



QI Update

Partner Up!date

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Members of the department of Psychiatry have been working together in partnerships to implement ideas. When you submit your idea to PsychIdeaBoard@umassmemorial.org, not only are we able to share your ideas with department leadership, but you are entered into the department-wide contest to find the best PartnerUp! idea. To help give you a sense of what kinds of ideas are PartnerUp! ideas, below is an example of an idea implemented at the Outpatient Department.

Front desk staff at the Outpatient Department at 100 Century Drive felt that it was a problem when they could not communicate with the patients who communicate using sign language. Administrator Yadira DeJesus partnered with clinician Melissa Anderson, PhD to teach the front desk some basic signs. Not only is communication improved, but the front desk staff now contribute even more to a positive patient experience in the OPD.

Congratulations to Yadira, Melissa and the OPD front desk staff on working together on a great idea!