PREPARATION OF QAPI REPORTS

Disclosures

No Disclosures

Objectives

- Identify the target audience for Quality reports and the goals of communicating quality work
- Discuss various formats and variables to consider when developing quality reports
- Discuss the differences between reporting to institutional Board of Trustees (or equivalent) and reporting to hospital quality councils or transplant quality committees
Objectives of Quality Reports

Communication
Manage the Work
Demonstrate Regulatory Requirement
Record Keeping

Communication 101
- Communication is the exchange of information and understanding between two or more persons or groups
- Without understanding between sender and receiver, there is no communication
- All information is encoded and must be decoded to be understood
  - Agreement reached on the meaning of the code
  - Quality language must be defined and agreed upon

The Language of Quality
Transplantation

- Very specialized area of health care
- Very different
  - Clinically
  - Financially
  - Regulatory
- High profile
  - Public
  - Media
- Significant learning curve…

Forms of Communication

- Verbal
- Visual
- Written

Goal of Communication

- Education
- Alignment
- Engagement
- Spread
- Feedback
- Accountability
- Transparency
Quality Journey

Bidirectional Communication

Organizational Quality Structure
Know Your Audience

• Transplant Team
  - Understands transplant – may not understand quality

• Hospital Survey
  - Understands quality – will understand transplant

• Hospital Committees
  - Understand quality in general terms - not transplant specific

• Governing Body
  - May not understand clinical information nor quality

Information Focus

Education

• Selling quality or transplant
• Brand what you are selling
• Consistent messaging
Branding Examples

Use of traffic light colors
Defining the Problem: High readmissions post kidney transplant due to the following co-morbidities:

1. Hyperglycemia
2. Hypertension
3. Psychosocial issues/adherence to medication

Research:
- Joint Commission Journal on Quality and Patient Safety 2014 May; 40(5): 198-204
- Journal of Trauma and Acute Care Surgery 2014 May; 76(5): 1310-6

Background and Data Analysis:
- Unplanned readmission rates represent 20% of all admissions. Specialized clinical team will develop a risk assessment on all post-op patients and provide real-time prevention strategies for patients identified as high risk, in order to reduce unnecessary readmissions.

Information Flow

Standardization
- Using same format to present data/information longitudinally improves comprehension
- Staff will appreciate help in reporting quality and improvement activities
- Develop a standard format, tweak, but be consistent
- Use visual data/information display in addition to narrative
- Avoid use of abbreviations and difficult clinical language in Board reports
- Seek assistance internally
### Documents

**Documentation**
- Meeting agenda
- Minutes of meetings
- Meeting attendance
- RCA's and CAP’s
- Education
- Dashboards/scorecards
- Analysis of work

**Reporting**
- Board of Trustees
- Medical Executive Committee
- Hospital quality councils/committees
- Transplant executive/steering council/committee
- Transplant staff and physicians

### Meeting Agenda and Materials

- Identify standing or recurring reports
  - Consider keeping recurring items on each agenda ‘not due’ noted
- Link associated materials to agenda item
  - 1.0 Quality Assurance
    - 1.1 QAPI Goals Update
    - 1.2 Dashboard review
- File meeting materials electronically or paper
  - Consider electronic

### QAPI Meeting Minutes

**Content**
- Meeting date
- Time called to order and adjourned
- Attendance
  - Present
  - Absent
  - Excused
- Old business
- New business

**Format**
- Summary of discussion
  - Not bullet points
  - Not ‘see attached’
- Conclusion of discussion
- Action items
- Time allotted for f/u
- Person responsible

Succession planning
Hospital Quality Committee Reports

- How well does your audience know transplant?
- Include education on transplant quality in presentations until knowledge increases
  - ‘Drip’ education method
- Use visual aids prolifically
- Transparency
  - Include Scorecards/Dashboards
  - Include analysis of data
- Action plan/intervention
  - Detail tailored to audience

Governing Board Reports

- Ideally develop a composite Scorecard
  - Multi-organ program
- Included major achievements and goals
- Include human interest story
  - Engaging the Board in transplant
- Transparency
  - Volume
  - Outcomes
  - Data reporting
- Large institutions
  - Consider verbal reports supplemented with written reports more frequently
Department Staff Meetings

- Consistent message at every meeting about quality
  - Staff meetings
  - Faculty meetings
- Communicate the Vision and Goals
  - Quality must be communicated consistently as part of that Vision
  - Quality a standing meeting agenda item

External Customers

- Marketing materials
  - Web site
- Managed Care
  - Include quality
- Referring physicians
- Patients
- Contract services
  - Mechanism to assess quality
  - Agree on quality metrics to report during contract negotiations

Most Important ......

YOU CAN TALK THE TALK
BUT CAN YOU WALK THE WALK?