

# Quality and Patient Safety Performance Measure Opportunities



*The ideas below can be used to identify opportunities to measure performance at your facility that can help improve care quality and patient safety.*

Patient Satisfaction	Patient Safety	Medication Administration
<ul style="list-style-type: none"> <li>• Inpatient</li> <li>• Outpatient</li> <li>• Ambulatory</li> <li>• Emergency Dept.</li> <li>• CAHPS</li> <li>• Communication</li> <li>• Responsiveness</li> <li>• Pain response</li> <li>• Medication education</li> <li>• Cleanliness</li> <li>• Quietness</li> <li>• Discharge Information</li> <li>• Care Transitions</li> <li>• Physician communication</li> <li>• Overall satisfaction</li> <li>• Patient Complaints</li> <li>• Patient Grievances</li> </ul>	<ul style="list-style-type: none"> <li>• Fall risk assessment</li> <li>• Falls</li> <li>• Falls with injury</li> <li>• Unassisted falls</li> <li>• Assisted falls</li> <li>• Patient Identification                             <ul style="list-style-type: none"> <li>• Specimen Labeling</li> <li>• Blood Administration</li> <li>• Medication Administration</li> </ul> </li> <li>• Bar-scanning rates</li> <li>• Critical Results reporting                             <ul style="list-style-type: none"> <li>• Lab resulting</li> <li>• Radiology results</li> <li>• ABG results</li> </ul> </li> <li>• Alarm results</li> <li>• Alarm safety</li> <li>• Suicide Risk Assessment &amp; Depression Screening                             <ul style="list-style-type: none"> <li>• ER</li> <li>• Inpatient</li> <li>• Outpatient</li> <li>• MD Office</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Correct Patient</li> <li>• Correct medication</li> <li>• Correct route</li> <li>• Correct dose</li> <li>• Correct time</li> <li>• Correct labeling of meds</li> <li>• Education                             <ul style="list-style-type: none"> <li>• Home Meds</li> <li>• New Meds</li> <li>• Dose change</li> <li>• Discharge meds</li> </ul> </li> <li>• Adverse medication reaction</li> <li>• Anticoagulant Meds                             <ul style="list-style-type: none"> <li>• Lab monitoring</li> <li>• Specific dose</li> <li>• Specific time</li> <li>• Diet restrictions</li> </ul> </li> <li>• Medication Reconciliation                             <ul style="list-style-type: none"> <li>• Admit</li> <li>• Transfer</li> <li>• Discharge</li> </ul> </li> </ul>

*Please contact your Patient Safety Consultants at 800.542.4754 for additional information or resources.*

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# Quality and Patient Safety Performance Measure Opportunities



Infection Control	Surgery	Emergency Department
<ul style="list-style-type: none"> <li>• Hand Hygiene program</li> <li>• CAUTI Rates</li> <li>• CLABSI Rates</li> <li>• SSI Rates</li> <li>• C-diff rates</li> <li>• VRE rates</li> <li>• MRSA rates</li> <li>• Blood Culture contamination rate</li> <li>• MRSA rates</li> <li>• Influenza Immunization rates</li> </ul>	<ul style="list-style-type: none"> <li>• Correct patient</li> <li>• Correct body site</li> <li>• Correct procedure</li> <li>• Informed Consent process</li> <li>• Incorrect Counts</li> <li>• Retained foreign objects</li> <li>• Reintubation</li> <li>• On time starts</li> <li>• Wheels out to wheels in</li> <li>• Sedation reversals</li> </ul>	<ul style="list-style-type: none"> <li>• # of visits</li> <li>• Left without being seen</li> <li>• Left AMA</li> <li>• # of PEC's</li> <li>• # of CEC's</li> <li>• Door to doctor time</li> <li>• Door to OR time</li> <li>• Door to Cath Lab time</li> <li>• Length of stay</li> </ul>
Pain	Security	Employee Safety
<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Pain Scale</li> <li>• Pain management</li> <li>• Reassessment</li> <li>• Pain med assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Suspicious occurrences</li> <li>• Reported problems/disturbances</li> <li>• Thefts</li> <li>• Patient/Family disturbances</li> <li>• Calls to law enforcement for assistance</li> </ul>	<ul style="list-style-type: none"> <li>• Slips/Falls</li> <li>• Needle Sticks</li> <li>• Exposures</li> <li>• Push/Pull injuries</li> <li>• Lifting injuries</li> <li>• Hit/Struck</li> </ul>
Regulatory	Overall	Restraint/Seclusion
<ul style="list-style-type: none"> <li>• Self-abuse neglect reporting</li> <li>• Citations received during unannounced DHH/JC site visits due to complaint</li> <li>• Recertification citations</li> </ul>	<ul style="list-style-type: none"> <li>• Length of stay</li> <li>• Mortality rates</li> <li>• Readmission rates</li> <li>• Hospital-acquired                             <ul style="list-style-type: none"> <li>• Pressure Ulcers</li> <li>• Fractures</li> <li>• DVT/PE</li> <li>• Sepsis</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Alternatives attempted</li> <li>• Reason for use</li> <li>• Order obtained</li> <li>• Monitored appropriately</li> <li>• Supporting documentation</li> <li>• Physician notification</li> <li>• Hours restrained/in seclusion</li> <li>• Behavior modification</li> <li>• Discontinue attempts</li> <li>• Debriefing after removal</li> </ul>