

Notes from Quality Partners Call
April 15, 2008
Performance Measurement (PM)

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PM 2.1g Several members on the call requested assistance with interpretation and display of data. Frances Hoffman will work with Becky Anthony to develop some method of providing additional education on these topics.

PM 3.1a Hospice of Pella is beginning to do concurrent patient surveys related to responsiveness of staff on nights, staff timeliness, quality, and meeting emotional and spiritual needs. The first of these surveys is hand-delivered by a social worker two weeks after admission. Subsequent surveys are mailed at 45 days and at every recertification.

PM 3.3 Performance improvement activity results are shared through monthly reports to staff, volunteers, and boards by most hospices on the call. Some are using dashboards—a limited set of indicators that are being focused on as particularly important for a period of time. For example, one hospice is currently looking at falls with injury, likelihood of families to recommend the hospice to others, length of stay less than 7 days, and median length of stay. Such dashboard indicators are reviewed annually and may be changed to something that is of more critical importance or that clearly needs to be improved.

PM 5.2 Most hospices are not currently collecting volunteers' opinions of their hospice's programs. Some collect this information from representative volunteers on their boards. Frances will check on possible tools for collecting volunteer opinions on performance improvement.

PM 5.4 Most hospices did not have a process in place for root cause analysis. A resource that was suggested is www.patientsafety.gov where such a tool may be found from the VA National Center for Patient Safety.

General PM A hospice asked how to get staff to buy in to the data collection process. Frances suggested that examples be given to staff that directly link data to the improvement of patient care in some way. Staff are focused on direct patient care and will be much more likely to participate in data collection if they can see the direct connection.