

Performance improvement for dummies

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Objectives

- Develop transferable system
- Consistent with verification standards
- Should be easily presentable
- Result in some measurable improvements

Essential elements / tools

- PI coordinator (PIC) separate from TPM
- Daily forum for concurrent review
 - Clinical and registry personnel must attend
- Registry based reviews
 - PIC develops dashboard
- Clinical and system forums for retrospective review
- Link to patients medical record

PIC

- Attends concurrent report
- Enters all concurrent data
 - Reviews medical records
- Works with registrar to ensure appropriate abstraction
- Interface for most system issues, some clinical issues
- Generates dashboard
- Attends all review forums
- Tracks status of issues
- Reports monthly to hospital based committee
- Interface with nurse surveyor

FRAMEWORK FOR CONCURRENT AND RETROSPECTIVE ANALYSIS : WHEN IS AN "ISSUE" AN ISSUE?

CLINICAL

NURSING
DOCUMENTATION
RECORD REVIEW

TIMELY **APPROPRIATE**

-RECORD
REVIEW
-TRANSFERS

BUDGET
RESOURCES
SUPPORT

COMMITMENT CAPACITY

-ED dwell
-TIME TO icu
-OR AVAILABLE

SYSTEM

SENTINEL EVENTS SYSTEM CLINICAL	CLINICAL STRUCTURE	CLINICAL SYSTEMS
DELAYS IN ACCESS	MATERIALS	PERSONNEL

EDUCATION	SERVICE CONSULTANTS ROLES	RESPONSE TIMES BLOOD LAB CMGS
OR / ICU ORTHO ADD-ONS ED LOS	MACHINES MONITORS ETC	NURSES DOCS PA'S ETC

PROJECT TYPE

ISSUE

ANALYSIS

ACTION PLAN

RESOLUTION OR
"LOOP CLOSURE"

CONCURRENT (link to
patient)

REGISTRY DRIVEN

CLINICAL

SYSTEMS

"THIS HAPPENED OR
EXISTS BECAUSE..."

We plan to...

WE EXPECT.....

- NONE**
- SOME**
- COMPLETE**

PROJECT
NOTEBOOKS

REGISTRY BASED

- OCCURENCES DEFINED BY ACS, NTDB
- TQIP will offer benchmarking
- Pick some filters that reflect the 4 fundamentals: TACC
 - Follow on dashboard and report
 - Try to find something measurable that will respond to an intervention

Pick your own structure

- We use a.m. report
- All patients get a folder with abstract
- PI databases print to folder
- Copy supporting documents that **ALLOW EXTERNAL OBSERVER TO SEE HOW YOU GOT THERE**

For survey

- Issue identification and analysis essential for many patients...
- Patients with good outcomes often have process issues surveyors will spot
- TPMD is vital for analysis and action plan, determination of desired outcome
- PIC / registry do the “core” work....