

Strategic Lean Project Report



Project Title Emergency Department Transfer Communication (EDTC) Measures Reporting Process Improvement

Agency: Washington State Department of Health

Partners and Customers: Critical Access Hospitals (CAC)

Project Impact

Critical Access Hospitals (CAH) are required to report on various quality, safety, and patient satisfaction measures for the Medicare Beneficiary Quality Improvement Project. One of the domains among these measures is EDTC. This domain is a bundle of seven measures that pertain to the communication activities performed in the emergency department when transferring patients to another health facility. It is critical for rural hospitals that are increasingly limited and challenged by their size and geographical location to be able to successfully organize triage, stabilize patients and transfer them to other facilities.

These measures are used to ensure that CAHs are performing comparable to their urban counterparts, and that patients are receiving high quality and essential care from the CAH, the receiving facility, and throughout the transition. Consistent data is needed to support quality improvement and effects eligibility for Federal funding through the Medicare Rural Hospital Flexibility Program.

Project Summary

In January 31, 2017, DOH looked at the data submitted for 2016. Only 30 out of the 39 Critical Access Hospitals reported EDTC measures for all four quarters. Eighty-four percent of Critical Access Hospitals were reporting EDTC measures compared to our target of 97%, which we wanted to reach by 7/31/2017.

The process improvement focused on:

- Creating a simple Excel tool for data abstraction and a new method of reporting.
- Piloting the new Excel tool with 3 hospitals.
- Increasing the likelihood of reporting by providing a less cumbersome reporting method (Excel tool) to all CAHs.

Project Results



Quality

Increased completion and accuracy **from 84% to 97%** of CAHs reporting complete EDTC measures by (add date when 97% achieved)



Quality of data reported by Critical Access Hospitals to DOH.



Customer Satisfaction

Increased participation and utilization of new reporting methods **from 84% to 97%** by (add date when 97% achieved).



Ease of data abstraction in reporting to DOH.

Project Details

Date improvement project was initiated: 3/1/2017

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