



TRANSFORMING CARE THROUGH COLLABORATION

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Overview

The University of Colorado Health (UC Health) sought to reduce mortality rates and improve quality of care, but traditional peer review processes left gaps in data accuracy and team cohesion. Through HB Healthcare Safety's SLS Collaborative, UC Health implemented a more coordinated, data-driven approach, unexpectedly transforming not only patient care but also fostering morale and psychological safety within the organization.

- ✓ UC Health's initial focus was on reducing mortality, but systemic challenges hindered their efforts.
- ✓ Through SLS Collaborative tools, they achieved structured quality improvements, shifting the organization's culture in the process.

About Us

HB Healthcare Safety enhances patient-centered care through frameworks focused on safety, empathy, and quality. By partnering with providers, they enable teams to build compassionate, safer environments that improve outcomes. Their expertise helps hospitals adopt data-driven practices and sustainable standards, ensuring top-quality care for patients.

Challenges

UC Health's traditional quality review system struggled to meet its goals, with scattered, inefficient data tracking and an ineffective peer review process that often created stress among providers instead of constructive outcomes.

01

Unstructured Reviews

Without standardized processes, reviews lacked consistency, leading to subjective assessments and difficulty in identifying root causes. This uncoordinated method allowed personal biases to influence evaluations and hindered meaningful data interpretation.

02

Data Gaps

The absence of a centralized, reliable data system meant metrics were often outdated, incomplete, or inconsistent. This limited UC Health's ability to monitor trends over time or make data-informed decisions to enhance patient outcomes.

03

Provider Stress

Traditional peer reviews caused anxiety and suspicion, limiting morale and constructive change.

Solutions

The SLS Collaborative provided standardized tools and strategies that helped UC Health align its quality improvement efforts, streamline data collection, and strengthen collaboration across departments.

- Safeware® Data Platform: Implemented SLS's Safeware® for systematic data collection and analytics.
- Standardized Case Reviews: Introduced structured, multi-phase review protocols to ensure unbiased analysis.
- Opportunity for Improvement (OFI) Insights: SLS processes enabled teams to identify consistent patterns and areas for action.



Action

Dr. Breyer and Rebecca Kubala, RN, MSN led the SLS implementation, fostering transparency and intellectual honesty in review committees. Tailored training ensured cross-disciplinary collaboration, creating a shared, non-judgmental space where professionals could standardize mortality review and data analysis using tools like Cluster & Common Thread Analysis™. This collaborative, non-punitive environment transformed the review process, enabling open discussions about patient outcomes and allowing providers to focus on preventing future incidents and improving care quality across UC Health.

Outcome

Implementing the SLS Collaborative has significantly improved mortality metrics while transforming UC Health's culture, fostering teamwork, and relieving moral distress among providers.

- ✓ **Improved Mortality Metrics**
Measurable declines in mortality rates within the first year of implementation.
- ✓ **Cohesive Culture**
Unified quality reviews led to enhanced psychological safety and significantly boosted morale across departments.
- ✓ **Healing Post-COVID**
The process has supported provider well-being and morale after the hardships of the pandemic.

Future Plans

UC Health aims to deepen its involvement with the SLS Collaborative to continue refining its quality improvement efforts. By expanding mortality review committees and enhancing cross-departmental communication, they hope to further strengthen their data-driven approach to care and support a sustainable culture of safety.



Refining the SLS Framework

UC Health will continue adapting SLS processes for consistent improvement.



Data-Driven Care Optimization

Focus on enhancing data insights to refine patient safety protocols and outcomes.