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)