

Proposed Revisions to Complete List of Quality Assessment Performance Indicator (QAPI) List:

1. **New Indicator proposed for PGB review/approval:** G2
2. **Indicators with proposed revision for PGB review/approval:**
3. **Indicators proposed for PGB review/removal:**

COUNTY OF SANTA BARBARA
Complete QAPI List
10/22/2020
Quality Assessment and Performance Improvement Indicators

Quality Assessment and Performance Improvement Indicators (revised 10.22.2020)

No	Name	Definition	Target	Accountability	Reporting	Comment
A Significant Adverse Occurrences						
1	*Sentinel Event	Number of state reportable events (Unusual Occurrence 24 Hour Report).	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	Each sentinel event is reported. The root cause analysis and prevention interventions are also reported.
2	Incident Reporting	Number and Type of Incidents Reported.	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	The focus will be to maintain reporting of incidents and report root cause analysis and prevention interventions.
3	Patient Adverse Events	Number of Adverse Events (any event during the care process that results in harm to a patient regardless of the cause).	N/A	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	The focus will be to maintain reporting of incidents and report root cause analysis and prevention interventions.
B Complaints/Grievances						
1	*Patient Grievance Rate	Numerator: # of patient grievances Denominator: 100 patient days	10%	Patient Advocate	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
2	*Clinically Related Patient Grievance	Numerator: # of grievances related to clinical care/skill Denominator: # of grievances	5%	Patient Advocate	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions taken by Grievance Committee
No	Name	Definition	Target	Accountability	Reporting	Comment
C Patient Services, Care and Safety						
1	Patient injuries during hospitalization	Numerator: Number of patient injuries w or w/o treatment Denominator: Number of pt days per month X 100	0%	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Readmissions within 30 Days	Numerator: Number of inpatient readmissions within 30 days of discharge Denominator: Number of inpatient admissions per month	10%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	*Inpatient Falls per 100 patient days	Numerator: Number of inpatient falls reported during the month. Denominator: number of inpatient days per month X 100.	0.5	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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D Physician and AHP Related Issues						
1	*Rate of Complete Psychotropic Medication Consents	Numerator: # of Medical Records reviewed with Presence of Psychotropic Medication Consents Present with all required elements Denominator: Number of Psychotropic Medication Consents Required (e.g. # of individual psychotropic medication consent forms required in each medical record reviewed)	100%	QCM	QAPICOMMITTEE, MPC, BOARD [Monthly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
2	Telephone Orders	Numerator: # of Telephone Orders signed and Dated within 24 hours Denominator: Total # of Telephone Orders Reviewed	100%	QCM	QAPI COMMITTEE, MPC, BOARD [Monthly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
3	Appropriateness of Poly Pharmacy Antipsychotic Therapy	Numerator: Number of poly-pharmacy Antipsychotic therapy records reviewed with evidence of review of appropriateness of each drug Denominator: Number of poly-pharmacy antipsychotic therapy records reviewed	95%	QCM	QAPI COMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
4	*Discharge Summary Completion	Numerator: # of Medical Records with Discharge Summary Completed within 30 days of Discharge and Contains all Required Elements Denominator: Number of Inpatient Discharges	95%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
5	Cranial Nerve Exams	Numerator: # of Medical Records with Cranial Nerve Exam completed Denominator: # of Medical Records reviewed	100%	Medical Director	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
E						
No	Name	Definition	Target	Accountability	Reporting	Comment
F Food and Nutrition Issues						
1	Ice Policy	Numerator: Number of correct responses to Ice Policy query Denominator: Number of staff interviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
2	Handwashing	Numerator: Number of staff observed washing hands per policy Denominator: Number of staff observed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
3	Requests for Additional Food Policy	Numerator: Number of correct responses to Requests for Additional Food Policy query Denominator: Number of staff interviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee & MPC will oversee the effectiveness of corrective actions
4	Rate of correct meal preparations	Numerator: Number of meals prepared with correct menu including food portions Denominator: number of prepared meals reviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Number of Timely Nutritional Assessments	Numerator: Number of RD assessments performed within 72 hours for patients at high nutritional risk Denominator: number high risk nutritional patients reviewed	100%	Director of Dietary	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
G Infection Prevention and Control						
1	Rate of Compliance CDC Hand Hygiene Requirements	Numerator: Number of observations when the care giver performed hand hygiene per CDC guidelines. Denominator: number of observations (opportunities)	80%	Infection Control Practitioner	QAPICOMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
2	Staff Knowledge of Surface Disinfection	Numerator: Number of correct responses from staff when queried on disinfectant dwell (wet/kill) times Denominator: Number of queries (2 queries per week)	100%	Infection Control Practitioner	QAPICOMMITTEE, MPC (IC function), BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions

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H Restraint / Seclusion (Violent/Self Destructive Behavior)						
1	Restraint Usage Rate	Numerator: Hours of restraint use Denominator: 1000 patient hours	volume	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Seclusion Usage Rate	Numerator: Number of "seclusion episodes" Denominator: 100 inpatient days	volume	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	Restraint / Seclusion Usage – Evidence of Alternative Methods/Less Restrictive Measures	Numerator: Number of restraint / seclusion records reviewed evidence of alternative & less restrictive measures attempted or considered and rejected prior to restraint use in the Denominator: Total number of restraint / seclusion episodes reviewed	100%	QCM	QAPICOMMITTEE [Monthly] , MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	Evaluation of Restraint / Seclusion	Numerator: Number of new restraint / seclusion episodes with face-to face evaluation within 1 hour of restraint / seclusion application by Qualified RN or PA or LIP Denominator: Total number of new episodes of restraint / seclusion	100%	QCM	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Inclusion in Treatment Plan	Numerator: Number of episodes of seclusion/physical or mechanical restraint with all required elements complete Denominator: Number of episodes of seclusion/physical or mechanical restraint	100%	QCM	QAPICOMMITTEE MPC [Monthly] , BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
I Medication Use/ Pharmacy Services						
1	Patient Medication and Controlled Substance Labeling	Numerator: # of patient medications, including controlled substances labeled and stored according to hospital policy Denominator: number of patient stored medications	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
2	Dual licensed Signatures for Controlled Substance Destruction (one RN signature required)	Numerator: # of controlled substance destructions with dual licensed signatures (one RN signature required) Denominator: total # of controlled substance destructions	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
3	Controlled Substance Discrepancy	Numerator: # of resolved controlled substance discrepancies Denominator: total # of controlled substance discrepancies	100%	QCM	QAPICOMMITTEE, BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
4	Medication Errors	Total Number of Medication Errors	volume	QCM	QAPI COMMITTEE [Monthly] BOARD [Quarterly]	QAPI Committee & MPC functioning as P&T will oversee the effectiveness of corrective actions
J Environmental Services						
1	Cleaning / Disinfection Patient Rooms	Numerator: Number of correct responses from staff when queried on disinfectant dwell (wet/kill) times Denominator: Number of queries (2 queries per week)	>95%	EVS Manager	QAPICOMMITTEE, MPC, BOARD [Quarterly]	QAPI Committee and the MPC performing the Infection Control Function will oversee the effectiveness of corrective actions
K Environment of Care (EOC)						
1	Emergency Management Employee Education	Numerator: # of employees correctly describing their role in the event of an internal/external disaster Denominator: # of employees interviewed	>90%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions
2	*Emergency Management Activation	1 per year	100%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	EOC will oversee the effectiveness of corrective actions
3	*Fire and Internal Disaster Drills	Numerator: 1 fire and Internal Disaster drill per quarter per shift conducted Denominator: 16	100%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	EOC will oversee the effectiveness of corrective actions
4	Management of Physical Environment	Work order completion rate Numerator: # of work orders completed within 30 days of creation Denominator: # of work orders created	95%	Plant Operations	Environment of Care Oversight QAPICOMMITTEE, Board [Quarterly]	Executive leadership / QAPI will oversee the effectiveness of corrective actions

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L Social Services						
1	*Psychosocial Assessments	Numerator: # of completed assessment with all required elements Denominator: # of assessments audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Discharge/Aftercare Form Completion	Numerator: # of discharge/aftercare forms with all elements completed Denominator: # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	Social Services Documentation Completion	Numerator: # of charts including admission note, acute note and administrative status note Denominator: # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	*Recreation Therapy Assessment Completion	Numerator: # of Recreation Therapy Assessments with all required elements Denominator: # of charts audited	100%	Director of Social Services	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

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M Nursing Services						
1	*Telephone Order Read Back	Numerator: # of telephone order with documentation of read back Denominator: # of telephone orders audited	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	*Pain Assessments	Numerator: # of charts with evidence of pain assessment Denominator: # of charts audited	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	*Physician Notification of meds not given	Numerator: # of charts with documentation of physician notification of meds not given per MD-ordered parameters Denominator: # of charts with meds not given per MD-ordered parameters	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	*Physician Notification of meds refused	Numerator: # of charts with evidence of physician notification of meds refused Denominator: # of charts with medications refused	100%	Nursing Supervisor	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions

No	Name	Definition	Target	Accountability	Reporting	Comment
N Treatment Plans						
1	Short Term Goals	Numerator: Number of treatment plans w/ short term goals with all required elements complete Denominator: Number of short term goals	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
2	Long Term Goals	Numerator: Number of long term goals w/ all required elements complete Denominator: Number of long term goals	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
3	MD Interventions	Numerator: Number of MD interventions with all required elements complete Denominator: Number of MD interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
4	Nursing Interventions	Numerator: Number of nursing interventions with all required elements complete Denominator: Number of nursing interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
5	Social Services (SS) Interventions	Numerator: Number of SS interventions with all required elements complete Denominator: Number of SS interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions
6	Recreation Therapist (RT) Interventions	Numerator: Number of RT interventions with all required elements complete Denominator: Number of RT interventions	100%	QCM	QAPICOMMITTEE, MPC [Monthly] BOARD [Quarterly]	QAPI Committee will oversee the effectiveness of corrective actions