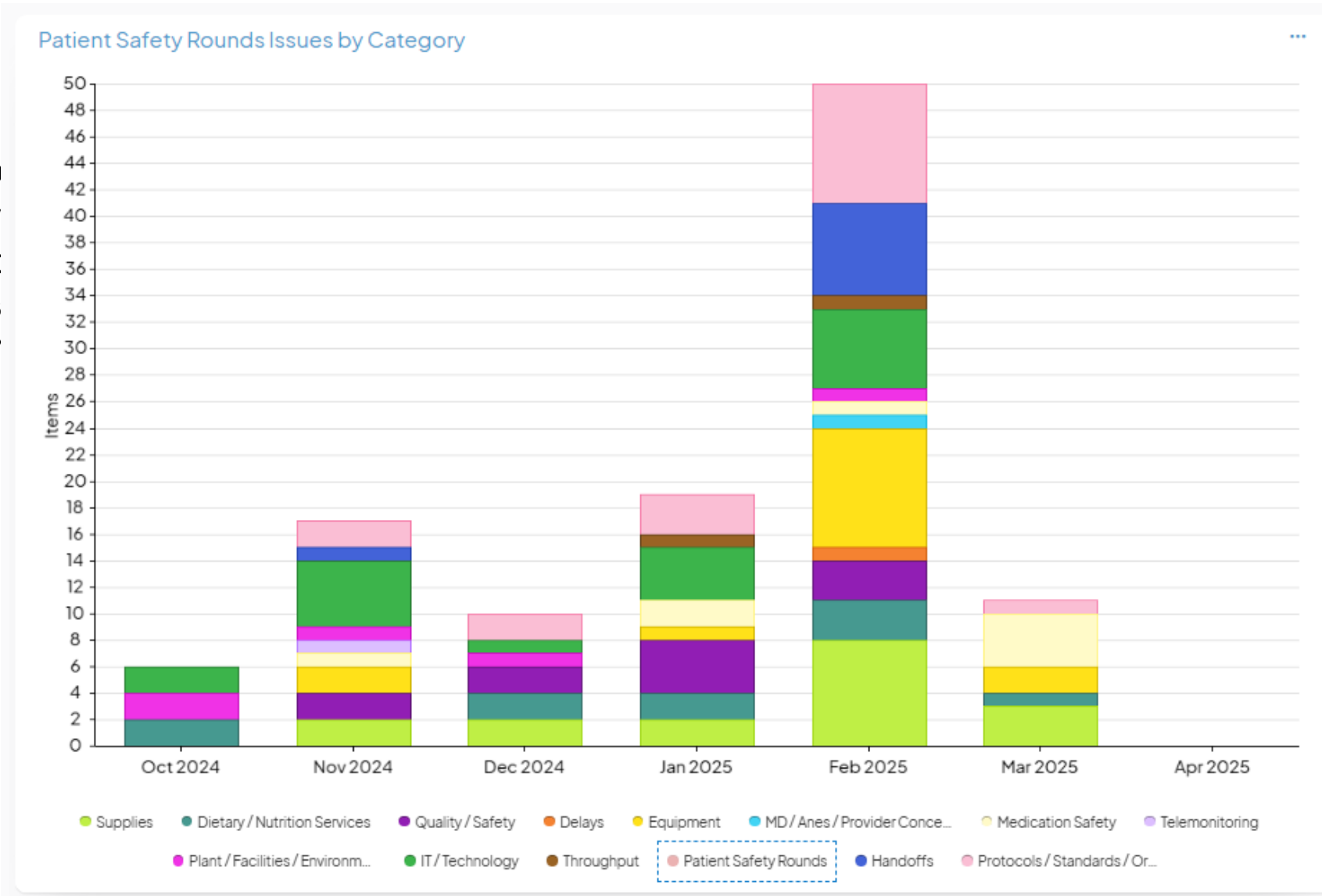
(63) LIMITED (Dept. Leader)				(42) PATTERN (Dept. Leader)				(54) WIDESPREAD (Director, Dept. Leader)			
Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date	Title	Key People	Created Da.	Due Date
Ascension ED - RSI Kit changes - Missing Items	Tammy O'Connor	Mar 08, 2024	Apr 07, 2024	FCU - Codes called from CCHU	Ryan Landry	Feb 08, 2024	Mar 09, 2024	Nephrology - EVS	Mark Rudison	Jun 20, 2024	Jul 20, 2024
1-North: Handoff from Units - Incomplete (Ambulation status)	Nijah Mason	Apr 23, 2024	May 23, 2024	MED1 - PEC documentation	Tonya Jagneaux	Apr 23, 2024	May 23, 2024	Gym/3rd Floor Rehab - Epic documentation of patient therapy precautions	Tonya Jagneaux	Jul 18, 2024	Aug 17, 2024
SE Nephrology - Gait Belts	Beverly Nipple	Jun 20, 2024	Jul 20, 2024	STU - STAT labs taking too long to collect	Jim Teague	Jul 11, 2024	Aug 10, 2024	Radiology - Lab Delays	Jim Teague	Jul 25, 2024	Aug 24, 2024
Dialysis - List of available Transporters and Respiratory Therapists	Beverly Nipple	Jun 20, 2024	Jul 20, 2024	SMU - Medical Management not assigned to SMU	Diana Randy	Aug 08, 2024	Sep 07, 2024	MICU - IV pumps from ED - meds not scanned; batteries dead.	Kristie Cowart	Aug 01, 2024	Aug 31, 2024
Dialysis - Transporter & Respiratory Therapist list.	Beverly Nipple	Jun 24, 2024	Jul 24, 2024	Ascension PACU - Med delays for outours - Arranging Meds-to-Beds process	Katy Achee	Aug 15, 2024	Sep 14, 2024	EVS - Damaged linen in circulation	Gregg Saucier	Aug 20, 2024	Oct 28, 2024
Renals - telemetry requested	Chris Thomas	Jul 18, 2024	Aug 17, 2024	Ascension OR - Floor patient Readiness for surgery	Tunika Westbrook	Aug 15, 2024	Sep 14, 2024	HWB - IT Concerns - Hardware and Communication Process	Joe Bumpus	Dec 11, 2024	Jan 10, 2025
Radiology - Duplicate		Jul 25, 2024	Aug 24, 2024					Children's-ED - Pump		Jan 15, 2025	Feb 14, 2025

Patient Safety Rounds Issues by Category



Solution – Dashboard/Reporting

- “Create
- Categor
- Create k
- provide
- SAFER™



(245) Complete

Dates	Select the...	Title	Key People	Key Dates
Feb 14, 2025 Updated: 13, 2025	IT / Technology ▲ Patient Safety Rounds	Children's Dietary - Technology, Tablets & Scanners slow, Wifi connectivity issues	Responsible: Tommy Buchmann	Complete: Apr 02, 2025 Last Updated: Apr 02, 2025
Feb 14, 2025 Updated: 13, 2025	Quality / Safety ▲ ▲ Patient Safety Rounds	SICU/TNCC - Need more staff members with Prisma Flex training	Responsible: Nicholas Gros	Complete: Apr 02, 2025 Last Updated: Apr 02, 2025
Jan 10, 2025	Dietary / Nutrition Services	Children's - Opportunity Establish 'cut-off' time for Dietary requests during tray prep	Responsible: Brian Cordasco	Complete: Mar 31, 2025 Last Updated: Mar 31, 2025
Jan 10, 2025	Dietary / Nutrition Services ▲ Patient	Children's - Why do we charge guests for dietary trays?	Responsible: Brian Cordasco	Complete: Mar 31, 2025 Last Updated: Mar 31, 2025

2) WIDESPREAD (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)

Title	Key People	Created Da...	Due Date
Endo - No consents on patients	Responsible: Chris Thomas	Created: Jul 25, 2024	Due Date: Aug 24, 2024
Tower OR - Commitment to Safe Surgery Checklist/Debrief	Responsible: Chris Thomas	Created: Dec 04, 20...	Due Date: Jan 05, 2025

3) WIDESPREAD (VP, Director, Dept. Leader)

Title	Key People	Created Da...	Due Date
MEDS - AM9/Mobility Equipment	Responsible: Maurice Harts (Inactive)	Created: Jan 22, 2024	Due Date: Feb 21, 2024
Lab & Pharmacy - Communication gaps with ONE	Responsible: Chris Thomas	Created: May 23, 20...	Due Date: Jun 22, 2024
Ortho - EVS Concerns	Responsible: Mark Rudison	Created: Jun 27, 2024	Due Date: Jul 27, 2024
Endo - Missing admitt orders	Responsible: Chris Thomas	Created: Jul 25, 2024	Due Date: Aug 24, 2024
MICU - Bedside procedures - Poor outcomes	Responsible: Chris Thomas	Created: Aug 01, 2024	Due Date: Aug 31, 2024
SMAU - Prep for Operative Intubation (Purchase)	Responsible: Chris Thomas	Created: Aug 08, 20...	Due Date: Sep 07, 2024

4) WIDESPREAD (Director, Dept. Leader)

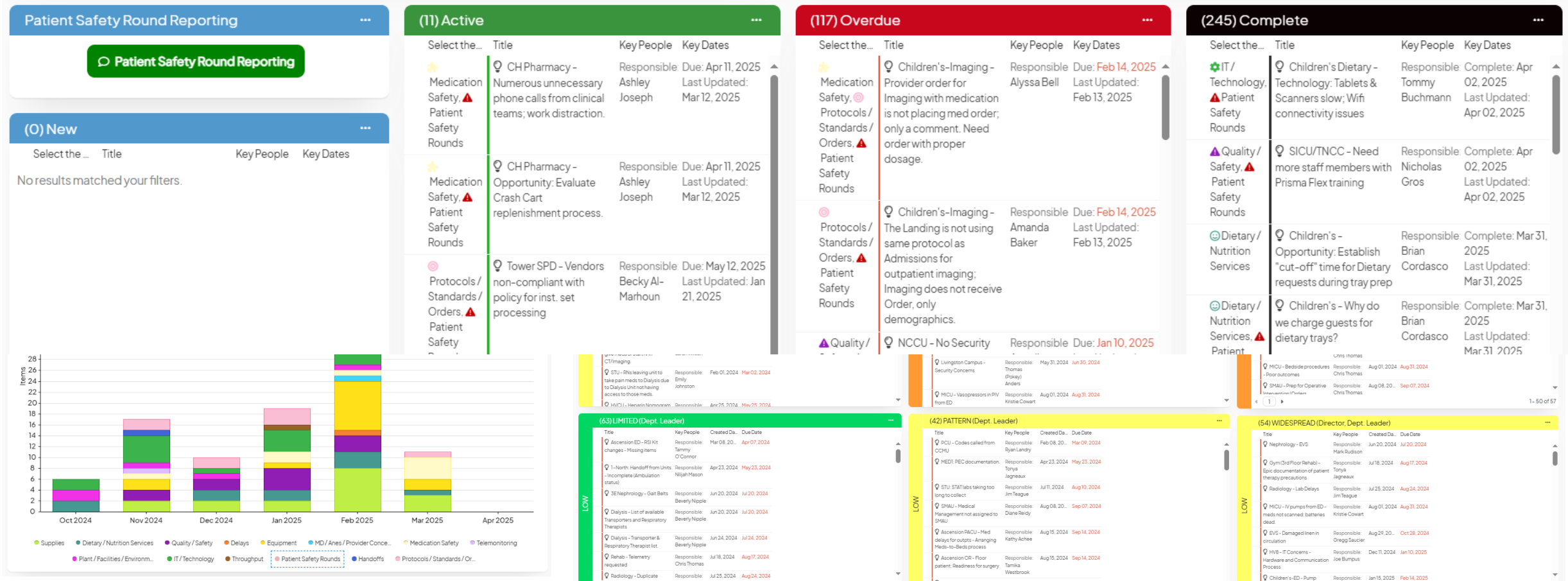
Title	Key People	Created Da...	Due Date
Nephrology - EVS	Responsible: Mark Rudison	Created: Jan 20, 2024	Due Date: Jul 20, 2024
Gym/3rd Floor Rehab - Epic documentation of patient therapy precautions	Responsible: Tonya Jagneau	Created: Jul 18, 2024	Due Date: Aug 17, 2024
Radiology - Lab Delays	Responsible: Jim Teague	Created: Jul 25, 2024	Due Date: Aug 24, 2024
MICU - IV pumps from ED - meds not scanned, batteries dead	Responsible: Kristie Cowart	Created: Aug 01, 2024	Due Date: Aug 31, 2024
EVS - Damaged linen in circulation	Responsible: Gregg Saucier	Created: Aug 20, 20...	Due Date: Oct 28, 2024
HVB - IT Concerns - Hardware and Communication Process	Responsible: Joe Bumpus	Created: Dec 11, 2024	Due Date: Jan 10, 2025
Children's - ED - Pump	Responsible:	Created: Jan 15, 2025	Due Date: Feb 14, 2025



Solution – Dashboard/Reporting

Dashboard Key Features:

- “Created Date” board filter



Solution – Dashboard/Reporting

(1) LIMITED (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)

Title	Key People	Created Da...	Due Date
Main PACU - Critical pts ED > Specials (no Anes) > PACU (no beds) - No MD overseeing pt (IR consult CCMS?)	Responsible: Chris Thomas	Feb 26, 20...	Mar 28, 2025

(9) PATTERN (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)

Title	Key People	Created Da...	Due Date
Oncology - Handoff	Responsible: Logan Austin	Jan 25, 2024	Feb 24, 2024
TPACU - Handoffs from OR	Responsible: Becky Al-Marhoun	Feb 29, 20...	Mar 30, 2024
MED6 - Handoffs	Responsible: Sonya Willis	Mar 28, 2024	Apr 27, 2024
SUR2: Handoffs from ED.	Responsible: Kristie Cowart	Apr 23, 2024	May 23, 2024
SICU & TNCC - Handoff from OR - Incomplete/Delayed	Responsible: Jason Rogers	Aug 01, 2024	Aug 31, 2024
ED - Handoffs - Call for	Responsible:	Feb 05, 20...	Mar 07, 2025

(2) WIDESPREAD (CEO, COO, CNO, CMO, VP, DIR, Dept. Leader)

Title	Key People	Created Da...	Due Date
Endo - No consents on patients	Responsible: Chris Thomas	Jul 25, 2024	Aug 24, 2024
Tower OR - Commitment to Safe Surgery Checklist/Debrief	Responsible: Chris Thomas	Dec 04, 20...	Jan 03, 2025

(22) LIMITED (Director, Dept. Leader)

Title	Key People	Created Da...	Due Date
SICU & TNCC - Fetal monitor for OR?	Responsible: Becky Al-Marhoun	Aug 01, 2024	Jun 02, 2025
STU - Attendant not familiar with skeletal traction set-up.	Responsible: Bridget Jones	Feb 01, 2024	Mar 02, 2024
MICU - IV pumps not connecting to wi-fi (TriMedX)	Responsible: Angela Bennett	Feb 19, 2025	Mar 21, 2025
STU - RNs leaving unit to give meds or start IV in CT/imaging.	Responsible: Sarah Wilson	Feb 01, 2024	Mar 02, 2024
STU - RNs leaving unit to take pain meds to Dialysis due to Dialysis Unit not having access to those meds.	Responsible: Emily Johnston	Feb 01, 2024	Mar 02, 2024
HVCIU - Heparin Nomogram	Responsible:	Apr 25, 2024	May 25, 2024

(48) PATTERN (VP, Director, Dept. Leader)

Title	Key People	Created Da...	Due Date
STU - Epic Issue - Incentive Spirometry task doesn't leave list unless charted to match order, not the pt's actual performance.	Responsible: Iesha Bethley	Feb 01, 2024	Mar 02, 2024
Neuro - Epic orders for back braces/DME, custom-fitted braces.	Responsible: Tiffany Huffman	Mar 28, 2024	Apr 27, 2024
CCMU - Communication from patient units.	Responsible: Tiffany Ross	Apr 25, 2024	May 25, 2024
Livingston Campus - Security Concerns	Responsible: Thomas (Pokey) Anders	May 31, 2024	Jun 30, 2024
MICU - Vasopressors in PIV from ED	Responsible: Kristie Cowart	Aug 01, 2024	Aug 31, 2024

(57) WIDESPREAD (VP, Director, Dept. Leader)

Title	Key People	Created Da...	Due Date
MED5 - AMP/Mobility Equipment	Responsible: Maurice Harris (Inactive)	Jan 22, 2024	Feb 21, 2024
Lab & Pharmacy - Communication gaps with GME	Responsible: Chris Thomas	May 23, 20...	Jun 22, 2024
Ortho - EVS Concerns	Responsible: Mark Rudison	Jun 27, 2024	Jul 27, 2024
Endo - Missing admit orders	Responsible: Chris Thomas	Jul 25, 2024	Aug 24, 2024
MICU - Bedside procedures - Poor outcomes	Responsible: Chris Thomas	Aug 01, 2024	Aug 31, 2024
SMAU - Prep for Operative Intervention / Debrief	Responsible: Chris Thomas	Aug 08, 20...	Sep 07, 2024

1 - 50 of 57

(63) LIMITED (Dept. Leader)

Title	Key People	Created Da...	Due Date
Ascension ED - RSI Kit changes - Missing items	Responsible: Tammy O'Connor	Mar 08, 20...	Apr 07, 2024
1-North: Handoff from Units - Incomplete (Ambulation status)	Responsible: Niljah Mason	Apr 23, 2024	May 23, 2024
3E Nephrology - Gait Belts	Responsible: Beverly Nipple	Jun 20, 2024	Jul 20, 2024
Dialysis - List of available Transporters and Respiratory Therapists	Responsible: Beverly Nipple	Jun 20, 2024	Jul 20, 2024
Dialysis - Transporter & Respiratory Therapist list.	Responsible: Beverly Nipple	Jun 24, 2024	Jul 24, 2024
Rehab - Telemetry requested	Responsible: Chris Thomas	Jul 18, 2024	Aug 17, 2024
Radiology - Duplicate	Responsible:	Jul 25, 2024	Aug 24, 2024

(42) PATTERN (Dept. Leader)

Title	Key People	Created Da...	Due Date
PCU - Codes called from CCMU	Responsible: Ryan Landry	Feb 08, 20...	Mar 09, 2024
MED1: PEC documentation.	Responsible: Tonya Jagneaux	Apr 23, 2024	May 23, 2024
STU: STAT labs taking too long to collect	Responsible: Jim Teague	Jul 11, 2024	Aug 10, 2024
SMAU - Medical Management not assigned to SMAU	Responsible: Diane Reidy	Aug 08, 20...	Sep 07, 2024
Ascension PACU - Med delays for outpts - Arranging Meds-to-Beds process	Responsible: Kathy Achee	Aug 15, 2024	Sep 14, 2024
Ascension OR - Floor patient: Readiness for surgery	Responsible: Tamika Westbrook	Aug 15, 2024	Sep 14, 2024

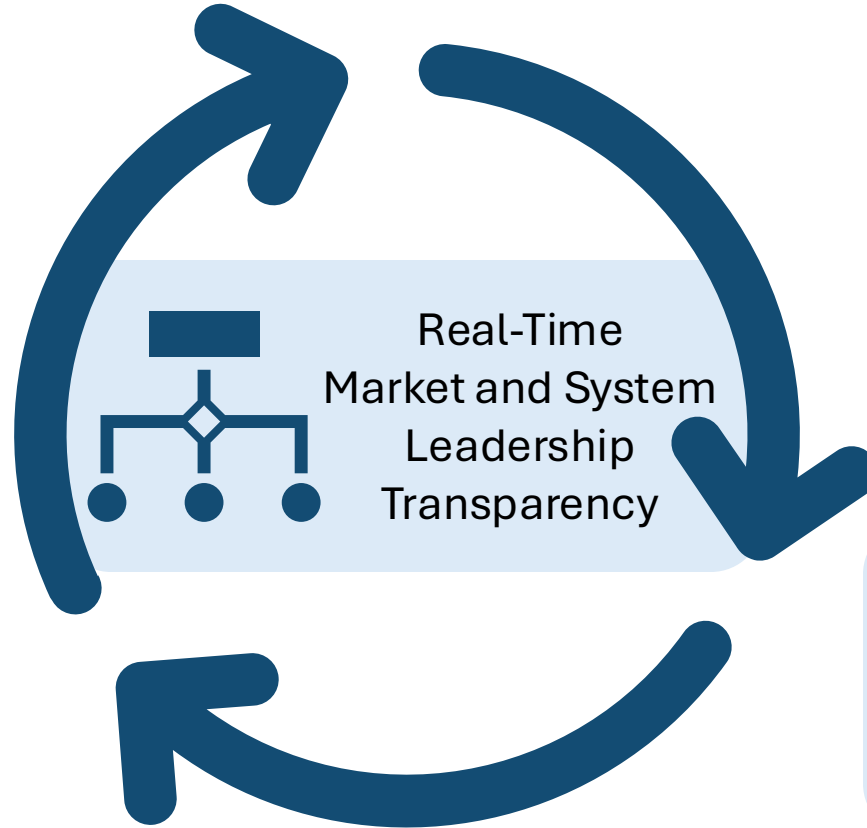
(54) WIDESPREAD (Director, Dept. Leader)

Title	Key People	Created Da...	Due Date
Nephrology - EVS	Responsible: Mark Rudison	Jun 20, 2024	Jul 20, 2024
Gym (3rd Floor Rehab) - Epic documentation of patient therapy precautions	Responsible: Tonya Jagneaux	Jul 18, 2024	Aug 17, 2024
Radiology - Lab Delays	Responsible: Jim Teague	Jul 25, 2024	Aug 24, 2024
MICU - IV pumps from ED - meds not scanned; batteries dead.	Responsible: Kristie Cowart	Aug 01, 2024	Aug 31, 2024
EVS - Damaged linen in circulation	Responsible: Gregg Saucier	Aug 29, 20...	Oct 28, 2024
HVS - IT Concerns - Hardware and Communication Process	Responsible: Joe Bumpus	Dec 11, 2024	Jan 10, 2025
Children's-ED - Pump	Responsible:	Jan 15, 2025	Feb 14, 2025



Enhanced Process

Feedback collected directly
from frontline teams



Timely Issue
Resolution



OI's are captured,
categorized, and
assigned from the
create screen



Impact

1

Automated Tracking
Visual Management
SAFER™ Matrix Prioritization

2

Streamlined supply ordering processes for frontline clinicians
Enhanced specimen labeling accuracy in the ED & OR

3

71% Resolution Rate
55.5 Day Average Cycle Time

4

Strengthened Hospital Safety Culture



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Ask the CEO!

April 23 — 1 pm ET

Bill Canady

From Panic to Profit



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6 Solutions for Overcoming Improvement Challenges

June 1, 2023

For organizations of all types, continuous improvement is vital for building a culture of innovation, remaining competitive, ensuring...



What Is Continuous Improvement? Everything You Need to Know to Improve Your Workplace

May 31, 2023

Continuous improvement is not a one-time project or initiative; it is an ongoing continuous improvement mindset and culture that should be...



Understanding the Importance of Lean Business Process Management Software

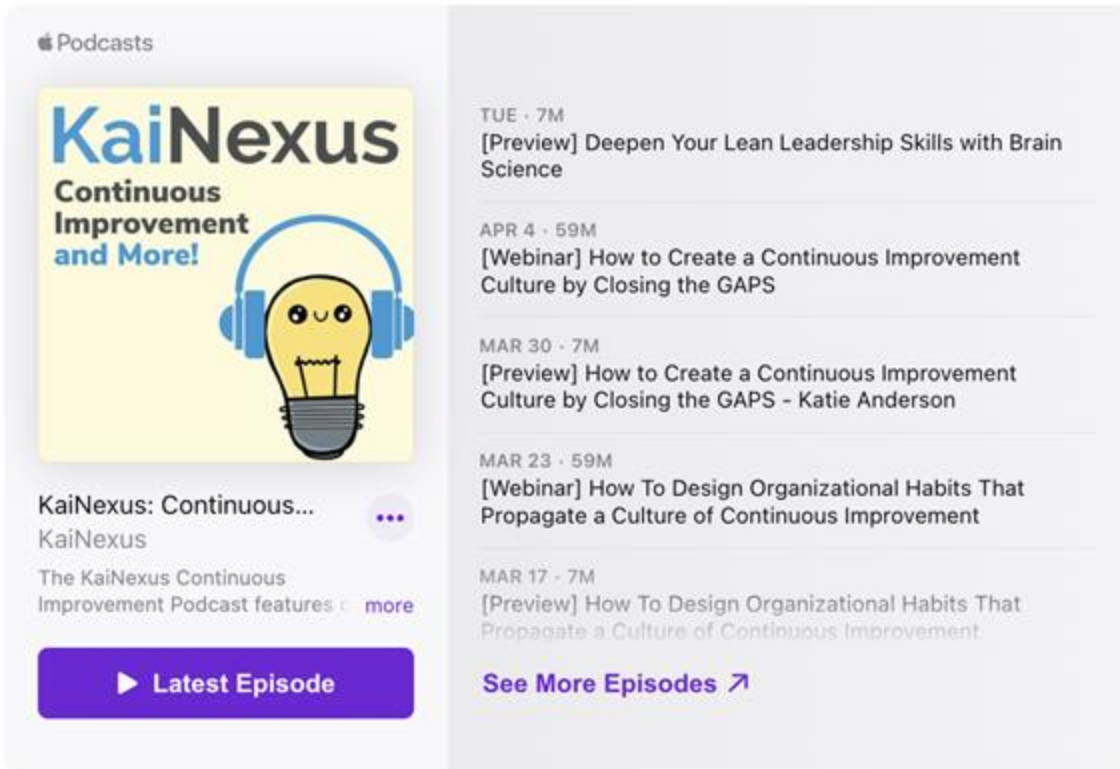
May 25, 2023

[Kainexus Logo](#)

Companies constantly seek ways to improve process efficiency and reduce waste in today's rapidly changing business landscape. One approach...



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KaiNexus



Host: Mark Graban

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**LeaAnn
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