

Engaging Clinicians in the Ownership of Outcome Improvement Achieving Outcomes in the Top 10% Nationally

Interim Greenville

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Organizational Goal

- Achieve superior outcomes that distinguish the agency as a leading provider of the highest quality of care.
- Meet the National 90th percentile for all publicly reported outcomes/achieve ranking in the top 10% of all agencies.

Challenges to Meet Goals:

The Greenville branch was the target for significant improvement in outcomes as determined by:

- Internal benchmark analysis
- Use of clinician/patient specific data

Obstacle to Overcome:

- Gain clinician "buy-in" for OASIS accuracy in the Greenville branch

The Process

June 2008 – Focus on OASIS Accuracy

- Began use of OCS Quality Assurance Reports (Discharge, recert, transfer)
- Inconsistencies in documentation identified

December 2008 – Continued Focus on OASIS Accuracy

- Custom Report-Patient outcomes by clinician at discharge
- Internal data analysis by branch/clinician
- Review of data analysis with individual clinicians

February 2009 – Clinician OASIS training

- Individualized by clinician for those below established agency averages by outcome.

February 2009 – Mandatory meeting of Greenville staff:

- Established Top 10 goals by outcome
- % Increases needed to achieve goals
- Greenville data as compared to other Interim branches

Established Top 10 Goals for 2009

OUTCOME MEASURE	MIN. TARGET OUTCOME SCORE
Pain	79%
Dyspnea	76%
Bathing	80%
Transfer	70%
Ambulation	73%
Oral Meds	58%

Greenville did not meet any of the 2009 Top 10 goals at this time.

March 2009 & Beyond

- Regular daily evaluation of OASIS inconsistencies
- Quarterly review of OCS Heads-up & Executive Summary Reports
- Use of OCS Custom report by branch/clinician
- Regular communication with staff

The Result

In August 2009, the agency and Greenville met all Top 10 goals for the period April 2008 – May 2009

Agency – ALL	June 2008	June 2009	Improvement percentage
Pain	83%	88%	5%
Dyspnea	75%	78%	3%
Bathing	81%	85%	4%
Transfers	66%	71%	5%
Ambulation	65%	75%	10%
Oral Meds	62%	64%	2%

