Z ch. 22

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1. What is quality improvement and what are some reports used to track QI?

   The QI Refers to the process or activities that are used to measure, monitor, evaluate and control services, which will lead to measurable improvement to health care consumers. Incidence reports are used to track QI.

2. As stated in the Salinas article, what does HCAHPS stand for in what individuals may not receive the HCAHPS survey? What is the purpose of the surveys and how does it link to value based purchasing?

   Hospital consumer assessment of health care providers and systems. Not administer to patients discharged to Hospice care or nursing homes, law enforcement patients, no publicity patients, or patients with a foreign home address. It measures patient satisfaction.

3. According to Salinas, What did the findings from the study confirm? What are some of the initiatives hospitals have incorporated to improve value and outcomes for patients? What areas of high HCAHPS ratings were found to lower re admission rates and decrease rates of mortality?

   A significant negative correlation was found between health care quality, as measured by 30 day readmission rates and overall patient experience, as measured by responses to HCAHPS question 22 (would you recommend this hospital to friends and family), among short stay hospitals in the US. Hospitals with higher levels of patient satisfaction, as measurement by HCAHPS, tended to have lower rates of re admission.

4. what are the four categories that core measures are divided into? how many core measures are there?

   Acute MI, heart failure, pneumonia, and surgical care. 33 core measures.

   1. What is the benefit of external benchmarking? Provide examples

      It can identify other organisations successful parties, which can then be tested in organizations striving for improvement. Like your CAUTI ratings are compared to other hospitals

   2. what are the 7 used to Calculate overall hospital ratings?

      Mortality, safety of care, re admission, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging.

   3. What are the most commonly reported nursing sensitive indicators?

Pressure injury, falls and falls with injury, hospital acquired infections, and patient satisfaction with nursing care.

4. What is the difference between process measures and outcome measures?

Process measures assess the interventions provided by the health care team, while outcome measures provide evidence of the effect of the interventions.

1. How would you go about doing this?

Observations, surveys, documentation and records.

2. What would be your indicators?

Electronic patient medical records, the amount of IV tubes not correctly labeled against the amount that was.

3. What would be the metrics?

The rate of The IV tubing that was labeled correctly

4. Pretend that you have some results after a month. How will you report the information to the manager?

They are tracked and trended with graphic displays, such as run charts or graphs or bar graphs.