

Accountability framework and strategies

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12 PM – 1 PM PST

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Attend online via WebEX: <https://bcpsqc.webex.com> (go to: training center > live session > today)

Our healthcare system has been stressed by a growing and aging population, rising patient expectations, an explosion of expensive technologies and drugs, limited budgets, and hospital bed closures. Health programs are challenged to do more with less—to reduce utilization, increase efficiency and appropriateness, rationalize allocation of resources, change culture and go ‘lean.’

Many programs cope with demand-capacity mismatches by limiting access—blocking inflow and leaving their patients in a queue or under the care of an upstream program. This highlights a failure of patient care accountability.

Learning Objectives:

1. Understand what patient care accountability is.
2. Who are the stakeholders in patient care accountability?
3. What can be done to address accountability?
4. Learn how we should measure patient care accountability.