

# Complete List

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## Quality Assessment and Performance Improvement Indicators

White Items are the Items of Current Focus

Grayed out Items are not Items of current Focus

**3/21/18**

### Quality Assessment and Performance Improvement Indicators

No	Name	Definition	Target	Accountability	Prioritization Criteria**	Reporting	Comment
<b>Significant Adverse Occurrences</b>							
1	Sentinel Event	Event leading to death or significant impairment (per Significant Event Policy) includes Near Misses  And State Reportable Events	N/A	QCM	XX, R, P, C	QAPI COMMITTEE, MPC, BOARD [Monthly]	Each sentinel event is reported. The root cause analysis and prevention interventions are also reported.
2	Event Reporting Frequency (RCA)	Number of events reported of the following types: Medication-Related; Other significant/Mandated Reporting	N/A	QCM	R, P	QAPI COMMITTEE, MPC, BOARD [Monthly]	The focus will be to increase reporting of issues
<b>Complaints/Grievances</b>							
3	Patient Grievance Rate	<b>Numerator:</b> # of patient grievances <b>Denominator:</b> 100 patient days	10%	Patient Advocate	XX, R, P, S	QAPI COMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
4	Clinically Related Patient Grievance	<b>Numerator:</b> # of grievances related to clinical care/skill <b>Denominator:</b> # of grievances	5%	Patient Advocate	XX, R, P, C, S	QAPI COMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
<b>Patient Services, Care and Safety</b>							
5	Patient injuries during hospitalization	<b>Numerator:</b> Number of patient injuries w or w/o treatment <b>Denominator:</b> Number of pt days per month X 100	0%	QCM	R, C, S	QAPI COMMITTEE, MPC, BOARD [Monthly]	QAPI Committee will oversee the effectiveness of corrective actions
6	Adverse Outcomes in patient care	<b>Numerator:</b> Number of inpatient adverse outcomes <b>Denominator:</b> Number of patient days per month X 100	2%	QCM	R, V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Monthly]	QAPI Committee will oversee the effectiveness of corrective actions

Prioritization Criteria: XX = Required by External Authorities; R = High Risk; V = High Volume; P = Problem Prone; C = Clinical Excellence; E = Operational Efficiency; S = Patient, Employee and Physician Satisfaction; H = Employee Retention / Recruitment

**Quality Assessment and Performance Improvement Indicators**

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<b>Patient Services, Care and Safety (continued)</b>							
7	Inpatient Mortality Rate	<b>Numerator:</b> Number of inpatient deaths <b>Denominator:</b> Number of patient days per month X 100	0%	QCM	R, V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
8	Readmissions within 30 Days	<b>Numerator:</b> Number of inpatient readmissions within 30 days of discharge <b>Denominator:</b> Number of inpatient admissions per month	10%	QCM	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
9	Medical Emergency Transfers	<b>Numerator:</b> Number of inpatients transferred emergently to an acute hospital <b>Denominator:</b> Number of patient days per month X 100	2%	QCM	R, P, C,	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
10	Elopement Rate	<b>Numerator:</b> Number of Elopements <b>Denominator:</b> Number of inpatient days per month X 100	0%	QCM	R, P, C,	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
11	Suicide Management	<b>Numerator:</b> Number of attempted suicides <b>Denominator:</b> Number of patients admitted with dx of behavioral/emotional disorder	0%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
12	Inpatient Falls per 100 patient days	<b>Numerator:</b> Number of inpatient falls reported during the month. <b>Denominator:</b> number of inpatient days per month X 100.	0.5	QCM	XX, R, P, V	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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No	Name	Definition	Target	Accountability	Prioritization Criteria**	Reporting	Comment
<b>Patient Services, Care and Safety (continued)</b>							
13	Patient falls leading to injury requiring treatment	Number and brief description of the circumstances surrounding any inpatient or outpatient fall that required medical treatment	0%	QCM	R, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
14	Rate of Initial Treatment Plans Reviewed and Approved within 24 hours of admission	<b>Numerator:</b> # of Medical Records reviewed for presence of Treatment Plans Reviewed and Approved within 24 Hours of Admission <b>Denominator:</b> Number of Inpatient Admissions	95%	QCM	R, V, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
<b>Physician and AHP Related Issues</b>							
15	Rate of Complete and Timely Psychiatric Evaluations	<b>Numerator:</b> Number of Records Reviewed for Presence Complete and Timely Psychiatric Evaluations <b>Denominator:</b> Number of Records Reviewed where Psychiatric Evaluation Required	100%	QCM	XX, V, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
16	Rate of Complete Psychotropic Medication Consents	<b>Numerator:</b> # of Medical Records reviewed with Presence of Psychotropic Medication Consents Present (for voluntary admissions – if not presence of state mandated Psychotropic form present) <b>Denominator:</b> Number of Psychotropic Medication Consents Required (e.g. # of individual psychotropic medication consent forms required in each medical record reviewed)	100%	QCM	XX, V, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions

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<b>Physician and AHP Related Issues (continued)</b>							
17	Rate of Consultation Reports Reviewed by Physician and Noted in D/C Summary	<b>Numerator:</b> Number of Records Reviewed for Presence of Physician Annotated Review of Consultation in D/C Summary <b>Denominator:</b> Number of Records Reviewed where Consultations Present	95%	QCM	P, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
18	Discharge Summary Completion	<b>Numerator:</b> # of Medical Records with Discharge Summary Completed within 30 days of Discharge and Contains all Required Elements <b>Denominator:</b> Number of Inpatient Discharges	95%	QCM	XX, P, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
19	Discharge Progress Note Completion	<b>Numerator:</b> # of Medical Records with Discharge Progress Notes Completed per Policy <b>Denominator:</b> Number of Inpatient Discharges	100%	QCM	P, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
<b>Laboratory Services</b>							
20	Rate of Proper Laboratory Value Review and Documentation	<b>Numerator:</b> # of Medical Records with Laboratory Results Reviewed by Physician and noted in record <b>Denominator:</b> Number of Records Reviewed with Laboratory Values Present	90%	QCM	R, P, C	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
21	Average time of reporting of critical results	Mean time from resulting availability to notification of the responsible practitioner (physician or other practitioner who may initiate appropriate intervention)	30 min	QCM	XX, R, P, V	QAPI COMMITTEE, MPC, BOARD [Quarterly].	QAPI Committee will oversee the effectiveness of corrective actions

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<b>Laboratory Services (continued)</b>							
22	Mislabeled/Unlabeled Specimens	<b>Numerator:</b> Number of mislabeled or unlabeled specimens <b>Denominator:</b> Number of specimens received in laboratory	5%	QCM	R, P, V, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
23	Mislabeled/Unlabeled Specimens	<b>Numerator:</b> Number of mislabeled or unlabeled specimens resulting in harm to patient or delay of service <b>Denominator:</b> Number of mislabeled or unlabeled specimens	0%	QCM	R, P, V, C, E	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
<b>Food and Nutrition Issues</b>							
24	Rate of appropriate and accurate Diets	<b>Numerator:</b> Number of nutritional diets accurate and appropriate for patient's carbohydrate, caloric and protein needs <b>Denominator:</b> number of diets reviewed	100%	Director of Dietary	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
25	Rate of correct meal preparations	<b>Numerator:</b> Number of meals prepared with correct menu including food portions <b>Denominator:</b> number of prepared meals reviewed	100%	Director of Dietary	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
26	Number of Timely Nutritional Assessments	<b>Numerator:</b> Number of RD assessments performed within 72 hours for patients at high nutritional risk <b>Denominator:</b> number high risk nutritional patients reviewed	100%	Director of Dietary	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
27	Proper Food Storage	<b>Numerator:</b> Number expired food items in kitchen refrigerators/freezers <b>Denominator:</b> Number of food items observed	0%	Director of Dietary	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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<b>Food and Nutrition Issues (continued)</b>							
28	Proper Food Preparation	<b>Numerator:</b> Number of food temperatures within range <b>Denominator:</b> Number temperatures checks performed	100%	Director of Dietary	V, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
<b>Infection Prevention and Control</b>							
29	Rate of Compliance CDC Hand Hygiene Requirements	<b>Numerator:</b> Number of observations when the care giver performed hand hygiene per CDC guidelines. <b>Denominator:</b> number of observations (opportunities) (10 observations per month)	80%	Infection Control Practitioner	R, P, V, C	QAPI COMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
30	Appropriate Cleaning / Disinfecting Products	<b>Numerator:</b> Number of cleaning products EPA approved for hospital use <b>Denominator:</b> All cleaning products (4 observations per month)	100%	Infection Control Practitioner	R, P, C	QAPI COMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
31	Number of infections due to inadequate cleaning of showers	<b>Numerator:</b> Number of athlete foot infections <b>Denominator:</b> 100 patient days	0%	Infection Control Practitioner	R, P, V, C, S	QAPI COMMITTEE, MPC (IC Function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
<b>Restraint / Seclusion (Violent/Self Destructive Behavior)</b>							
32	Restraint Usage Rate	<b>Numerator:</b> Hours of restraint use <b>Denominator:</b> 1000 patient hours	volume	QCM	P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
33	Seclusion Usage Rate	<b>Numerator:</b> Number of "seclusion episodes" <b>Denominator:</b> 100 inpatient days	volume	QCM	R, P, C, S	QAPI COMMITTEE, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
34	Appropriateness of Order Time Frame	<b>Numerator:</b> Number of orders for restraint / seclusion meeting 4/2/1 hr time frame pursuant to age population <b>Denominator:</b> Total number of orders for restraint / seclusion	100%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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<b>Restraint / Seclusion (Violent/Self Destructive Behavior)</b>							
35	Appropriateness of Restraint / Seclusion Renewal at 24 hours	<b>Numerator:</b> Number of restraint / seclusion episodes renewed at the 24 hour time frame with evidence of in-person evaluation by LIP <b>Denominator:</b> Total number of renewal restraint / seclusion orders	100%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
36	Restraint / Seclusion Usage – Evidence of Alternative Methods/Less Restrictive Measures	<b>Numerator:</b> Number of restraint / seclusion records reviewed with evidence of alternative & less restrictive measures attempted or considered and rejected prior to restraint use <b>Denominator:</b> Total number of restraint / seclusion episodes reviewed	100%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
37	Evaluation of Restraint / Seclusion	<b>Numerator:</b> Number of new restraint / seclusion episodes with face-to face evaluation within 1 hour of restraint / seclusion application by Qualified RN or PA or LIP <b>Denominator:</b> Total number of new episodes of restraint / seclusion	100%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
38	Restraint / Seclusion Outcome – Injuries while restrained	<b>Numerator:</b> Number of pt. injuries while restrained or secluded <b>Denominator:</b> Number of restraint / seclusion episodes per 100	0%	QCM	R, P, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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<b>Restraint / Seclusion (Violent/Self Destructive Behavior)</b>							
39	Inclusion in Treatment Plan	<b>Numerator:</b> Number of records of restrained and/or secluded patients with inclusion of restraint/seclusion in treatment plan <b>Denominator:</b> Number patient records with restraint/seclusion	100%	QCM	R, P, C	<b>QAPI COMMITTEE,</b> MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
<b>Medication Use/Pharmacy Services</b>							
40	Medication Error Rate as a Result of Med Unavailability	<b>Numerator:</b> total number of medication errors occurring in patient care areas as a result of medication unavailability <b>Denominator:</b> Total medications dispensed (or per 100 medications dispensed)	0%	QCM	R, V, P, C, E, S	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
41	Medication Error Rate	<b>Numerator:</b> total number of medication errors occurring in patient care areas <b>Denominator:</b> Total medications dispensed (or per 100 medications dispensed)	2%	QCM	R V P C E, C	QAPI COMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
41	Adverse Drug Reaction Rate	<b>Numerator:</b> Number of adverse drug reactions <b>Denominator:</b> Number of medications administered	2%	QCM	R, P, C	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
42	Appropriateness of Poly-Pharmacy	<b>Numerator:</b> Number of poly-pharmacy records reviewed with evidence of review of appropriateness of each drug <b>Denominator:</b> Number of poly-pharmacy records reviewed	95%	QCM	R, P, C	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions

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<b>Medication Use/Pharmacy Services (continued)</b>							
44	Timeliness of Medication Availability (Medication turn-around-time)	<b>Numerator:</b> Number of medications orders filled (delivered) per contract (times per week) <b>Denominator:</b> Number of medication orders reviewed for fill adequacy	100%	QCM	R, P, C	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
45	Patient Medication and Controlled Substance Labeling	<b>Numerator:</b> # of patient medications, including controlled substances labeled and stored according to hospital policy <b>Denominator:</b> number of patient stored medications reviewed	100%	QCM	R, V,P, C	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
46	Controlled Substance Destruction	<b>Numerator:</b> # of controlled substances properly destroyed including all documentation requirements and destruction time frames (for medications considered abandoned – 7 days or post discharge) <b>Denominator:</b> # of medication destruction log entries identified (denominator)	100%	QCM	R, V,P, C	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
47	Dual licensed Signatures for Controlled Substance Content Assessment and Upon Delivery	<b>Numerator:</b> # of shifts <b>Denominator:</b> # of deliveries reviewed	100%	QCM	R, V,P, C	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions

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<b>Medication Use/Pharmacy Services (continued)</b>							
48	E-Kit Usage	<b>Numerator:</b> # of times the E-Kit was accessed for emergent psychological or physiological need for the patient to address life-threatening situations or in instances where failure to administer the medication has the potential to cause significant negative impact to the patient's psychological or physiological condition <b>Denominator:</b> # of times E kits are accessed	100%	QCM	R, V,P, C	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
49	Content and Security of E-Kits	<b>Night Audit</b> <b>Numerator:</b> # of E-Kits with correct content and that are secured <b>Denominator:</b> # of E kits x 7 nights	100%	QCM	R, V,P, C	QAPI COMMITTEE, BOARD [Monthly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
<b>Environmental Services</b>							
50	Room Cleanliness	<b>Numerator:</b> # of Patient Rooms clean without visible dirt, dust <b>Denominator:</b> Number of Patient Rooms observed	95%	EVS Manager	P, V, C, S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
51	Cleaning / Disinfection Patient Rooms	<b>Numerator:</b> Number of correct responses from staff when queried on disinfectant dwell (wet/kill) times <b>Denominator:</b> Number of queries (2 queries per week)	>95%	EVS Manager	P,V, C,S	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
<b>Environment of Care</b>							
52	Staff Knowledge about Unsafe/hazard Condition	<b>Numerator:</b> # of staff able to articulate how to report unsafe environment or hazard <b>Denominator:</b> # of staff interviewed	>95%	Plant Operations	R, V,P, C,E,S	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	EOC Committee will oversee the effectiveness of corrective actions

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<b>Environment of Care (continued)</b>							
53	Emergency Management Employee Education	<b>Numerator:</b> # of employees correctly describing their role in the event of an internal/external disaster <b>Denominator:</b> # of employees interviewed	>90%	Plant Operations	R, V,P, C,E,S,H	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions
54	Emergency Management Activation	<b>2 per year</b>	100%	Plant Operations	R, V,P, C,E,S,H	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	EOC Committee will oversee the effectiveness of corrective actions
55	Fire Drills	<b>Numerator:</b> 1 fire drill per quarter per shift conducted <b>Denominator:</b> 12	100%	Plant Operations	R, V,P, E,S,H	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	EOC Committee will oversee the effectiveness of corrective actions
56	Review of Escape Routes During Construction (ILSM)	<b>Numerator:</b> # of escape routes reviewed for unobstructed access <b>Denominator:</b> # of escape routes	100%	Plant Operations	R, V,P, C,E,S,H	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	EOC Committee will oversee the effectiveness of corrective actions
57	Staff knowledge of fire plan	<b>Numerator:</b> # of staff articulating fire plan components correctly <b>Denominator:</b> # of staff queried	>90%	Plant Operations	R, V,P, E,S,H	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	EOC Committee will oversee the effectiveness of corrective actions
58	Management of Physical Environment	<b>Work order completion rate</b> <b>Numerator:</b> # of work orders completed within 30 days of creation <b>Denominator:</b> # of work orders created	95%	Plant Operations	R, V, P, C, E	Environment of Care Committee Quality QAPI COMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions

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