

### Quality Assurance/Core Measures - Observation Experience:

1. **Objective 3b:** Describe the process for collection of data related to core measures, including specific information related to the electronic medical record and documentation.
  - The documentation in the EMR flags patients based on codes/ diagnosis for the quality team to analyze their documentation. Ensuring proper interventions are done at appropriate times, for patient safety. All members of the healthcare team are expected to document properly so this process is accurate. An example of which is when patients come in for stroke like symptoms the quality team is ensuring documentation on the time onset of symptoms, arrival time, CT time, thrombolytic therapy enacted in a timely manner, DVT prevention initiated the day after admission, HIHSS and dysphagia screening, education on stroke symptoms, rehab, and other aspects of care is done throughout their stay, and rehabilitation is assessed and enacted upon discharge.
  
2. **Objective 5c:** Discuss how standardization processes impact a culture of safety in the medical environment.
  - Having this process standardized ensures that all patients are receiving proper care and it is done in a timely manner. It also ensures that the interventions taken place are evidence based. This helps to verify every member of the healthcare team who is on the same page, which then improves communication and prevents errors. Such as with a stroke patient, the stroke alert is activated to ensure proper protocols, good communication among team members, and quicker assessment and treatment. Giving the patient a better outcome.
  
3. **Objective 7b:** Provide examples of how the Quality Department improves clinical practice based on evidence-based practice initiatives.
  - Improvements made by the quality team are to ensure safer patient outcomes and to improve existing protocols. The quality team takes all aspects of the patient's chart, real life situations, the team's input, and coordinates changes following evidence-based practice to make changes to foster patient safety and improve patient outcomes. Improvements such as assessing the need for continuing staff education and training, feedback on performance, the need to change certain processes based off feedback from all members of the healthcare team and adjusting discharge education for certain patients (such as heart failure patients).