



Empowering Accreditation and Compliance Efforts

East Jefferson General Hospital Uses Quantros ACE to Increase Productivity and Expand Organizational Insight

The Situation

Like many healthcare facilities, East Jefferson General Hospital (EJGH), a 454-bed hospital in Metairie, LA, is faced with the daunting task of demonstrating hospital compliance to various regulatory bodies and supporting ongoing accreditation activities with limited resources. In 2002, EJGH began the search for a cost-effective solution that would help them keep up with increasing accreditation and compliance demands without adding additional staff.

The Quantros Solution

Following an extensive needs analysis and evaluation process, EJGH adopted the Quantros Accreditation and Compliance Excellence (ACE) solution.

“EJGH has achieved broader staff engagement and gained access to robust reporting through the use of Quantros ACE,” said Janet Davis, PT, MPH, FACHE, Organizational Effectiveness Director at EJGH. “By streamlining our compliance activities, we’ve realized significant time savings and process improvements with Quantros.”



The ACE solution gives EJGH the monitoring tools and reports it needs to achieve compliance readiness. Reporting performance to the hospital-wide Quality Council, which reports to the Medical Executive Committee and Board of Directors, enables the organization to set priorities, monitor compliance with standards and review special focus areas. Davis said the facility saw the need to engage multiple staff in compliance readiness, rapidly report areas of concern and help department managers understand their own metrics.

Key Results

Quantros ACE™ helps EJGH achieve compliance readiness

- Expands communication for improvement efforts: 100 staff members (hospital and ambulatory) use ACE to collect compliance results
- Empowers committees to conduct discussions and make decisions using accurate, timely data
- Reduces manual data entry time and increases accuracy of forms
- Provides access to real-time reports across the entire management team
- Helps dramatically decrease overall compliance management costs

“Before implementing Quantros ACE, we were applying significant resources to develop database systems and prepare reports for each department. Rededicating those resources toward more critical applications allows us to save perhaps tens of thousands of dollars per year.”

- Gerry Madrigal, Data Analyst, EJGH

The Improvements

Ms. Davis has roughly 100 staff members in the hospital and ambulatory centers that use ACE to collect compliance data.

“The results have been dramatic,” states Davis. “With no forms to chase down and data entry time greatly reduced, reports get to the managers who need them very rapidly. We’ve realized significant savings in time, dollars and accuracy versus manual processes.”

“The Quantros ACE product provides a unique infrastructure for developing a valid and credible documentation audit system,” says Data Analyst Gerry Madrigal. “We were applying significant resources to develop database systems and prepare reports for each department. That need has disappeared thanks to ACE. Today, the individual units manage their reviews and process improvement activities, while the committees can conduct focused discussions on project status.”

With ACE in place, compliance personnel can focus on staff education and process improvement efforts. For example, EJGH has implemented observational checklists and sample interview questions for the environment of care standard.

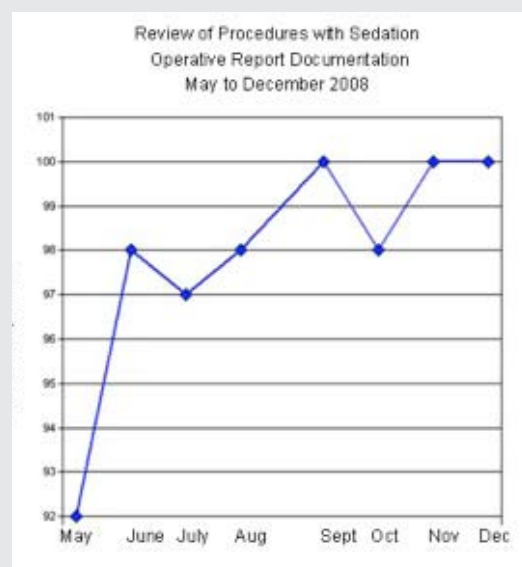
“These checklists and questions have two advantages,” says Davis. “First, those who are observing really learn the standard and are better equipped to teach others. And the interview questions help prepare staff for surveyor visits.”

EJGH also uses ACE to create department-specific reviews using customized criteria such as sedation, pain or restraint use. This process allows staff to easily monitor individual performance while providing high-level oversight and aggregate results analysis to EJGH leadership.

“Our staff not only reviews their performance regularly, they can see very specifically how that performance impacts other departments and the hospital as a whole,” states Davis.

Achieving Best-in-Class Performance Using Trend Analysis

Quantros ACE has allowed EJGH to accurately monitor and improve performance over time in several areas. For example, EJGH reviewed all procedures involving patient sedation over an eight-month span to evaluate its performance against best practice standards.



In addition to tracking performance at the department level, the drill-down features within ACE allowed EJGH to quickly identify problem areas and implement solutions. As a result, EJGH was able to achieve best-practice standards in this area.

“We improve because we institute changes and continue to monitor over time,” stated Janet Davis. “Quantros ACE gives us the ability to analyze and react to information quickly and easily.”

“Our focus is on moving to a best-in-class performance environment. Quantros ACE enables us to continually get closer to that goal by providing the reporting tools, trends and drill-down analyses we need to monitor and improve performance at every level.”

- Janet Davis, PT, MPH, FACHE, Organizational Effectiveness Director

As a Magnet facility with accreditations from multiple clinical organizations and close ties to medical schools, maintaining compliance is of critical importance for EJGH. With tight deadlines to respond to survey organizations, activities necessary to complete the plan must be the focus throughout the organization.

Using ACE, unit managers at EJGH have created several customized audits in response to specific areas of concern. Subsequent reviews allow unit managers to educate staff and keep current with key standards. Examples include:

- *Expired supplies found on a cart.* An expired supplies review was developed and is now available online to EJGH staff. Benefits include eliminating lost paper and data entry, quickly-generated reports and transparent results available organization-wide.
- *Corrective actions from surveyors.* To ensure timely compliance of recommended corrective actions, weekly follow-up reports can be generated from any review created in ACE.
- *Lack of compliance.* EJGH managers use ACE to track completion of corrective action items and monitor subsequent performance for 6 months post-implementation.

To prepare for The Joint Commission or State surveys, Quantros ACE is used by all departments to conduct timely, accurate medical record reviews.

The application contains all the latest survey standards, and review templates can be easily customized to meet a variety of needs. Deficiencies identified during a survey are automatically entered into ACE, allowing action plans and resolution reports to be easily generated and tracked.

Looking Ahead

By streamlining its accreditation and compliance activities, EJGH continues to move closer to its goal of achieving best-in-class performance in every department.

“ACE provides the reporting tools, trends and drill-down analyses we need to monitor and improve performance at every level,” said Davis.

About East Jefferson General Hospital

Opening on Valentine’s Day, 1971, East Jefferson General Hospital started as a 250-bed facility with almost 250 physicians serving the newly burgeoning suburbs on the East Bank of Jefferson Parish.

Today, EJGH is Louisiana’s first Nurse Magnet Hospital and stands as a state-of-the-art hospital with 454 beds specializing in almost every clinical area. Still a community hospital with a board comprised of representatives throughout the community, our patients are served by a staff of more than 3,000 team members and almost 700 physicians.

www.ejgh.org

Contact Quantros

Discover how Quantros Accreditation and Compliance Excellence (ACE) can help your organization achieve compliance readiness with a cost effective, automated solution.

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