Performance Improvement Project

2022

Improving Continuity of Patient Care

Problem:

- Patients are being seen by too many different nurses possibly resulting in declining patient outcomes, increased re-hospitalizations and decreased patient satisfaction.

Data Source:

- Scheduling module within our EMR (Netsmart), Chart Reviews, Case Conferences

Baseline Data Results:

- Currently patients are being seen by 4-5 different nurses in within a 60 day episode (including the admission nurse).

Expected Outcome:

- Patients will be seen by the admission nurse, their case manager and an LPN (no more than 3 nurses including the admission nurse)

Interventions:

- Case managers will be doing the majority of their own scheduling.
- Admission nurses will send the case manager an admission note during the admission process.
- Admission nurse will assign all of the visits to the case manager. If a patient will need to be seen by another nurse, to cover vacations etc., the case manager will open up the visit for Stephanie to schedule for another nurse.
- Case managers will use critical thinking when choosing who to have another nurse see taking into consideration:
  - Acuity
  - Frequency of nursing visits
  - Plan of Care
  - Discharge progress
- Clinical Manager/supervisor will look at continuity of care when doing case conferences with case managers.

Barriers:

- Call ins
- Vacations
- RN only cases
- Having to fill up the LPNs schedules
- Case managers having to do admissions.

<table>
<thead>
<tr>
<th>STAGE</th>
<th>ACTIONS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLAN</td>
<td>QAPI Committee will meet regularly and report findings to PAC and then to BOH.</td>
</tr>
<tr>
<td>DO</td>
<td>Track the number of different nurses who see a patient in a 60 day episode.</td>
</tr>
<tr>
<td>STUDY</td>
<td>Review the scheduling module within Netsmart, Chart reviews, Case Conferences</td>
</tr>
<tr>
<td>ACT</td>
<td>Modify the plan when needs are identified with feedback provide to clinicians on a regular basis.</td>
</tr>
</tbody>
</table>

Written 2/19/19, Reviewed/Revised: 4/29/19, Reviewed 4/1/2022