

Quality Assurance Monitoring Activity Ideas – Surgical/Procedural Care

If organizational performance does not meet goal, proceed with Quality Improvement Study

Risk Management

- **Breaches in care** (falls in facility)
- **Charting/documentation** (medication reconciliation, allergy documentation)
- **Complaints/grievances** (patient complaints on difficulty scheduling appointment or procedure)
- **Complications/patient transfers** (SSIs, extended recovery/PONV, hospital transfers)
- **Near misses** (patient is placed in the wrong room)
- **Compliance with Time Out and Wrong Site Surgery** (confirm patient, procedure, etc., surgeon confirms/marks site with patient/caregiver input)

Infection Control and Prevention

- **Compliance with manufacturers and national guidelines and/or equipment reprocessing** (pre-cleaning prior to any in-house sterilization of equipment; reprocessing of scopes, scalpels, etc.)
- **Environmental cleaning** (housekeeping not following manufacturer's guideline for wet time)
- **Hand washing** (observations of non-compliance with hand washing guidelines)
- **Safe injection practices** (open multi-dose vials stored in anesthesia cart, new needle/new syringe for every medication draw)
- **Sharp safety** (needle sticks)

Patient Satisfaction/Experience

- **In facility wait times** (patient check in to the facility to the time the patient is seen by the provider, or the procedure begins)
- **Scheduling wait times** (patient contact to visit or procedure date)

Cost Containment

- **Equipment/repairs** (equipment [e.g., scopes, AER, C-arms, lasers, etc.] maintenance or repair cost)
- **Facility time** (room or procedure room turnover times)
- **Services** (facility laundry costs or medical waste disposal costs)
- **Staffing** (staff salary per procedure)
- **Supplies** (e.g., cannulae, eye drops, lenses, scalpels, medications/anesthetics, needles, pledgets, syringes, reprocessing fluids)

Clinical

- **Antibiotic timing**
- **Compliance with Guidelines re: Indications for Procedures** (where they exist)
- **Excess discomfort during the procedure**
- **Extended recovery and/or PONV**
- **Hematomas/seromas**
- **Unplanned transfers**
- **Preparation of surgical/injection site per guidelines**
- **Timeliness and completeness of pathology reporting**
- **SSIs**
- **Visual acuity improvement outcomes/rate of unplanned vitrectomies/TASS rate**

Quality Assurance Monitoring Activity Ideas – Primary Care

If organizational performance does not meet goal, proceed with Quality Improvement Study

Risk Management

- **Breaches in care** (falls in facility)
- **Charting/documentation** (medication reconciliation, allergy documentation)
- **Complaints/grievances** (patient complaints on difficulty scheduling appointment or procedure)
- **Compliance with Antibiotic Stewardship Recommendations** (no antibiotic prescription for sore throat without positive strep test)
- **Complications/patient transfers** (patient medication reactions [rash, anaphylaxis, nausea, and vomiting] for patients receiving medication or a prescription)
- **Follow Up on External Referrals, Testing, Labs**
- **HIPAA or FERPA Compliance**
- **Near misses** (patient is placed in the wrong room)

Infection Control and Prevention

- **Compliance with manufacturers and national guidelines and/or equipment reprocessing** (pre-cleaning prior to any in-house sterilization of equipment)
- **Environmental cleaning** (housekeeping not following manufacturer’s guideline for wet time)
- **Hand washing** (observations of non-compliance with hand washing guidelines)
- **Safe injection practices** (open multi-dose vials stored in refrigerator with lunches or specimens or in any other patient care area or area not free of contaminants, splitting of single dose vials)
- **Sharp safety** (needle sticks)

Patient Satisfaction/Experience

- **In facility wait times** (average number of minutes from the time the patient checks in to the facility to the time the patient is seen by the provider, or the procedure begins)
- **Scheduling wait times** (patient contact to visit or procedure date)

Cost Containment

- **Equipment/repairs** (equipment maintenance or repair cost)
- **Facility time** (room or procedure room turnover times)
- **Services** (facility laundry costs)
- **Staffing** (staff salary per visit)
- **Supplies** (expired medication/vaccine cost equivalents)

Clinical

- **ACOG Treatment of Uncomplicated Acute Bacterial Cystitis in Non-Pregnant Women**
- **Addressing ACHA-NCHA III/GPRA/UDS Findings**
- **Asthma Management vs NHLBI Guidelines** (prescribing maintenance and emergency medications, stepping up or down prescriptions, patient contracts, follow up scheduling)
- **BMI Measurement, Healthy Diet and Physical Activity Counseling**
- **Childhood Dental Exams**
- **Compliance with HICPAC Vaccination Recommendations**
- **Depression Screening and Management**
- **Diabetes Screening and Management** (e.g., HBA1C monitoring, foot exams, eye exams)
- **USPSTF Guideline Compliance** (chlamydia screening, colorectal cancer screening, tobacco screening/counseling)