RED RULES

Measure	Measure Definition	How Physicians Comply
Red Rules	Rules that CANNOT be broken- by anyone Associated ONLY with processes that can cause harm Must be followed exactly (regardless of rank or role) Management and Medical Staff Leaders will	Speak up and STOP work that will or is violating a RED RULE RED RULES in place Physician and Nursing 1.Two Patient Identifiers: Name and Date of Birth

*** Failure to follow **RED RULES** will be reviewed and handled accordingly***

Measure	Metrics	How Physicians Comply
Retained Foreign Body (RFB)	 A RFB is anything unintended (material/object) left in the body at completion of skin closure (ALL Incidents are State reportable, regardless of harm) 	 Count prior to incision Fully explore the wound prior to closing Verify manual count is correct prior to closing If the manual count is incorrect STOP and Do Not close the incision. Re-examine the surgical site/wound for missing equipment/material. Examine all areas and recount before closure. Utilize the RF surgical technology. If count is still incorrect then: a) If the patient's condition permits, perform an intraoperative x-ray with radiologist read prior to skin closure b) In the event of a missing needle, document the size and type of needle(s) no x-ray is necessary because the needle would not likely show on x-ray.
Wrong Site Surgery (WSS)	A WSS is defined as a surgical or other invasive procedure performed on the wrong patient, or on the wrong body part or on the wrong side or site of the patient or implanting the wrong material or substance.	 Perform a (Mandatory) standard time out (initiated by surgeon) with at least the following included: Correct Patient, Correct Site, Correct Procedure (When the same patient has two or more procedures: If the person performing the procedure changes, another time-out needs to be performed before starting each procedure). All activity should <u>STOP</u> during the time out and everyone should participate in the time out. When possible, involve the patient in the verification process.
	(ALL Incidents are State reportable, regardless of harm)	 Mark the procedure site prior to the procedure being performed and before pt. is taking into procedure area when applicable.
Protocol For	1. Head of Bed up 30 degrees	1. Order HOB up 30 degrees or document a contraindication
preventing VAP's) This is an all or nothing measure, all	2. Peptic Ulcer Disease Prophylaxis	 Order a PUD prophylaxis to reduce stress related gastro-intestinal mucosal disorder
indicators must be met or contraindications must be documented.	 Deep Venous Thrombosis Prophylaxis Daily Oral Care with Chlorhexidine 	 Order mechanical or pharmacological DVT prophylaxis at the time vent is ordered Nursing function : Oral Care is done Q2-4 hours
* Utilize Pulmonary Order set*	5.Sedation Vacation	5. Collaborate with nursing and respiratory to develop a patient centered care plan for weaning off ventilator.

Measure	Metrics	How Physicians Comply
Code Blue Documentation	1.Physician Signatures	 Code physician is responsible to review and sign the code blue EMR documents. Please review documentation as this serves as the orders for the code team.

Example

Physician Signature	Date:	Time:	
Physician Signature Signifies Approval of above medications and treatments			

Before skin incision »»»»»»»	»»»»»»»»»»»
TIMEOUT (Operating F	Room)
<<<<<< STOP >>>>	>>>>>
ALL ACTIVITY IS SUSPENDED & M	USIC SILENCED
NEW SURGEON / PROCEDURE - RE	PEAT TIMEOUT
SURGEON: INITIATES TIMEOUT	
ALL TEAM MEMBERS INTRODUCE THEMSELVES B	
ROLE OR TEAM CONFIRMS NO CHANGES FROM P	REVIOUS CASE
SURGEON: Verbalizes	
WHO IDENTIFIED THE PATIENT? DATIENT NAME, PROCEDURE, SIDE/SITE	
PATIENT NAME, PROCEDURE, SIDE/SITE (CONFIRMATION FROM CONSENT)	Example of
□ STATES WHETHER IMAGES ARE NEEDED AND	poster located
AVAILABLE	in procedural
ANTICIPATED CRITICAL EVENTS OR MAJOR	in procedural
CONCERNS	
ANESTHESIOLOGIST: Verbalizes	
PROPHYLACTIC ANTIBIOTICS GIVEN ON TIME, IF	
APPLICABLE	
 ALLERGY STATUS CONFIRMED BLOCKS / REGIONALS / EPIDURALS DISCUSSED, IF 	
APPLICABLE	
CONCERNS OR ANTICIPATED CRITICAL EVENTS	
(INVOLVING MEDICATION, HISTORY, INDUCTION,	
OR AIRWAY CONCERNS)	
SCRUB PERSON: Verbalizes	
INSTRUMENT & IMPLANT STERILITY CONFIRMED	
MEDICATIONS & SOLUTIONS ON FIELD LABELED	
CIRCULATOR: Verbalizes	
EQUIPMENT / DEVICES / IMPLANTS / BLOOD	
PRODUCTS AVAILABLE IF NEEDED	
FLUIDS FOR SPECIAL IRRIGATION AVAILABLE	
INTRODUCTION OF ANY ANCILLARY ST	
SURGEON: ASKS: ANY CONC (ALL MUST VERBALIZE AGRE	
ALL WOST VERBALIZE AGRE	
	Date: 8/25/2016

Measure	Metrics	How Physicians Comply
Tobacco	1. Adult Tobacco Cessation Counseling to	1. Document smoking cessation
Cessation	anyone who has or is currently using within the	education and treatment offered in
	last 12 months.	H&P or progress notes.
	1. VTE-6 Potential Preventable VTE's.	1. Screen all admissions for VTE
VTE		risk and score and treat
		appropriately
	1. Aspirin (ASA) on arrival.	1. Order ASA in the EMR on arrival or
	2. Aspirin (ASA) at discharge	document contraindication
	2. Aspinin (ASA) at discharge	2-5. Physician must order the below
		medications as part of discharge medication list or document a
		contraindication in progress notes: ASA, ACE or ARB, Beta Blocker,
		and Statin
	3. ACE or ARB at discharge for LVSD	
	4. Beta Blocker RX at discharge	Document all discharge medications
		including: prescription and OTC
		medications that you want the
		patient to take
	5. Statin at discharge.	
	5	
Acute		
Myocardial		
Infarct (AMI)		
	6. Primary PCI Reperfusion w/in 90 min. of	6. A code STEMI page is utilized by
	hospital arrival. (Nursing staff required to	Emergency room physicians and
	record and follow Door to balloon time line)	staff. This process pages the
	Internal Goal \leq 75 mins	physician, Cath Lab, admitting and X-
		ray. Physicians are required to
		respond to a STEMI page w/in 8
		minutes and see the patient within
		20 minutes or the ED staff will
		escalate to the Interventionalist on
		call.
	7. Fibrinolysis Therapy received w/in 30	7. Alternative to PCI when it is not
	minutes of hospital arrival. (If indicated)	available
	(in indicator)	

Measure	Metrics	How Physicians Comply
Heart Failure	1. Written discharge instructions addressing	1. Clearly address discharge
(HF)	the following: discharge medications, diet, activity level, follow-up appt. within 7 days of hospital discharge, weight monitoring and what to do if symptoms worsen.	medications, including home medications in discharge orders. <i>Finalize D/C Orders</i> . All heart failure patients must have a follow- up appointment: a physician visit
	2. Consult the navigation team for this patient population if discharging to home	within 7 days of discharge. The discharge nurse provides patient with the Heart Failure Self Care Booklet which includes written teaching regarding diet, medications, weight monitoring, follow-up, what to if symptoms worsen, and activity.
	2. Left Ventricular Systolic Function Assessment.	2. Document in the record that left ventricular systolic function (LVSF) was assessed either prior to arrival, during hospitalization, or is planned for after discharge or document a reason for not assessing LVSF (Document this in the progress notes).
	3. ACEI or ARB prescribed at discharge for patients with LVSD (left ventricular systolic function (LVSF) documented as an ejection fraction (EF) less than 40% or a narrative description consistent with moderate or severe systolic dysfunction).	3. If ACEI or ARB not prescribed at discharge, document BOTH a reason for not prescribing an ACEI at discharge AND a reason for not prescribing an ARB at discharge.
Community	1. Appropriate Antibiotic selection	1. Utilize/use PNE admission order-
Acquired Pneumonia	(See PN admission orders)	set. (Mandatory)
(PN)	2. Blood Culture prior to antibiotic	2. Order Blood Cultures for any PN
	administration.	patients admitted to ICU within
PSY	(BC required for ICU patients) HBIPS-1: Admission Screening for Violence Risk, Substance Use,	24hrs. 1. Document appropriately
	Psychological Trauma History and Patient Strengths completed	2.Nursing
	HBIPS-3: Hours of seclusion use HBIPS-4: Patients discharged on multiple antipsychotic medications	3.Nursing 4. Must document a medical reason for this
	HBIPS-7: Post discharge continuing care plan transmitted to next level of care provider upon discharge patient Strengths completed	 Must document a medical reason for this Appropriate order and documentation Social Worker or CM will do this after your documentation is complete Screening appropriately and plan of cessation

Measure	Metrics	How Physicians Comply
Surgical Care Improvement Project (SCIP)	1. Prophylactic ABX delivered w/in 0-60 min. prior to surgical incision. (Anesthesia administers) Vancomycin and Levaquin are to be given w/in 0-120min. (Nursing administers).	 Order antibiotics to be given in OR by anesthesia. Order Vancomycin and Levaquin on call to OR.
	2. Appropriate Prophylactic ABX.	2. Order Appropriate Prophylactic ABX Infections or possible infections must be documented prior to surgical incision on H&P, Pre-op assessment, or Progress notes.
	3. Prophylactic antibiotics discontinued w/in 24 hrs., 48 hrs. for Cardiac/Vascular procedures (Cardiac pts. receive 5 doses post- op up to 36 hrs., Orthopedic procedures with an implant receive 2 post-op doses up to 18 hours, all other procedures receive one dose unless approved by order-sets committee.)	 Discontinue prophylactic ABX w/in hrs. & 48 Cardiac/Vascular OR Document continue antibiotics for an infections or possible infection
	4. Cardiac Surgery Patients with controlled Post-Operative Blood Glucose. (< 200)	4. Utilize Immediate Post-op CABG orders to meet this measure
	5. Surgical patients with appropriate Hair Removal.	 Only approved methods: Clippers, Depilatory or no hair removal
	 Orinary catheter removed on Post-op day 1 or 2 with day of surgery being day zero. 	 Remove urinary cath on POD 1 or 2 OR document rational to continue.
	 7. Perioperative Temperature Management. ≥ 96.8 F or ≥ 36 degree C. (All patients are provided warming in the interop., unless otherwise directed) 	7. Document temperatures, and active warming methods. If warming is contraindicated then document intentional hypothermia.
	 8 Patients on Beta-Blocker therapy prior to arrival who received a Beta-blocker during the Perioperative Period. (Perioperative period is defined as 24 hrs. prior to surgical incision through POD 2). 9& 10. Patient received appropriate Venous Thromboembolism prophylaxis and timely (w/in 24 hrs. of admission through 24 hrs. after surgery end time). 	surgery, (they may take the morning of surgery with a sip of water). For Inpatients resume home Beta- 9&10. Screen all admissions for VTE risk and score and treat

Measure	Metrics	How Physicians Comply
Hospital Inpatient Immunization	 IMM-1a- Pneumococcal Immunization- Overall Rate 2. IMM-1b- Pneumococcal Immunization- Age 65 and older IMM-1c- Pneumococcal Immunization- High Risk Populations (Age 6 through 64 years) 	1-3. IMM-1a-1c Nursing protocol in which nursing will assess to see if the patient meets the criteria for vaccine status. If the patient does meet the criteria then the patient will receive the vaccine the prior to discharge.
	4. IMM-2- Influenza Immunization	4. Same nursing protocol as above
	id medical reason a patient should not be vaccir the progress notes as well as dc order for t	
Emergency Department Inpatient Quality Measures	 ED-1a-Median Time from ED Arrival to ED Departure for Admitted ED Patients- Overall Rate ED-1b-Median Time from ED Arrival to ED Departure for Admitted ED Patients- Reporting ED-2a- Admit Decision Time to ED Departure Time for Admitted Patients- Overall ED-2b- Admit Decision Time to ED Departure Time for Admitted Patients- Reporting ED-2c- Admit Decision Time to ED Departure Time for Admitted Patients- Reporting ED-2c- Admit Decision Time to ED Departure Time for Admitted Patients- Psychiatric/ Mental Health Patients 	1. These are timing metrics, so accurate documentation in the medical record is essential. Capture the time in which you preformed the medical intervention vs the time in which you are documented it.
Stroke (STK) Inpatient	 STK-1: VTE Prophylaxis STK-2 : D/C'd on Antithrombotic Therapy STK 2 : Antion equilation. Therapy for Atrial 	1. Stoke Activation &Consult the Stoke Team for CMC only
	 STK-3 : Anticoagulation Therapy for Atrial Fib/ Flutter STK-4 : Thrombolytic Therapy STK-5 : Antithrombotic Therapy by End of Hospital day 2 Dc'd on Statin STK-8 : Stroke Education STK- 10: Assessed for Rehabilitation 	2. Utilization of Stroke Order set

Measure	Metrics	How Physicians Comply
SEP 1 Bundle	Severe Sepsis: Early Management Bundle, Severe Sepsis/ Septic Shock	1. Sepsis Order Set Utilization- Will aid in EBP and gold standard of care and improved outcomes/reimbursement
3 hour bundle completion ≤ 3hrs. of symptomology	 Lactate Level ≤ 3 hrs. Blood Cultures Drawn Prior to ABX ≤ 3 hrs. Broad Spectrum Antibiotic ≤ 3 hrs. 	2.Documetation when deviating from recommendations
	Septic Shock: Early Management Bundle, Severe Sepsis/ Septic Shock	
	1. Lactate Level ≤ 3 hrs.	3. Utilization of Sepsis documentation with smart phrase
	 2. Broad Spectrum Antibiotic ≤ 3 hrs. 3. Blood Cultures Drawn Prior to ABX ≤ 3 hrs. 	".sepsisdoc"
	 4. Fluid resuscitation 30ml/kg crystalloid fluids ≤ 3 hrs. or documentation of exact amount of IV bolus and why deviation from EBP of 30ml/kg 	
6 hour bundle completion ≤ 6hrs. of	5. Reassess volume status and tissue perfusion "Must be done by medical provider"	
symptomology	6. If still hypotensive after fluid resuscitationthen initiate Vasopressors7. Document volume status and tissuereperfusion post bolus	
	**Lactate level redraw within 6 hrs. for all results > 2 (6hrs. Starts with Sepsis time)	Serial Lactic order is incorporated in the Sepsis Order Set
PC	PC-01 Elective Delivery prior to 39 weeks	1. Elective Deliveries prior to 39 weeks must have an appropriate medical necessity documented in the record. "Tired of pregnancy" or "I want to deliver on this date" is not appropriate
	PC-02 Cesarean Section-Nulliparous women with a term, singleton baby in a vertex position delivered by cesarean section	2. Measurement of all C-Sections in this population
	PC-03 Antenatal Steroids	3. Appropriate order and documentation of antenatal steroids.
	PC-04 Health Care-Associated Bloodstream Infections in Newborns	
	PC-05 Exclusive Breast Milk Feeding	5. Encourage breast feeding

Children's Asthma Care (CAC)CAC-1 Inpatient asthma admissions ages 2-17 received a reliever/bronchodilator during hospitalization.CAC-1 Order Reliever/Bronchodilator to relieve and gain control of acute asthma exacerbation and reduce severity as quickly as possible.Children's Metrics ≤ 17 yrs. oldCAC-2 Inpatient asthma admissions ages 2-17 received systemic corticosteroidsCAC-2 Order Systemic corticosteroids to gain control of acute asthma exacerbation and reduce severity as quickly as possibleCAC-3 Inpatient asthma admission ages 2-17 Home Management Plan of Care (HMPC) 1. Arrangements for Follow-care have been made (physician/clinic phone number, address, and appointment information.)CAC-3 IMPC2. Control/mitigation of environmental and other triggers.1. Physician is responsible for making sure nursing staff is given follow up information so they can make the arrangements and provide appropriate, complete documentation3. Asthma Action Plan part of the HMPC. All the following must be addressed: Use of Controllers, Use relievers, and what steps to follow if initial treatment does not improve patient's respiratory state.3. Physician is responsible for filling out the Asthma Action Plan or providig the information needed for the nurses to fill out prior to dismissal. See Asthma Action Plan Failure of the measure.	Measure	Metrics	How Physicians Comply
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failure of the measure.		provide any of the steps above will result in	
		failure of the measure.	

Measure	Metrics	How Physicians Comply
Outpatient Surgery		 Follow all the SCIP measure as the apply Order Appropriate ABX *** Pre-op infections must be documented prior to incision. (H&P, Pre-op assessment, or Progress notes.) Infections or possible infections are the only acceptable deviation.
Emergency Department Out patient Quality Measures	OP-18-Median Time from ED Arrival to ED Departure for Discharged ED Patients OP-19-Transition Record with Specified Element Received by Discharged Patients OP-20- Door to Diagnostic Evaluation by a Qualified Medical Personnel OP-22- Left Without Being Seen	1. Documentation of time you see the patient 2. Documentation of time of each order
Pain Management of Long Bone Fracture	OP-21-Median Time to Pain Management for Long Bone Fractures	1. Order correct pain medication or document a reason why no pain medication was ordered
Stroke	OP-23- Head CT or MRI Scan Results for Acute Ischemic Stroke or Hemorrhagic Stroke Patients who Received Head CT or MRI Scan Interpretation Within 45 minutes of ED arrival	1. Order/Interpret evaluation test timely 2. Document last known well.

Other Out Patient Measures include: AMI, Chest Pain Endo

Goals of Care "GOC"

All ICU patients with a length of stay ≥ 5 days must have a documented GOC in the electronic medical record.

GOC must contain the below information in the specific EMR fields (Smart phrase or Advanced Care Plan Tab):

- 1. Who was present
- 2. Goals and plan of care
- 3. Details of discussion

Example: Epic Optimization: Integrated GOC SmartPhrase

The Integrated GOC tool makes it very easy to document a goals of care conversation: - .goc or .goalsofcare

- Either can be used within ANY note type

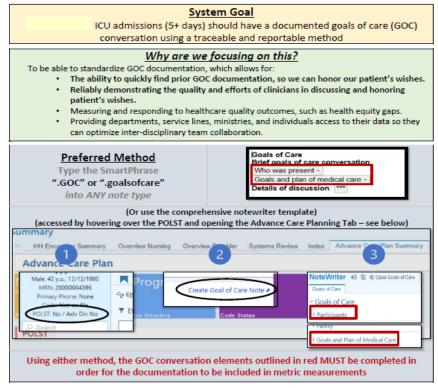


Primary goal of prolonging life by all medically effective means. Primary goal is attaining patient's acceptable quality of life by a trial of all medically effective means. Primary goal is achieving patient's acceptable quality of life by selective medical treatments balanced with avoiding burdensome treatments Primary goal of maximizing comfort and allowing a natural death.



humancaring@providence.org

What you need to know about the ICU Goals of Care Effort



Commonly Asked Questions

Does a GOC conversation documented during a previous admission count? No. When a patient is admitted to the ICU, their GOC often change. Thus, a GOC conversation must be documented during the same hospital encounter, but it can be done at any time during that admission. A conversation documented before day 5 of an ICU admission will count, as it is helpful to have GOC conversations documented during critically ill patients' entire hospitalizations.

Who can document a GOC conversation? Anyone who talks to the patient, and documents their encounter in Epic, can document a GOC conversation; this can be a chaplain, a case manager, social worker, nurse, physician and so on.

Can we copy/paste a GOC conversation? No, when you copy/paste a SmartPhrase, you lose the metadata that "tells" the conversation where to go. A best practice is to include the SmartPhrase in your note templates and if GOC is not addressed during an encounter, the SmartPhrase will disappear.

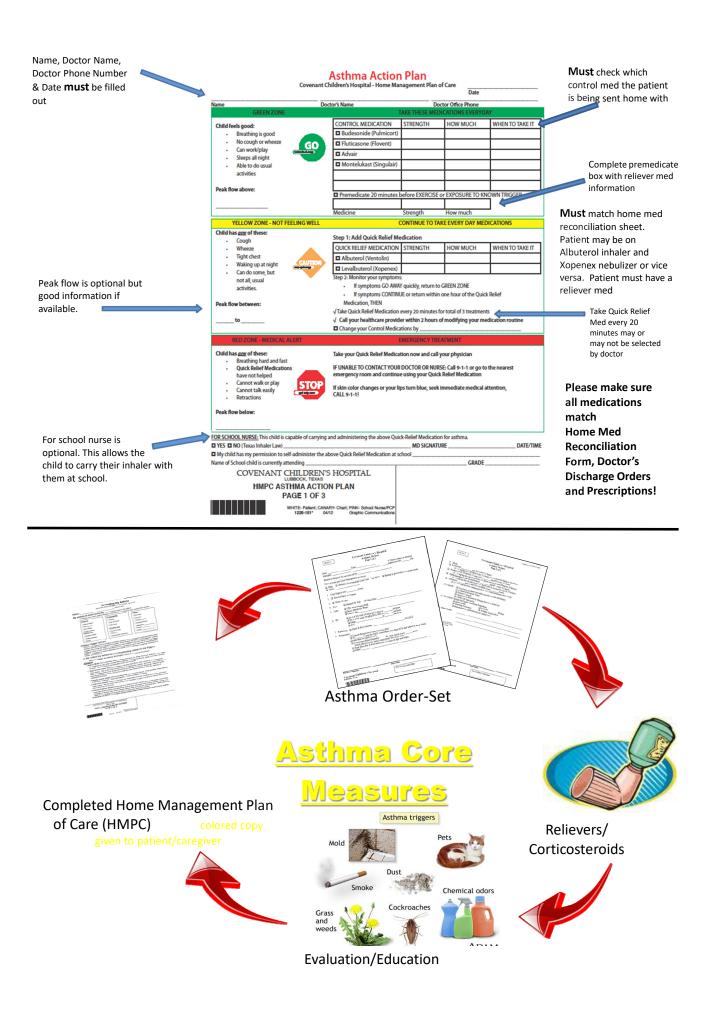
Updated 03/20/2023

Readmissions

Readmission Reduction Act: Governmental program that assesses Hospitals 30 readmissions in high risk cohorts: AMI, HF, PN, COPD, and TKA/THA

The following evidence base practices have shown effective in decreasing readmissions

- 1. A 3 to 7 day follow-up with a medical provider
- 2. Complete Discharge Instructions
 - a. Diet
 - b. Activity status post discharge
 - c. Complete and accurate discharge medication list
 - d. Disease specific discharge education
 - e. Transition of Care-Navigation, Home Health Services, SNF, IP or OP Rehab
 - *Cardiac discharges should receive a Cardiac Rehab referral prior to discharge *Pulmonary discharges should be evaluated for pulmonary rehab services



Contact List

Clinical Excellence				
Department	Contact	Phone Number		
Quality Management	QM Main Number	806-725-0489		
Adult Quality Contact:	Cherry Orr, RN	806-725-1488		
Pediatric Quality Contact:	Sara McMenamy	806-725-6404		
Infection Prevention	Infection Prevention Main Phone Number	806-725-4334		

Adult ED CMC				
Department	Contact	Phone Number		
AED/Trauma/ BH	April Hayes, MSHA, BSN, RN	806-725-0609		
Director		OR		
		April.d.hayes@covhs.org		
AED Manager	Vanessa Milam	806-725-4445		

Specialist				
Department	Contact	Phone Number		
Stroke Coordinator	Sarah Hancock, MSN, RN, SCRN, ASC-BC	Office 806-725-1630 Cell 806-438-2992 Email hancocks1@covhs.org		
Sepsis Coordinator	Kaysh Eades, MSN, RN	Office 806-725-0623 or Cell 806-999-6317 Email kaysha.eades@covhs.org		
Trauma Program Manage	Jessica Martinez, MSN, RN	Email: martinezj10@covhs.org Cell: 806-577-9953		

Blood Management/Transfusion Safety:

- Blood transfusion is the most commonly performed procedure in the hospital inpatient
- The Joint Commission National Patient Safety Goal 16.01.01 includes the evaluation for overuse and inappropriate use of RBC transfusions
- St. Joe's as a system started Blood Management/Transfusion Safety Program in 2013
- The Goal of Blood Management is to Reduce Transfusions and Have Better Outcomes for our Patients
 - According to studies only about 11% of transfusions are beneficial to the patient
 - <u>Each unit</u> transfused increases morbidity and mortality significantly; this is significant for even ONE unit (ONE dose – Pedi: 10-15mLs/Kg)
 - Each unit can increase the risk of complications (infection, transfusion reaction, etc) by 50%
- The goal is not to eliminate transfusions but give the *Minimum* Effective Dose
 - Assess each patient clinically not just transfuse to a number (Hgb)
 - Give one unit and re-assess the patient to see if they really need more to get over their symptoms
- Guidelines in place:
 - Hgb <7.0 g/dL, <8g/dL with ACS; Neonates Hgb<10g/dL
 - Plt < 10,000 with marrow failure, <20,000 with bleed, <50,000 going for procedure, <100,000 for neuro procedure
 - \circ INR ≥ 2.0
 - Again these are guidelines and each patient should be assessed for symptoms

If you have any questions about transfusion or possible transfusion reactions you can contact:

Blood bank: 725-4256 (CMC), 725-6914 (CCH)

*** We strongly encourage you review the below educational links regarding ordering and documentation practices for Blood and Blood Products to ensure the safety of our patients. ****

Placing Orders for Blood Products (Inpatient Focus) (providence.org)

Enter Orders for Massive Transfusion Protocol (MTP) (providence.org)

Anesthesia Provider User Guide (providence.org)

Lab Order Explanation

Type and Screen	Type and Cross Match
The blood bank staff will perform all necessary	The blood bank staff will perform all necessary testing
testing on the patient's sample. Until a request is	on the patient's sample AND crossmatch the number
received for blood, units will not be crossmatched	of units requested. In the blood bank, these units will
and set aside in the blood bank for that	be set aside for the patient and are immediately
patient. However, once a request for blood is	available once the physician determines there is a
received, blood can be made available. This order	need to transfuse the patient
should be used when the likelihood of the patient	
needing a blood transfusion is slight.	

Neonatal Protocol: A type and screen will be performed when admitted to the NICU. Protocol is good until patient is 4 months of age unless there is maternal antibody present. If antibody is present then type and screen will have to be repeated (specimen is good for 3 days) until the antibody clears the patients system. Once antibody has cleared, patient can go on protocol.