

Quality Residency Capstone

**Memorial Health Care Systems
Increasing Occurrence Reporting
Michelle Deprez-Kreifels RN MSN
November 5, 2022**

RL Datix Implementation Team

- Multi-disciplinary team
 - Pharmacy
 - Lab
 - IT
 - Service Development
 - Nursing
 - Quality



AIM Statement

- By September 2022, occurrence reporting will be within 10% of average of prior 5 months before go-live using RL Datix software

Measures

- Occurrences were being entered in RL Datix
- Needed to abstract data that was meaningful and to be able to calculate



Feedback



Medication/Fluid



Lab/Specimen



Fall



Occurrences



Blood Product

Selecting Changes

- Ease of entering in information in occurrences to facilitate end-user adoption
- Limit required fields
- Meet requirements for all departments involved in using software

PDSA

- Increase in education and reporting of occurrences in RL Datix software that was purchased in 2020 and to discontinue use of paper occurrence forms.

Implementing Change

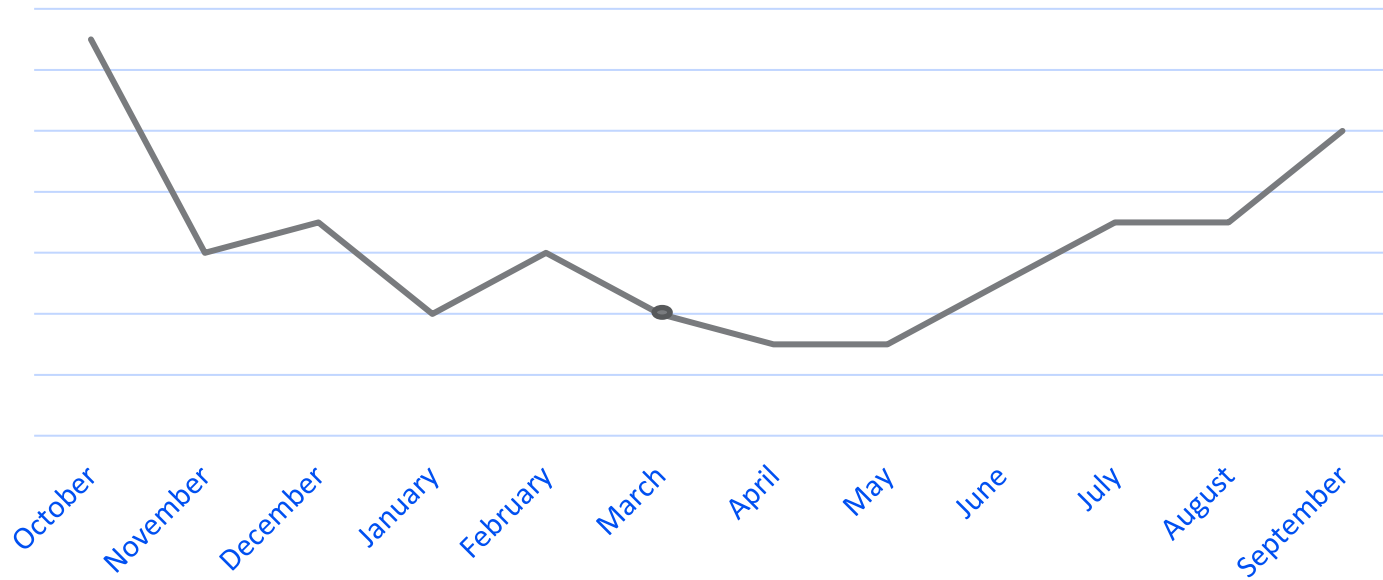
- RL Datix software-purchased November 2020
- Go-Live March 1, 2022
 - Severe decrease in incident reporting (March/April/May)
 - Criminal Case of Radonda Vaught-verdict
 - Major EMR upgrade 6/1
 - Education done at Department Head meeting
 - Department specific education at monthly meetings
 - Demonstrate at monthly Quality Council
 - 1:1 as needed

Data

- March, April, May-low reporting months (a decrease more than 50% of prior 5 month average)
- Continued with more education and awareness
- By July, were back to what prior average was and this continued in August as well
- September-was our highest reporting month

Data

Occurrence Reports FY 2022



Spreading Changes

- Continue 1:1 education as needed with users
- Continue monthly education at Quality Council
- As of August 1st, no longer accepting paper occurrence forms
- October-Just Culture with NCPS

Questions?

Michelle Deprez-Kreifels RN MSN
402.646.4669

References

- IHI: The Science of Improvement: How to Improve
<http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementHowtoImprove.aspx>
- Langley GL, Nolan KM, Nolan TW, Norman CL, Provost LP. *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance* (2nd edition). San Francisco: Jossey-Bass Publishers; 2009.
- The Plan-Do-Study-Act (PDSA) cycle was published by W. Edwards Deming in *The New Economics for Industry, Government, and Education* [Cambridge, MA: The MIT Press; 2000]. For more on the development of the PDSA cycle and how it differs from PDCA, see: Moen RD, Norman CL. *Circling back: Clearing up myths about the Deming cycle and seeing how it keeps evolving.* *Quality Progress*. November 2010.