Survey Methodology and Tracer Simulation

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Contents;

• Explain the system tracer and patient tracer concepts
• A JCI patient tracer example
Tracer Methodology;

- An evaluation method
- Assessment of organization’s performance of care and services provided
- From the perspective of patient
Tracer Methodology;

• JCI surveyors use patient / system tracers
• A self assessment tool
• Process-focused activities
• Patient-focused activities
• Reduce barriers between departments
Tracer Methodology;

- **System Tracer:** Follow a hospital process from beginning to end

- **Patient Tracer:** Follow the treatment path of an individual patient from admission to discharge
System Tracer;

• Follows a complex process throughout the healthcare system
• Examples;
  – Medication Management;
  – Infection Control Management;
  – Data Management;
System Tracer: Medication Management;

Follow the following process steps:
• Selection and Procurement
• Storage
• Ordering
• Verifying Orders
• Preparing and Dispensing
• Administration
• Recording
• Monitoring
System Tracer: Infection Control Management;

Follow the following process steps:

• Identifying patients with infections
• Prevention and control activities
• Current and past surveillance activity
• Analyzing and reporting infection control data
• Taking improvement actions
System Tracer: Data Management;

Follow the following process steps:

• Selection of measures
• Data collection and aggregation
• Data analysis and interpretation
• Identifying improvement areas
• Taking actions
• Monitoring performance / improvement
Patient Tracer;

- Follow the experiences of a single patient
- Visit areas where tracer patient was physically treated
- Assess any of the standards at the area visited
Benefits of Patient Tracer;

• **For Patients;**
  – Improves safety and quality of care
  – Improves patient flow

• **For Organization;**
  – Reduces risk to patients
  – Increases patient satisfaction
  – Fosters systems improvement
  – Creates a better understanding of each other’s roles
Selection Criteria for Patient Tracer:

- Top diagnoses and procedures
- A patient on dialysis
- A pediatric patient
- A patient receiving lab/imaging services
- A patient receiving rehabilitation services
- Patient due for discharge that day
Selection Criteria for Patient Tracer:

- Coronary Artery Bypass Patient
- Multiple Cardiac Catheter Patient
- Medical ICU Patient
- Orthopedic Surgery Patient
- Endoscopy Patient
- Patient had IV Sedation (Adult/Pediatric)
- A patient admitted to ER, treated at ER and discharged from ER
- Patient under Isolation
- Chemotherapy Patient
Patient Tracer Example;

A high-risk patient had
- Cardiac Bypass Surgery
- Pulmonary complications

SURVEYOR FIRST REVIEWS PATIENT RECORDS, THEN VISITS THE AREAS & CAN SPEAK WITH PATIENT
Patient Tracer Example:

Patient Records Review:
• 72-year old man admitted to ER with chest pain
• Has diabetes and hypertension
• Recently quit smoking after 33 years
Patient Tracer Example;

Patient Records Review:

Patient admitted

ER → Cath Lab → Cardiac ICU → OR → PACU → Cardiac ICU → Cardiac Care Unit

Patient discharged
Patient Tracer Example;

Visit Emergency Department:

» Surveyor speaks with ED staff

- Communication prior to patient transfer?
- Informed consent obtained?
- Any performance improvement projects?
- Process followed for triaging and treating him?
- Competency of medical and nursing staff in emergency care?

Patient admitted

ECO showed signs of sinus tachycardia
Aspirin was administered
Blood was drawn
Sent to cath lab

ER
Visit Catheterization Laboratory:

» Surveyor speaks with nurse and cardiologist

- Allergies to the contrast medium?
- Pre-procedural assessment?
- Medical equipment safety?
- Communication between the cath lab and ED?
- Patient monitoring during and after procedure?
Patient Tracer Example;

Visit Operation Room:

» Surveyor speaks with staff, nurse and anesthesia specialist

- IV Antibiotics were begun at the time of surgery
- Transferred to PACU

 Processes to verify correct patient, correct procedure, surgery?

Informed consent?

Information received before patient arrived to OR?

Preventive measures taken to reduce surgical site infection?

What do you do in the event of fire?

Credentialing files for the anesthesia specialist and cardiac surgeon?
Patient Tracer Example;

Visit Post Anesthesia Care Unit:

» Surveyor speaks with PACU nurse

- Sent to ICU with a ventilator

Who made the decision to discharge from PACU?

Post-anesthesia monitoring?

After surgery, patient started on an IV infusion pump for pain management. Equipment checks performed before starting patient on the pump?
Patient Tracer Example;

Visit Cardiac ICU:

» Surveyor speaks with physician, ICU nurse, respiratory therapist and infection control practitioner

- Ventilator was removed 5 hours later
- Developed pneumonia within 2 days
- IV antibiotics was changed
- Placed on ventilator
- Weaned from ventilator within 6 days
- Transferred to cardiac care unit

Staff competency?

Documentation of pain assessment, treatment, reassessment?

Medication management?

Handling of verbal orders?

Infection control precautions?

Communication between the OR and ICU?
Patient Tracer Example;

Visit Cardiac Care Unit:

» Surveyor speaks with nurse, respiratory therapist, nutritionist and patient educator

- Patient rights?
- Process for ordering respiratory therapy?
- What discharge education provided to patient?
- What written information about medication provided to patient?
- Equipment management?