

Tip Number One: Human Resource Employee Files

1. Invest in actual Human Resource files with pockets.
2. Ensure that all files are complete by including:
 - Completed application and date of hire
 - References
 - License verification
 - Verification of required certification such as BCLS or ACLS
 - Completed orientation and orientation competency
 - Mandatory yearly training
 - Yearly competency
 - Yearly performance review
 - Additional training documentation
 - Documentation of required vaccination
3. Examples of yearly mandatory training include:
 - Bloodborne pathogen review
 - Personal protective equipment use
 - Patient Rights and Advance Directives
 - Abuse and neglect
 - Quality principles
4. Examples of yearly competencies include:
 - Hospital transfer process
 - Patient satisfaction principles
 - Any high risk, low volume or problem-prone procedures

Tip Number Two: Quality Projects

Develop a format for documenting quality projects

Performance Improvement Project (Example)

Project: Ensure that the Patient Rights document, financial disclosure and Advance Directive information is sent to and received by every patient prior to the date of surgery.

Reason: This quality project was selected in order to be in compliance with a new CMS standard and improve patient communication.

Team: K. Smith, Manager (team leader)
Dr. Lewis, Surgeon
N. Jones, Scheduler
T. Lee, Physician office receptionist

Process:

1. Surgeon's office requests surgery date from scheduler.
2. Scheduler assigns date and receives patient information by fax.
3. Scheduler mails required information to patient's address at least 7 days prior to surgery date.
4. RN confirms receipt of information by patient during pre-surgery phone interview.
5. Patient signs confirmation of receipt of information during admission process.

Start date: January 1, 2010

Audit: Out of 20 surgeries performed in January, 15 patients received their information by mail prior to the date of surgery. Three patients were sent the information by e-mail following the RN pre-surgery interview. Two patients did not have e-mail so the information was given to them on the day of surgery just before their admission.

Action

Plan:

1. Send out information at least 10 days prior to surgery date.
2. Develop process for overnight mailing if patient did not receive information as expected.
3. Develop process for reading information to patient over the phone and then reviewing written document in waiting room before admission.
4. Have some information packets in physician's offices for distribution to patients with a short notice surgery date.
5. Continue monthly audits.

Tip Number Three: Quality and Infection Control Grids

Put all your data in a grid by month so it is easy to retrieve, show to others and include in minutes.

QAPI and Infection Control Grid (Example)

Month	<u>Goal</u>	<u>Jan</u>	<u>Feb</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>
#Surgeries	20-40	20	22	16	26	24	22
Receipt of Patient Rights Pre-surgery	100%	15*	18*	15	25	24	20*
Discharge Instructions	100%	20	21*	16	26	24	22
Patient Satisfaction Pain control	90% (very good)	85%*	90%	92%	90%	89%	89%
Responsible Adult Present	100%	100%	100%	100%	100%	100%	100%
Medication Error	0	1*	0	0	0	0	0
Transfer Out	0	0	0	0	0	0	0
Surgical Infection	0	0	0	0	0	0	0
New hire PPD given	100%	100%	N/A	N/A	N/A	100%	N/A

* Requires analysis and action plan.

You may include financial monitors on the grid. Just make sure all the patient safety, quality assurance and infection control monitors are also documented.

Tip Number Four: Meeting Minutes

- A. Develop a standard agenda and build in necessary approvals in appropriate months. For example, Governing Body approval of Quality Plan every February.
- B. Develop a standard minutes format rather than using a narrative form.
- C. Have all attendees sign an attendance sheet rather than type it into the minutes.

Governing Body Minutes February 23, 2010 (Example)

<u>Topic</u>	<u>Discussion</u>	<u>Action</u>	<u>Follow-up</u>
2010 Quality Plan Approval	<ol style="list-style-type: none">1. 3 monitors added.2. 4 monitors from from 2009.3. Action plans from January reviewed.4. PI teams assigned.5. CEO Quality summary reviewed.6. Quality training competency reviewed7. Quality and Infection Control grid discussed. Suggestions for monitoring pain control given by Dr. Adams.	Approved	Document date of approval

