The Quality Journey

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Atlantic City Medical Center

- Community Teaching Hospital – 2 Divisions
  - 582 Beds
  - 22,920 Admissions
  - 77,200 ED Visits

- Service Area
  - 250,000 Residents
  - 35,000,000 Visitors

- Services include
  - Level II Trauma
  - Cardiac Surgery
Performance Improvement (PI)

Toolkit

Outcomes
Leadership

- Board of Governors
  - Quality Management Steering Committee
- CEO
- Physician Champions
  - Volunteer
  - Stipend
  - PI Physician Award
Core PI Staff

- Corporate Director
- Hospital Director
- 4 Coordinator/Analysts
- 1 Secretary
DRG Team – 6SOW

- Senior Administrative Sponsor
- Physician Leader
- Project Manager (PI Staff, Infection Control)
- Nurses
- Educators
- Ancillary Services Reps (Pharmacy, PT, Lab)
Standardized Order Sets

- Derived from evidence based guidelines
- Consensus and approval by Divisions/Departments
- Nursing units support deployment
Decision Support Analysis (HF)

Physician ALOS  NJ ALOS  Nat'l ALOS

Cardiologist

Internists

ALOS

Physician
Integration of PI Activities

- One set of books
- PRO work = annual Medical Staff Department goals
- Standing agenda items include:
  - DRG reports
  - PRO indicator compliance
Tools Include:

- Leadership
- Core PI Staff
- DRG Teams
- Order Sets
- Data Analysis and Feedback
- Aligned Goals and Reporting
Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (HF)

- ACE at D/C
- ACE/ARB at D/C
- EF
- D/C on ACE or reason
- D/C on ACE/ARB or reason

Percent Compliance

Baseline vs. End Cycle
Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (AMI)

Percent Compliance

- ASA within 24
- B block within 24
- ASA D/C
- B block D/C
- 40% ACE
- Smoking

Baseline
End cycle
Pneumonia Outcomes

Atlantic City Medical Center 6th Scope of Work
Baseline and End Cycle Performance Data (Pneumonia)

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<thead>
<tr>
<th>Category</th>
<th>Baseline</th>
<th>End cycle</th>
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<tr>
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7SOW Enablers

- Unit based leadership must be fully engaged
- 100% concurrent indicator review by units
- Integrate goals into individual performance assessment and management bonus
- Add unit DRG quality scores to electronic balanced score card
- Physicians accountable for goal achievement supported by Medical Management Steering Group
- Senior Administrative Team reviews monthly progress and compliance
Future State

- Computerized Provider Order Entry (CPOE)
  - "Big Bang" of toolkit enhancement
  - Order Sets constructed to default to evidence-based choices