

Outcome Enhancement: The Process-of-Care Investigation

Objectives for This Module

- ❖ **Develop criteria to evaluate agency care provision**
- ❖ **Use critical thinking in reviewing care provided**
- ❖ **Identify areas to improve (or reinforce) care**
- ❖ **Identify potentially useful QI tools/ techniques**

What Is a Process-of-Care Investigation?

Systematic investigation of care contributing to outcomes

Targeting aspects of care to change (or reinforce)

Focus of the Process-of-Care Investigation:

Specific Aspects of Care Delivery Contributing to the Outcome Results

Steps in the Process-of-Care Investigation

- ❖ **Begin with the target outcome**
- ❖ **Investigate the likely cause(s) of the outcome**
- ❖ **Determine specific care aspects needing change**

Pitfalls to Avoid

- ❖ Premature closure (jumping to conclusions)
- ❖ Involving only agency management
- ❖ “Blaming” data collection or analysis methods
- ❖ Not focusing on care delivery

Initial Steps in Investigating Care Provided

- ❖ Identify what should be done in providing care
- ❖ Determine what actually was done

Identifying What SHOULD Be Done

**Which clinical actions/care behaviors have
relevance for the target outcome?**

Identifying What SHOULD Be Done

- ❖ **Specific assessments**
- ❖ **Specific care planning**
- ❖ **Specific interventions**

Goal:

An Inclusive List of Clinical Actions

Important Care Behaviors for Improvement in Dyspnea

Assessment

1. Patient weight is assessed at SOC
2. Patient weight is assessed every week

Important Care Behaviors for the Outcome of Improvement in Dyspnea

Care Planning or Interventions

1. Weight gain over 3 pounds is reported to the physician within the same day
2. Patient education regarding prescribed diuretics begins at SOC visit

Agency Decision: Who Should Develop the “Should Be Done” List?

Most Important Consideration: Include Clinical Staff

Make the Final “Should Be Done” List Manageable:

- ❖ Brainstorm
- ❖ Prioritize

What Will the “Should Be Done” List Be Used For?

- ❖ Analysis of current care provision
- ❖ Constructing a tool to review care

How Specific Must the “Should Be Done” List Be?

- ❖ For consistency in reviewing care
- ❖ To facilitate drawing conclusions

Review Criteria Form

Target Outcome Measure: Improvement in Dyspnea

(Place checkmark in box if behavior is present in clinical record.)

Important Care Behaviors (Examples)	Pt ID	Pt ID	Pt ID
	1. Patient weight is assessed at SOC		
2. Patient weight is assessed every week.			
3. Weight gain over 3 # is reported to the physician within the same day.			
4. Patient education regarding prescribed diuretics begins at SOC visit.			
5.			

Exercise 1:

Develop a “Should Be Done List”

Determining What Was Done

- ❖ What are we actually doing?
- ❖ How does this compare to our "should be done" list?

Agency Decisions:

- ❖ **Select the care review approach**
- ❖ **Determine the review format**
- ❖ **Determine who will conduct the review**
- ❖ **Determine the cases to be reviewed**
- ❖ **Determine the review time frame**

Handout 1:

Patient Tally Report Instructions

Potential Care Review Approaches

- ❖ Focused clinical record review
- ❖ Staff interviews
- ❖ Visit observation
- ❖ Staff meeting discussion
- ❖ Case conferences

Focused Clinical Record Review

- ❖ Familiarity with process
- ❖ Select 30 records for review

Compare and Contrast:

- ❖ This clinical record review approach
- ❖ Your past QI or UR activities

Drawing Conclusions:

- ❖ **Compile team member tally sheets**
- ❖ **Aggregate results**
- ❖ **Summarize problems (or strengths) in care provision**

Clinical Record Review Grand Tally Sheet

Important Care Behaviors (Examples)	Reviewer #1	Reviewer #2	Reviewer #3	Reviewer #4	Reviewer #5	Grand Total (# checked) ^a
1. Patient weight is assessed at SOC	3/3	1/2	0/4	1/3	2/5	7/17
2. Patient weight is assessed every week						
3. Weight gain over 3 # is reported to the physician within the same day						
4. Patient education regarding prescribed diuretics begins at SOC visit						
5.						

**Summarize Your Findings: Clearly
State a Limited Number of Specific
Clinical Actions/Care Behaviors to
Change (or Reinforce)**

Exercise 2:

Investigate Care and Summarize Findings

Your Summary Produces a Statement of a Problem or a Strength