**Performance Improvement: Advancing Health Care Delivery**

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### Introduction

- Worked on performance and quality improvement initiatives led by the Network Performance Group
- Montefiore operates in the Bronx, which traditionally has the worst health outcomes in New York

### Objective of Internship

I aimed to explore the administrative aspect of health care delivery and learn more about the health care system’s pitfalls and possible avenues for improvement.

### Work profile

- NPG works to improve the outcomes of Montefiore Health System’s health care delivery
- I assisted on a few projects, primarily making hand hygiene audits on the floor and helping facilitate PI workshops

### Reflection

- One of my main projects was helping an NPG manager and ID fellow with her hand hygiene initiative
- I had the opportunity to be on the hospital floor observing providers in real time and auditing data on hand hygiene habits
- The data I gathered was presented to senior leadership to justify the rollout of new hand hygiene technology, Biovigil, supported by the project team and me.

### Looking Ahead

- Working within improving the system of health care delivery has led me to really consider health care administration as a future meaningful career path.

### Questions

- How can health care address the increasing complexity of the system brought on by continued scientific and research developments?
- How do we simplify and standardize such a complex system?

### Conclusion

There are a lot of shortcomings in health care – problems which lead to serious consequences, such as an alarming number of inflicted mortalities. It’s a huge issue that health care is actually killing upwards of 200,000 people annually, which is why it’s so necessary to have groups like NPG that actively address this and work to improve healthcare quality.

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