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## Optimizing Performance: Revolutionizing the Sepsis Team with a Fresh Start

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**Keywords:** Optimize, Performance, Engage, Team, Success

**Introduction:** Improving Pediatric Sepsis Outcomes (IPSO) is an extensive project that requires commitment over several years. The seventh key driver of IPSO, Optimizing Performance, is a vital section to ensure progress is sustained over time. Initially, the sepsis team at Loma Linda University Children’s Hospital was motivated, but over time enthusiasm dwindled and physicians disengaged.

**Methods:** To optimize performance, quality improvement methods of the Shewhart cycle were utilized to examine the team, foster engagement, and ultimately stimulate progress.<sup>1</sup> Strategies were built on the concept of “make a C<sup>2</sup>ASE for the team,” where Clarity & Consistency, Accountability, Support, and Empowerment

(C<sup>2</sup>ASE) is the formula for success. The mission was highlighted, and a charter was created. Team members were held accountable, and decisions were made at biweekly meetings. Support was obtained through Children’s Hospital Association webinars, office calls, and coaching sessions. The team was empowered through appreciation, recognition, and celebrations of milestones together.

**Results:** Following revitalization efforts, physician attendance at committee meetings improved from 17% to 45% as shown in Figure 1. Subsequently, in a 5-month period, the following sepsis processes were established: screening, huddle, order set, video, screensavers, webpage, dashboard, a launch in 1 care setting, and over 300 submitted data files.

**Conclusion:** A disengaged sepsis team was revolutionized by making a C<sup>2</sup>ASE, via Clarity of the mission, Consistency in expectations, Accountability for actions, seeking Support and Empowering the team. The results of the revitalized commitment rejuvenated morale and stimulated progress to fight pediatric sepsis at Loma Linda University Children’s Hospital.

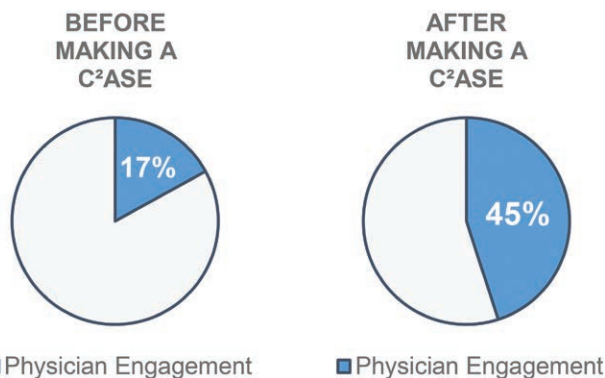


Fig. 1. Physician engagement before and after making a C<sup>2</sup>ASE.

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