

Using Scorecards to Monitor Program Performance

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“Using Scorecards to Monitor Program Performance”

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A cross-section of quality indicators, reflecting our institutional quality standards and the Domains of Quality Palliative Care, were selected to measure the impact of our work.

To communicate our findings to both staff and leadership, a scorecard was developed for our inpatient and outpatient palliative medicine programs.

- Monitoring and communicating the complex array of data required to assure clinical, operational, financial and quality performance is crucial to the success of a palliative medicine program. Our team developed a one-page scorecard for both the inpatient and outpatient services to assemble and display relevant outcomes in a succinct and timely manner.
- The measures were selected to help identify opportunities in both process and outcomes for the palliative care program and support the five pillars of our institutional quality improvement program: finance, growth, service, quality and people.
- This report is used as an internal barometer and distributed to key network leaders to demonstrate ongoing benefits and needs of the palliative medicine services.

LVHHS - OACIS Inpatient
FY11 Scorecard

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total	Target
Finance	FTE's													
	Network Contribution (\$1400 x consults)													
Growth	# of CC consults completed/requested													
	# of LVH-M consults completed/requested													
	Total Consults completed/requested													
	% of consults seen within one day													
	Number of follow-up visits (LVH-CC)													
	Number of follow-up visits (LVH-M)													
	Consult:Follow-up ratio													
	Number of days with 4 or more consults													
	# of Patients w/Cancer Trajectory													
	% of Patients w/Cancer Trajectory													
	# of Patients w/Chronic Illness Trajectory													
	% of Patients w/Chronic Illness Trajectory													
	# of Patients w/Dementia-Frailty Trajectory													
	% of Patients w/Dementia-Frailty Trajectory													
	Service	Number of Referrals from Groups												
LVP Hospitalist (LVH-CC)														
LAMA														
Valley Independent														
MPC/LVPG (LVH-M)														
Consult Type														
Cardiology														
Oncology														
Overall Satisfaction - Physician														
Overall Satisfaction - Nursing														
Overall Satisfaction - Case Management														
Transfer or Discharge to LV Hospice														
Quality	OACIS GOALTX documented (IP & OP)													
	PPS Score documented													
People	Pastoral Care Involvement (Patients)													
	# of Educational rotations with OACIS													
	Education sessions presented re: palliative care													

LVHHS - OACIS Outpatient
FY11 Scorecard

	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total	Target
Finance	Monthly Total Mileage													
	Average Miles per visit													
Growth	FTE's													
	Number of referrals/month													
	Total number of initial visits/month													
	Total number of follow up visits/month													
	Census at end of month													
	# of Patients w/ Cancer Trajectory													
	% of Patients w/Cancer Trajectory													
	# of Patients w/ Chronic Illness Trajectory													
	% of Patients w/ Chronic Illness Trajectory													
	# of Patients w/ Dementia Trajectory													
% of Patients w/Dementia Trajectory														
Service	% of oncology referrals													
	% of cardiology referrals													
	# of Referring Entities =>3													
	Initial Satisfaction Survey													
Quality	Follow-up Satisfaction Survey													
	Transfer to Hospice													
People	Referrals to Home Care													
	LOS on Hospice--Inpatient and Outpatient													
	Patients admitted to Hospital													
	OACIS GOALTX documented (IP & OP)													
Quality	% compliance of ESAS Score =>3 with follow up documentation													
	PPS Score documented													
People	Average # of days from referral to initial appointment													
	# of Educational rotations with OACIS													
	Education sessions presented re: palliative care													