

Outcome Enhancement: The Process-of-Care Investigation

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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 Quality Improvement (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.**

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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

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?**

Goal: An Inclusive List of Clinical Actions

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Important Care Behavior for Improvement in Acute Care Hospitalization (ACH)

Assessment

1. Patient is assessed for risk at SOC

Important Care Behaviors for the Outcome of Improvement in ACH

Care Planning or Interventions

1. The clinician will notify the case manager of all patients found to have five or more risk factors during their risk assessment on the same day as the SOC/ROC.
2. Patient's medical record will be "flagged" as being "at risk."

Most Important Consideration: Include Clinical Staff

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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

Determining What Was Done

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

Review Criteria Form

Target Outcome Measure: Improvement in ACH

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

Important Care Behaviors (Examples)	Pt ID	Pt ID	Pt ID

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**

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.	3/3	1/2	0/4	1/3	2/5	7/17
2.						
3.						
4.						
5.						

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

Your Summary Produces a Statement of a Problem or a Strength

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QUESTIONS?

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