

## 2013 Agency Plan

Quality Measure	Reason	Data Received From	Structure/ Process/ Outcome	Problem Indicator	Department/ Service	Frequency	Target	Result
<b>Patient Comfort</b>								
Comfort Achieved within 48 hrs. of Admission	To improve care by providing patients optimal comfort and quality of life	OCS	Outcome	Problem Prone	Patient Care Services	30 Charts reviewed monthly	100%	
<b>Patient Safety</b>								
Incidence of Falls with Injuries	To identify strategies to reduce the risk of patient falls and the risk of patient harm resulting from falls.	OCS	Process	High Risk	Patient Care Services	30 Charts reviewed monthly	0.7%	
Nosocomial Infection Incidents	To help identify risks, trends and transmissions of infectious agents and take action to prevent spread of infection.	Internal	Process	High Risk	Patient Care Services	30 Charts reviewed monthly	5%	
Medication Incidents	To help reduce the risks associated with adverse drug reactions resulting in medication incidents	Internal	Process	High Risk	Patient Care Services	30 Charts reviewed monthly	0%	
<b>Patient Care</b>								
RN Response Time within 24 hours of signed Benefit of Election Form	To improve the timeliness of referrals	Internal	Process	Problem Prone	Patient Care Services	30 Charts reviewed monthly	100%	
Comprehensive Assessment is completed by all disciplines within 5 days of admission	To gather the critical information necessary to treat the patient/family's immediate care needs.	Internal	Process	High Volume	IDT	30 Charts reviewed monthly	100%	
Reassessment and Care Plan Review addressed every 15 days	To clearly identify, via clinical review, patient/family involvement, specific services, goals and outcomes by all members of the team	Internal	Process	High Volume	IDT	30 Charts reviewed monthly	100%	



<b>Volunteer Services</b>								
Volunteer Hours being 5% of Total Patient Care Hours	To maintain savings to Hospice program by using volunteers to provide services as per guidelines and policies and procedures. (National Rate is \$25.00 per hour)	Internal	Process	High Volume	Volunteer Services	Monthly Data Collection	5%	
Volunteer Training	To ensure volunteers are trained consistant to the tasks that they perform. To ensure that all regulatory standards, rules and regulations are followed.	Internal	Process	High Volume	Volunteer Services	Monthly Data Collection	100%	
<b>Bereavement Services</b>								
Bereavement Services Provided	To ensure that effective grieving services are provided to families which follow the bereavement plan of care and which are available to the bereaveed for 13 months following death of patient.	Internal	Outcome	High Volume	Social Work Services	Semi-Annually	100%	
<b>Survey Results</b>								
Willingness to Recommend	To measure care from the family's point of view and to always strive to increase their satisfaction	NHPCO	Process	High Volume	Administration	Quarterly	95%	
Care on Nights and Weekends	To measure care from the family's point of view and to always strive to increase their satisfaction	NHPCO	Process	High Volume	Administration	Quarterly	85%	
<b>Pediatrics</b>								
Comfort Achieved within 24 hrs of Admission	To insure children are provided with optimal comfort and quality of life	Internal	Outcome	High Risk	Patient Care Services	Every Pediatric Patient	100%	