

1998 Performance Measures

Department	PI Measure # and Description	BOD Initiated
1 Patient Rights and Organizational Ethics		
ICU	9802 Daily concurrent review of all new charts for presence of living wills.	<input type="checkbox"/> 0198
2 Assessment of Patients		
5th Floor	9801 Documentation of post-procedure vital signs on special procedure flow sheet as per protocol (on arrival to floor - if stable, in 30 minutes, then every 4 hours x 24 hours; if not stable, every 15 minutes or as needed until stable)	<input checked="" type="checkbox"/> 0198
	9803 Patients are assessed by nursing for medication teaching needs during admission process.	<input type="checkbox"/> 0398
Ambulatory Clinics Team	9804 Past Medical History is initiated on first visit.	<input type="checkbox"/> 1195
Assessment of Patients Team	9801 Assessment of patients by nursing for religious practices and cultural beliefs.	<input checked="" type="checkbox"/> 0398
	9802 Assessment of patients by Social Service Department for religion/cultural background/ethnicity.	<input checked="" type="checkbox"/> 0398
	Quality control testing (high/low) is done daily by the 11-7 staff on each monitor used that day with the results recorded on the data entry form.	<input checked="" type="checkbox"/> 0498
	9803 Quality control testing (high/low) is done daily by the 11-7 staff on each monitor used that day with results recorded on the Data Entry Form.	<input type="checkbox"/> 0198
Cardiac Rehabilitation	9801 "Quality of Life" outcome tool.	<input checked="" type="checkbox"/> 0498
Discovery Unit	9802 Patient charts and special observation flow sheets are completed as per departmental policy	<input checked="" type="checkbox"/> 0398
	9805 Criteria for treatment plans (reassessment of goals)	<input type="checkbox"/> 1197
EKG	9801 Timely reading of EKGs per departmental policy	<input checked="" type="checkbox"/> 0198
Emergency Room - Medical Staff	Monitoring of appropriateness and timeliness for diagnoses of abdominal pain, chest pain, and shortness of breath	<input checked="" type="checkbox"/> 0295
	9802 AMAs	<input checked="" type="checkbox"/> 0296
EMS	9801 Appropriate usage of Westmoreland County Written Standing Orders and Protocols based upon the patient assessment as documented on the prehospital care trip report.	<input checked="" type="checkbox"/> 0195
Geriatric Behavioral Health Service	Each patient is reassessed within the time frames as described in policy/procedure. Reassessment relates to problems identified on the treatment plan.	<input type="checkbox"/> 0198
	9802 Each patient will receive a comprehensive assessment within the established time frames as outlined in policy by each discipline, and each assessment includes essential elements as required by JCAHO, HCFA, and State Standards.	<input type="checkbox"/> 0697
	9803 Each patient is weighed weekly, every Monday. The scale used to weigh each patient is documented on the graphic sheet. A weight variance of greater or less than 5 pounds is addressed by the treatment plan update biweekly.	<input checked="" type="checkbox"/> 0698
Key Care	9807 Patients with dementia will improve and meet projected goals during care period.	<input type="checkbox"/> 0498
Lab	9801 Review of patients requiring STAT crossmatch requests immediately prior to or while in surgery (elective scheduled procedures)	<input checked="" type="checkbox"/> 0997
	9802 Immediate review of all testing performed once a transfusion reaction has been suspected.	<input type="checkbox"/> 0997
	9803 Review of all rejected specimens to identify cause for rejection and to observe for trends.	<input checked="" type="checkbox"/> 1096
Medicine	9801 There is a written order for every Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) by the physician expressing the patient's and/or family's wishes.	<input type="checkbox"/> 1997
	9802 On patients with a Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) consent signed on the Medical Record, a reorder for the DNR or NEM must be written every 72 hours by the attending physician.	<input type="checkbox"/> 1997

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Medicine	9803 Every patient with an order for Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) will have a DNR consent present on the Medical Record.	<input type="checkbox"/>	1997
	9804 Every patient with a written order for Do Not Resuscitate or No Extraordinary Measures will have a completed consent on the Medical Record.	<input type="checkbox"/>	1997
	9805 Aspirin is administered to all patients with a confirmed Acute Myocardial Infarction. Aspirin will be administered 0-6 hours from time of arrival.	<input type="checkbox"/>	1997
	9806 All patients with a confirmed Acute Myocardial Infarction and an LVEF <40% discharged alive and not transferred will be discharged on an ACE (Angiotensin Converting Enzyme) Inhibitor.	<input type="checkbox"/>	0198
	9807 There is documentation to support that request for autopsy was addressed with the patient's family.	<input type="checkbox"/>	0198
Neuro Diagnostic Department	9802 Timely interpretation of EEGs within 48 hours	<input checked="" type="checkbox"/>	0198
Nutrition Team	Nutritional status improved or maintained via weight status	<input checked="" type="checkbox"/>	0198
	9803 Nutritional status is maintained or improved in patients on Detox Unit via weight status	<input type="checkbox"/>	0198
	9804 Patients identified as malnourished or high nutritional risk upon admission have a reassessment in 5-7 days after initial nutritional assessment.	<input type="checkbox"/>	0198
Operative and Other Procedures/Anesthesia Care Team	9808 Patients receiving conscious sedation for colonoscopy will be assessed by anesthesia pre-procedure to include NPO status, physical and mental status, heart and lungs assessment, and airway classification. Intra-procedure care/assessment documentation will include oxygen saturation, blood pressure, pulse, respirations, every 5 minutes, oxygen use, continuous assessment of level of consciousness, and medications used.	<input checked="" type="checkbox"/>	0798
Radiology	9811 Overall percentage of attendings response or follow up of suggestions	<input checked="" type="checkbox"/>	0193
	9812 Discrepancy of 3% or less in preliminary interpretation of films by Emergency Department Physicians	<input checked="" type="checkbox"/>	0193
Surgery	9801 There is a written order for every Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) by the physician expressing the patient's and/or family's wishes.	<input type="checkbox"/>	0197
	9802 On patients with a Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) consent signed on the Medical Record, a reorder for the DNR or NEM must be written every 72 hours by the attending physician.	<input type="checkbox"/>	0197
	9803 Every patient with an order for Do Not Resuscitate (DNR) or No Extraordinary Measures (NEM) will have a DNR consent present on the Medical Record.	<input type="checkbox"/>	0197

3 Care of Patients

Ambulatory Clinics Team	9803 Allergies are documented on the Patient's Medical Record	<input type="checkbox"/>	1195
Anesthesia	9801 Efficiency follow-up conscious sedation administered other than by anesthesiologist or anesthetist.	<input checked="" type="checkbox"/>	0198
Congestive Heart Failure Team	9805 Patients with a diagnosis of Congestive Heart Failure (CHF) are prescribed ACEI	<input checked="" type="checkbox"/>	0497
Detox Unit	9806 Behavior modification techniques are used for patients not abiding by the unit policy or guidelines and expectations. Techniques used is based on behavior noted and severity of infraction.	<input checked="" type="checkbox"/>	0198
	9807 Behavior modification techniques are used for patients not abiding by the unit policy / guidelines and expectations. Technique used is based on behavior noted and severity of infraction.	<input checked="" type="checkbox"/>	0398
EKG	9802 Quality of EKGs	<input checked="" type="checkbox"/>	0798
EMS	Documentation of successful endotracheal intubation as evidenced by the patient assessment as documented on the pre-hospital care trip report.	<input checked="" type="checkbox"/>	0195
	9803 Appropriate usage of the medications used during a cardiac arrest based upon the patient assessment as documented in the pre-hospital care trip report.	<input type="checkbox"/>	0195
Geriatric Behavioral Health Service	9805 ECT is appropriately administered to patients who meet criteria	<input checked="" type="checkbox"/>	0696

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Key Care	9804 A patient questionnaire regarding satisfaction of services is mailed to appropriate patients upon discharge from Key Care services.	<input checked="" type="checkbox"/>	1994
Medication Usage Team/Pharmaceutical Care	9801 Medication Usage - Individualized dosage	<input checked="" type="checkbox"/>	0194
	9802 Timing of antibiotic administration	<input type="checkbox"/>	0197
	9803 Adverse Drug Events reported through hospital's Adverse Drug Event reporting system analyzed by method of reporting, time of occurrence, potential preventability, severity, and causality.	<input type="checkbox"/>	0195
	9804 Patients receiving medications requiring drug concentration maintain a serum drug concentration within normal limits	<input type="checkbox"/>	0196
	9805 Verification of physician order	<input checked="" type="checkbox"/>	0195
Nuclear Medicine	9801 Required surveys are carried out and documented in a timely manner.	<input checked="" type="checkbox"/>	0197
	9802 Camera down time	<input checked="" type="checkbox"/>	0197
Nutrition Care - Food Services	9801 Patient Meal Rounds - Patient Satisfaction	<input type="checkbox"/>	0597
	9802 Monitoring of refrigerator temperatures on each patient care area.	<input type="checkbox"/>	
	9803 Monitoring of dish machine temperatures	<input type="checkbox"/>	0197
Nutrition Team	9801 Standing orders for enteral and parenteral nutritional support are utilized.	<input checked="" type="checkbox"/>	0198
Operating Room/Endo	9802 All charts to show: 1) Systems assessment of patient on admission, 2) vital signs done every 5 minutes times three, then every 15 minutes until discharge 3) Evaluation of effectiveness of any treatments/medications given, 4) Pulse oximetry 5) Cardiac monitoring 6) Oxygen therapy given to maintain oxygen saturation, 7) patients met acceptable Aldrete Score on discharge, 8) Written order from anesthesiologist for discharge from PACU.	<input checked="" type="checkbox"/>	0798
	9803 Each patient receiving ECT meets criteria as outlined in Performance Improvement worksheet for ECT. ECT was administered in accordance with policy provisions, medical record evidences response to the ECT treatment.	<input checked="" type="checkbox"/>	0798
Operative and Other Procedures/Anesthesia Care Team	9802 Ancef 1-2Gm IV 30 minutes prior to incision on Laparoscopic Cholecystectomy	<input checked="" type="checkbox"/>	0198
	9804 Each patient receiving ECT meets criteria. ECT was administered in accordance with policy provisions. Medical Record evidences response to the ECT treatment.	<input checked="" type="checkbox"/>	0498
	9806 Prophylaxis (when indicated) will be administered within 2 hours or less prior to incision.	<input checked="" type="checkbox"/>	0798
Respiratory Therapy	9801 Respiratory Procedure: Ordered and Administered on timely basis. (This will be done in the 2nd and 4th quarter of 1998)	<input checked="" type="checkbox"/>	0198
Special Treatment Procedures Team	Restraints are used appropriately and in a safe manner with consideration for the patient's well-being	<input checked="" type="checkbox"/>	0198
	9802 Seclusion is used appropriately and in a safe manner with consideration for the patient's well being.	<input checked="" type="checkbox"/>	0197
	9803 Behavior management therapies are used appropriately and in a safe manner with consideration of the patient's rights and well being.	<input checked="" type="checkbox"/>	0198
	9804 ECT is appropriately administered to patients who meet criteria.	<input checked="" type="checkbox"/>	0698
4 Education			
5th Floor	9802 Documentation of routine post-surgical teaching with evaluation of effectiveness on patient teaching record.	<input checked="" type="checkbox"/>	0198
9th Floor	9801 Patients will receive a food/drug interaction sheet on discharge; when applicable.	<input checked="" type="checkbox"/>	0398
	9802 The patient teaching record will be used to document teaching that is provided to each patient throughout the course of their hospital stay.	<input checked="" type="checkbox"/>	0398
Ambulatory Clinics Team	9801 Teaching is correctly documented on Patient Teaching Record as indicated by all sections of the form being completed.	<input checked="" type="checkbox"/>	1195
	9802 Learning barriers section of the Patient Teaching Record is completed.	<input checked="" type="checkbox"/>	1195
Anesthesia	9801 Patient/Family Education	<input checked="" type="checkbox"/>	0198

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Detox Unit	9804 Documentation of individualized teaching based on individualized needs.	<input checked="" type="checkbox"/>	0196
Discovery Unit	9801 Review of all readmissions for discharge instructions and referrals per departmental policy	<input checked="" type="checkbox"/>	0398
Education Team	9804 Advance Directive information needs section of the Patient Teaching Record is checked.	<input checked="" type="checkbox"/>	0198
	9805 An Advance Directive Form is in the Medical Record	<input type="checkbox"/>	0798
	9806 Route of drug administration is documented for medication instruction.	<input type="checkbox"/>	1996
	9807 Food and Drug Interaction education is documented on the Patient Education Form	<input checked="" type="checkbox"/>	1996
EKG	9802 Education Surveys and call backs to all patients involved	<input checked="" type="checkbox"/>	0198
ICU	9801 Concurrent review of all new charts daily and three times per week for patient's educational needs	<input checked="" type="checkbox"/>	0198
Key Care	9803 Registered Nurse will identify any infection and educate on ATB then follow regarding effectiveness and infection resolution.	<input checked="" type="checkbox"/>	1997
Medication Usage Team/Pharmaceutical Care	9806 Documentation exists on the Patient Teaching Record	<input type="checkbox"/>	0498
Neuro Diagnostic Department	9801 Patient Education: EEG testing (All Types)	<input checked="" type="checkbox"/>	0198
Operating Room/Endo	Patients having endoscopic procedures done will have pre and post procedure teaching documented on the teaching record.	<input checked="" type="checkbox"/>	0498
Operative and Other Procedures/Anesthesia Care Team	9803 Patients having Laparoscopic Cholecystectomy will receive diagnosis specific teaching (via the teaching sheet).	<input checked="" type="checkbox"/>	0198
	9807 Patients having Colonoscopy procedures done will have definitive pre and post procedure teaching documented on the teaching record.	<input checked="" type="checkbox"/>	0798
Physical Therapy	9801 Patient and significant family members to be instructed in appropriate home exercise program and/or home intervention during the initial evaluation or within first week of Physical Therapy private session.	<input checked="" type="checkbox"/>	0198
Respiratory Therapy	9802 Patient teaching as per DRG 88: COPD Teaching	<input checked="" type="checkbox"/>	0198
Social Services	Information and access to community resources	<input checked="" type="checkbox"/>	0198
Vascular Lab	Documentation of adequate patient education, as well as, proper documentation of the processes effectiveness.	<input checked="" type="checkbox"/>	0196
5 Continuum of Care			
Continuum of Care Team	9801 Transfer consent completed and signed on all patients transferred	<input checked="" type="checkbox"/>	0198
	9802 Transfer consent includes the name of the receiving physician	<input checked="" type="checkbox"/>	0198
	9803 The Multidisciplinary Discharge Summary is signed by nursing, pharmacist, dietitian, physical therapist, respiratory therapist, and social service.	<input checked="" type="checkbox"/>	0198
Detox Unit	9801 All sections of discharge aftercare planning form will be completed and signed by the patient and staff.	<input type="checkbox"/>	0498
	9802 Goal review and problem review will be updated every 72 hours and as necessary. Final update will be upon discharge of the patient.	<input type="checkbox"/>	0498
	9803 Vital signs must be documented prior to administration of PRN (as needed) medications for withdrawal (i.e., catapres, librium, methadone), including subjective and objective withdrawal symptoms.	<input checked="" type="checkbox"/>	1994
Key Care	9806 Therapist will evaluate their initial goals upon client discharge from therapy services.	<input type="checkbox"/>	0498
Physical Therapy	9802 Hand written treatment plan to be completed on appropriate cover sheet in outpatient chart on the initial evaluation date with typed initial evaluation and full plan of care following.	<input checked="" type="checkbox"/>	0198
Radiology - Medical Staff	9801 Measurement of compliance between surgical findings and radiologists readings of preliminary films.	<input type="checkbox"/>	
Social Services	Deficits in the discharge planning process	<input checked="" type="checkbox"/>	0198
6 Improving Organizational Performance			

<i>Department</i>	<i>PI Measure # and Description</i>	<i>BOD</i>	<i>Initiated</i>
Key Care	9801 Each staff nurse will complete peer review of current and discharge patient charts.	<input type="checkbox"/>	0195
8 Management of the Environments of Care			
Environment of Care	9801 Compliance is noted with the schedule for inspection, testing, and preventative maintenance of utilities internally.	<input type="checkbox"/>	0198
	9802 Attendance at safety committee meetings.	<input checked="" type="checkbox"/>	0197
10 Management of Information			
Information Management - IM.3	9801 Service Date - Patient Charge Cards	<input type="checkbox"/>	0498
	9802 Charge Code - Patient Charge Cards	<input type="checkbox"/>	0498
	9803 Patient's Social Security Number is on the Admission Form	<input type="checkbox"/>	0498
	9804 The patient's race is documented on the Emergency Room Form.	<input type="checkbox"/>	0498
	9805 Consent to treatment is signed by the patient or legal representative/next of kin with relationship, reason on the patient's chart.	<input type="checkbox"/>	0498
Medical Record Review - Clinical Pertinence/Timeliness	9801 History and Physical Exam is completed within 24 hours of admission	<input checked="" type="checkbox"/>	0398
	9802 Total delinquent charts to measure <50% of the average monthly discharges (AMD)	<input checked="" type="checkbox"/>	0398
	9803 Medical Record Review for clinical pertinence	<input checked="" type="checkbox"/>	
Medical Records	9801 All documented diagnoses and procedures shall be accurately coded.	<input type="checkbox"/>	0398
	9802 All transcribed reports should have an error rate of <3% as per departmental standard.	<input type="checkbox"/>	0398
	9803 A valid authorization shall be received before any information is released as per departmental standard.	<input type="checkbox"/>	0398
	9804 All charts are filed accurately in permanent file as per departmental standard.	<input type="checkbox"/>	0398
	9805 Charts need to be analyzed correctly for documentation per departmental standard.	<input type="checkbox"/>	0398
	9806 Discharged records are assembled according to the appropriate chart format.	<input type="checkbox"/>	0398
11 Surveillance, Prevention, and Control of Infection			
Infection Control	9801 Monsour Medical Center's objective is to ensure and protect employees and their health	<input checked="" type="checkbox"/>	0798
	Nosocomial Infection Rate - %	<input type="checkbox"/>	0198
	9802 Compliance with criteria for Blood Usage	<input type="checkbox"/>	0198
	Maintenance of surveillance of hospital infection potential	<input checked="" type="checkbox"/>	0198
Vascular Lab	9801 Post-procedural monitoring of infection.	<input checked="" type="checkbox"/>	0196