

CONCURRENT ABSTRACTION CREATES OPPORTUNITY TO ACHIEVE 100 PERCENT COMPLIANCE FOR HEART FAILURE CORE MEASURES

Case Study

Clinical Performance

Saint Cloud Hospital

Trailing other organizations in its publically reported core measures, Saint Cloud Hospital decided to use concurrent abstraction to get back on track.



The hospital had been working on improving its core measure compliance for four years, yet still faced great challenges in the area of Heart Failure and Pneumonia core measure compliance. Of the four Heart Failure and three Pneumonia indicators that the organization was tracking, the hospital had only managed to bring Adult Smoking Cessation Advice to 100 percent compliance. Saint Cloud was significantly trailing other organizations in its publicly reported measures.

COURSE OF ACTION

When Thomson Reuters made their *Concurrent Abstraction* module available through *CareDiscovery™ Quality Measures*, Saint Cloud implemented a concurrent abstraction process that enabled staff to abstract data while the patient was in the hospital. This data then prompted physicians and nurses to complete core measure requirements while the patient was still admitted.

RESULTS

The *Concurrent Abstraction* module enabled clinicians at Saint Cloud to see patterns in their compliance failure more quickly, and to act upon those situations while it was still possible to correct the failure. It has also helped the hospital to gain increased compliance and support from the physicians and nurses on the front line, and afforded the entire staff an opportunity to impact care before the patient was discharged. The new process nearly cut the concurrent abstraction workload in half and reduced the hospital's retrospective abstraction time to hours, instead of days, for Heart Failure measures compliance.

Using *Concurrent Abstraction*, Saint Cloud was able to:

- Increase evaluation of LVSF from 96.63 percent and ACEI/ARB for LVSD from 95.77 percent with retrospective abstraction to 100 percent each
- Increase discharge instructions from 80.27 percent with retrospective abstraction to 86.82 percent and this number is continuing to rise
- Increase Pneumococcal immunization rates from 97.4 percent in FY09 to 98.3 percent in FY10



SAINT CLOUD HOSPITAL

Location:
Saint Cloud, MN

Size:
489 beds

Scope and services:
As the largest healthcare facility in the region, St. Cloud Hospital offers a full spectrum of inpatient and outpatient services. From state-of-the-art care for heart disease and cancer to preventive health screenings and behavioral health counseling, the hospital provides the technology and skilled professionals to meet the needs of the region.

Solutions:
CareDiscovery™ Quality Measures



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"We learned that, by presenting information on misses to the physicians within days instead of weeks, the information seemed more real to them and they were more willing to listen to improvement suggestions," said Courtney Salzl, RN, clinical utilization specialist, Saint Cloud Hospital. "By concurrently tracking misses and reviewing them in a timely manner, we are better able to identify reasons for failure and develop appropriate improvement strategies."

In 2011, Saint Cloud Hospital was acknowledged for its accomplishments in the pursuit of excellence in Clinical Performance with a Thomson Reuters Healthcare Advantage Award in Performance Efficiency. The Healthcare Advantage Award was established in 2005 to honor and recognize customers who have used Thomson Reuters Solutions and tools to achieve outstanding success at their organizations.

"Utilizing this tool has allowed us to move core measures from a group of indicators reviewed after discharge to an active and current set of guidelines that we utilize every day to guide care."

Courtney Salzl, RN

Clinical Utilization Specialist
Saint Cloud Hospital

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