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MISSOURI TEAM QUALITY AWARD RECIPIENT

TIMELY CORRECT REPORTS TO CORRECT CHART (TCR2C) CQI TEAM at CoxHealth, Springfield



PROFILE

CoxHealth is an integrated health care system in Springfield, Missouri that provides medical services to more than 750,000 people in an 18-county primary service area in southwest Missouri and northern Arkansas. The health system includes four hospitals, more than 9,000 employees, 489 physicians in 55 physician clinics, Oxford Health-Care home health agency, and Burrell Behavioral Health. The mission of CoxHealth is to improve the health of the communities we serve through quality health care, education, and research.

OPPORTUNITY FOR IMPROVEMENT

In support of CoxHealth mission and goals, the Everyone's Performance Executive Committee chartered the Timely Correct Reports To Correct Chart CQI team to improve the processes necessary to decrease turn around time (TAT) and get inpatient radiology and laboratory paper reports to the right place at the right time. The benefits were to increase customer, employee, and physician satisfaction, improve quality of care and safety for patients and decrease costs. CoxHealth performs approximately 70,700 laboratory tests and 15,000 radiology exams per month. The physician may order tests/procedures based on patient severity of condition and urgency of treatment needs. Fifty percent of all tests and procedures were ordered STAT (immediately, drop everything and do them). Over utilization of STAT orders causes production delays for all tests and procedures.



TEAM ACTIONS

A standard FOCUS-PDCA methodology was applied to identify what activities would have the greatest influence on the success of this project. Based on benchmarking data with other facilities, feedback from stakeholders, data collection and analysis along with the Failure Modes and Effects Analysis the following opportunity objectives were determined: (1) Standardize definitions for STAT and routine orders, (2) Reduce the number of STAT tests and procedures being ordered, (3) Nurses verify unit secretary transcription of orders to be complete and correct, (4) Radiology and Laboratory to establish and publish realistic turn around times for stakeholder buy-in, (5) Improve radiology transcription priority assignment process, and, (6) Standardize process for getting paper reports to the patient's chart.

RESULTS

As a result of developing and revising standards and improved processes the following results were achieved: (1) 51% decrease in the number of tests and procedures being ordered STAT, (2) 54% improvement in the number of reports being found in patient charts, (3) 55% improvement in unit secretary order verification by nurses, (4) 88% decrease in STAT and 77% decrease in routine transcription turn around time, (5) Standardized process for getting paper reports into patient charts which decreased by attrition one full time equivalent unit secretary position, (6) Developed electronic bar code process to assign transcription priority status.

FUTURE PLANS

The team will monitor results for two years and re-evaluate if team oversight is still needed. CoxHealth will evaluate enhanced electronic communication including physician voice recognition transcription, bar coding other processes; and expanding the integrated medical records. Based on the success of this CQI team's efforts and the ability of the team to break down silos and barriers the Everyone's Quality Improvement Process (EQIP) Committee has approved 6 more fast track CQI teams, stating, "Fast track CQI teams are beneficial and effective in solving and improving complex processes that cross department boundaries."

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