



CASS REGIONAL MEDICAL CENTER

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MANAGER OF QUALITY/ PATIENT SAFETY

ABOUT US

- County owned
- Governed by a five-member Board of Trustees elected by county citizens
- Critical Access
- 25 acute care beds (21 med-surg and 4 ICU)
- More than 400 employees
- Clinics in Archie, Drexel, Garden City, Harrisonville, Peculiar, and Pleasant Hill



MBQIP AT CASS REGIONAL

261324 - Cass Regional Medical Center

MBQIP Quality Measures		Your Hospital Performance by Quarter			
		4Q16	1Q17	2Q17	3Q17
Total Medical Records Reviewed		N = 25	N = 45	N = 46	N = 45
EDTC-1	Administrative Communication	100% (n=25)	100% (n=45)	100% (n=46)	100% (n=45)
EDTC-2	Patient Information	100% (n=25)	100% (n=45)	100% (n=46)	100% (n=45)
EDTC-3	Vital Signs	100% (n=25)	100% (n=45)	98% (n=45)	100% (n=45)
EDTC-4	Medication Information	92% (n=23)	91% (n=41)	85% (n=39)	100% (n=45)
EDTC-5	Practitioner Information	100% (n=25)	100% (n=45)	100% (n=46)	100% (n=45)
EDTC-6	Nurse Information	96% (n=24)	93% (n=42)	96% (n=44)	100% (n=45)
EDTC-7	Procedures and Tests	100% (n=25)	100% (n=45)	100% (n=46)	100% (n=45)
All EDTC	Composite*	88% (n=22)	84% (n=38)	80% (n=37)	100% (n=45)

OUR DIFFICULT SPOTS

Areas that have shown need for improvement:

- EDTC 3-Vital signs
- EDTC 4-Medical information
- EDTC 6-Nurse information

THE GAME PLAN

- Adjusted our EMTALA Memorandum of Transfer form
- Template for physician dictation built
- Direct communication and education with any staff involved in a “fallout”
- Staff meetings highlighting MBQIP questions and what parts of documentation relates to it

SUCCESSSES AND LESSONS LEARNED

Successes

- Improved our numbers to 100% across the board!
- Increased teamwork across disciplines
- Increased communication with EMS

Lessons Learned

- Active team members are vital!
- Open communication is key!
- Leadership buy-in is crucial!

RECOMMENDATIONS

- Talk to Senior Leadership-get them educated on MBQIP
- Continuous education to new staff and re-education to current staff
- Sharing MBQIP results with staff, let them see the progress!

THANK YOU!

Questions?