


Team Approach to Conducting Continuous Quality Monitoring and Improvement

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Overview

- Define Quality Assurance (QA)
 - Define Continuous Quality Improvement (CQI)
 - Areas of Focus
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What is Quality Assurance?

An effective **Hemodialysis Quality Assurance (QA)** program is a means of minimizing “preventable” patient treatment, process and procedural errors, through the implementation of policy, procedures and outcome documentation data management, monitoring and trending.



The Effects of Quality Assurance (QA)

*Operating a Quality
Assurance driven
hemodialysis clinic
enables us to deliver
safe, effective and
reliable hemodialysis
treatments.*



What is Continuous Quality Improvement?

Continuous Quality Improvement, or **CQI**, is a process for the hemodialysis provider to measure and positively affect their hemodialysis patient's treatment, as well as staff members working environment through the evaluation and monitoring of performance outcomes, documentation and data

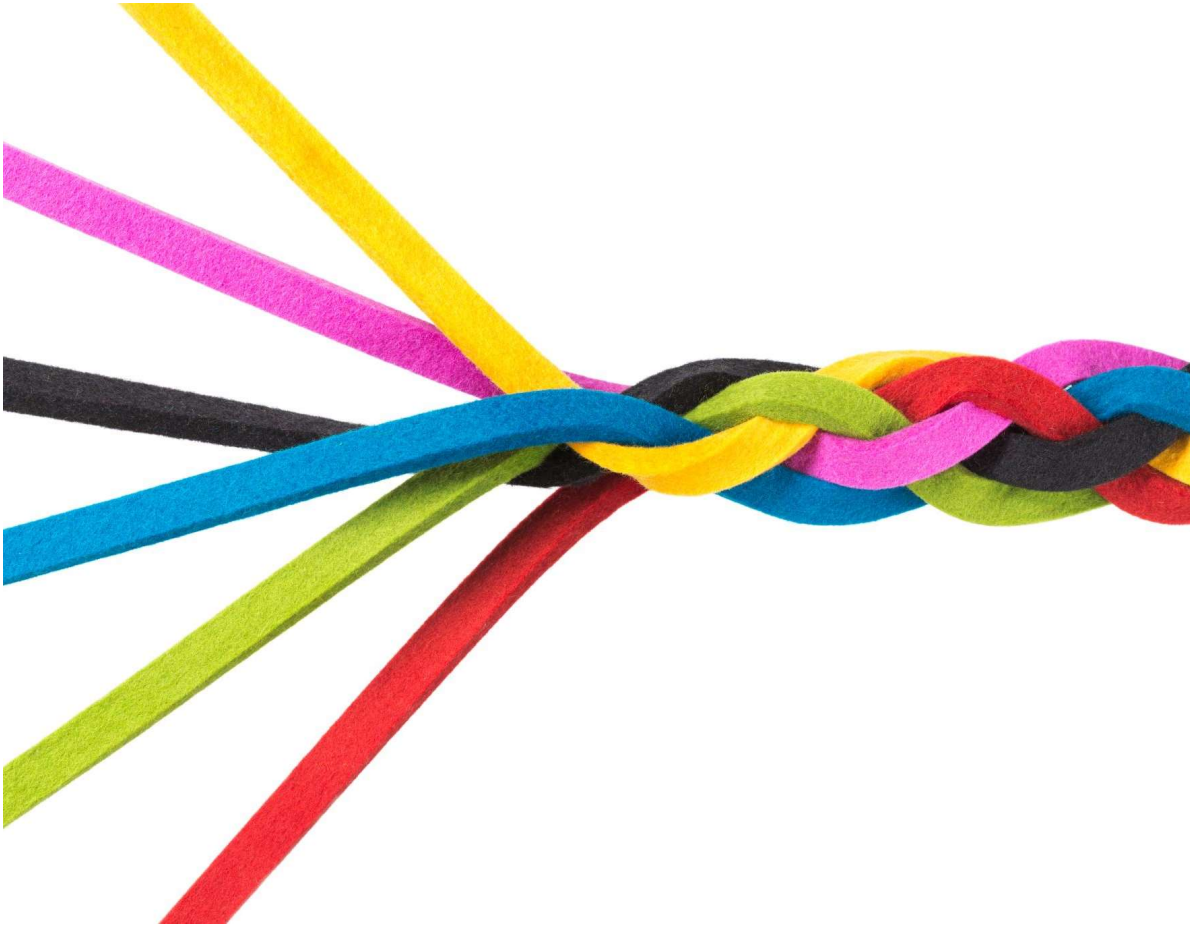


Who's Benefits From CQI program?

Everyone

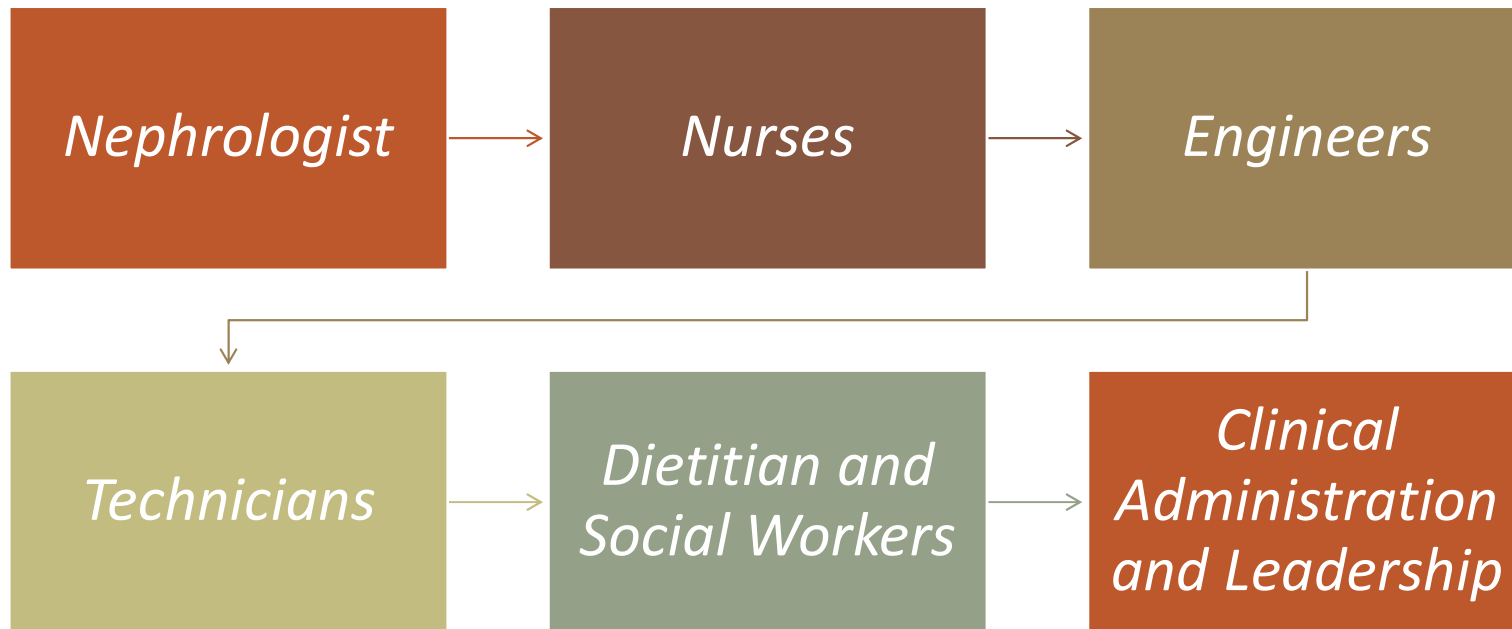
- *Patients and their family*
- *Dialysis Staff*
- *Dialysis Providers*





CQI Team Focus

*The CQI process
requires a Team
approach in order to
be successful*



Team Members?

Team Members?

Each dialysis facility will have a Continuous Quality Improvement (CQI) Committee comprised of at least the following individuals from the interdisciplinary team:

- Facility Medical Director
- Facility Administrator (FA)/designee
- Registered Nurse
- Biomed Technician
- Registered Dietitian
- Social Worker

Data- Outcomes Driven



Documentation creates data for analysis!



Garbage In = Garbage Out



You cannot improve a problem or process when the issue was never documented or known



Create an environment that promotes problem or mistake reporting



Consistent documentation is critical in the CQI process.

Hemodialysis Technical-Clinical Outcome Focus Areas



WATER TREATMENT



CLINICAL
OUTCOMES



STAFF TRAINING



SOURCE WATER AND
MICROBIAL TESTING



PHYSICAL PLANT

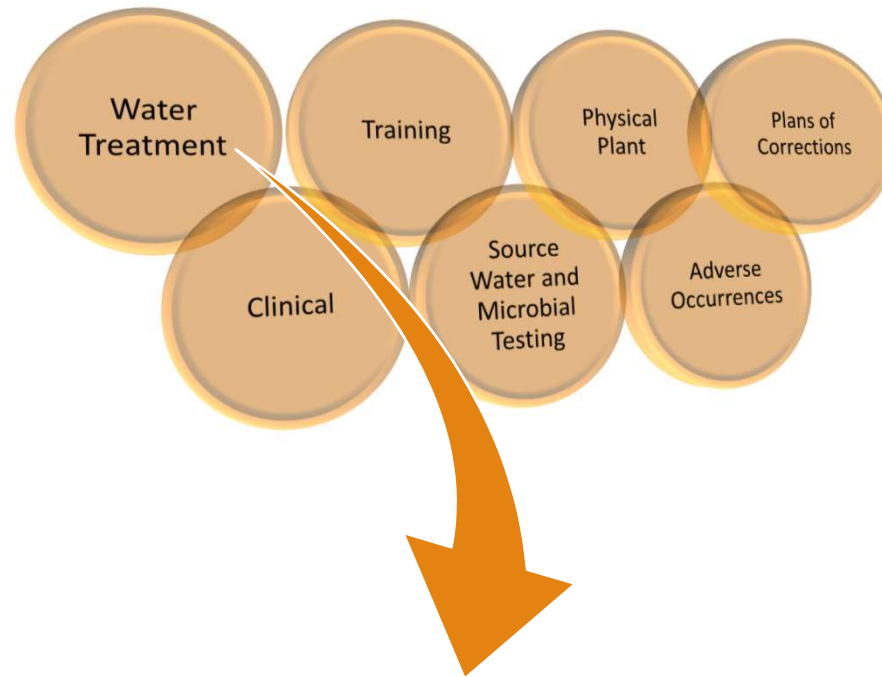


ADVERSE
OCCURRENCES



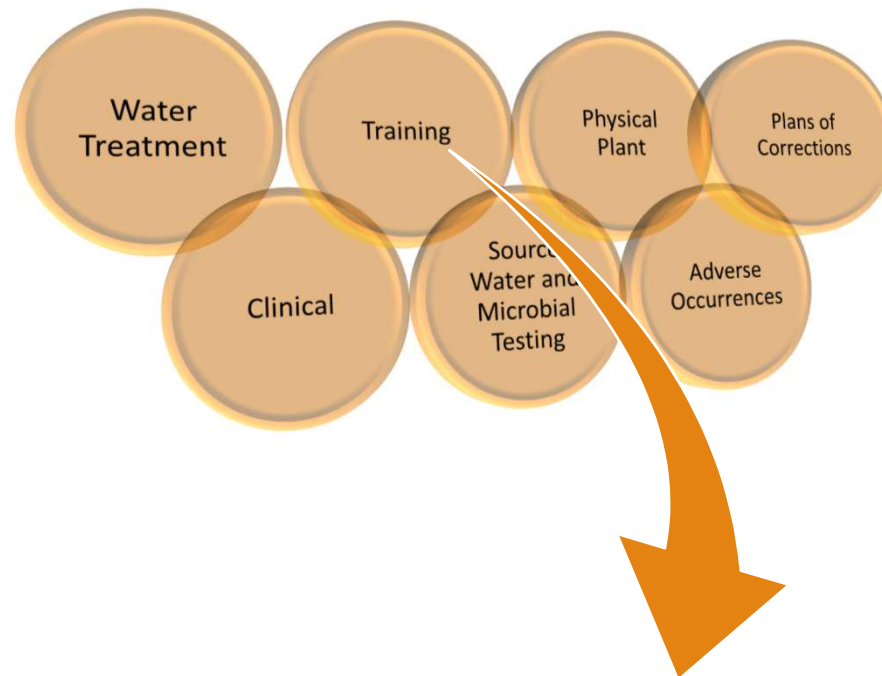
PLANS OF
CORRECTIONS

Hemodialysis Technical-Clinical Outcome Focus Areas



Performance Documentation and Performance Trending

Hemodialysis Technical-Clinical Outcome Focus Areas

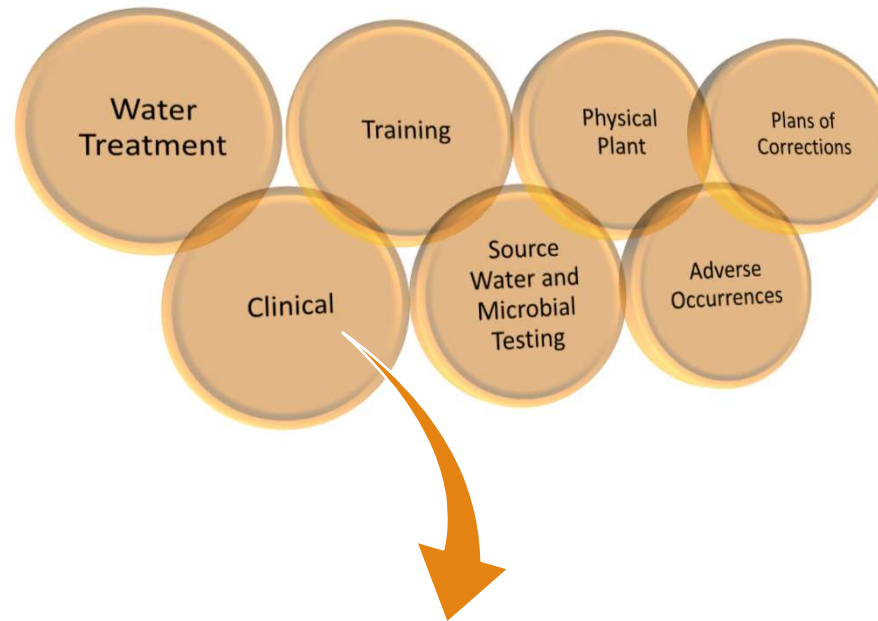


New Staff/Existing Staff Skill Assessment and Evaluation

Example: Is there a documented training process in place?

Is the training process being followed?

Hemodialysis Technical-Clinical Outcome Focus Areas

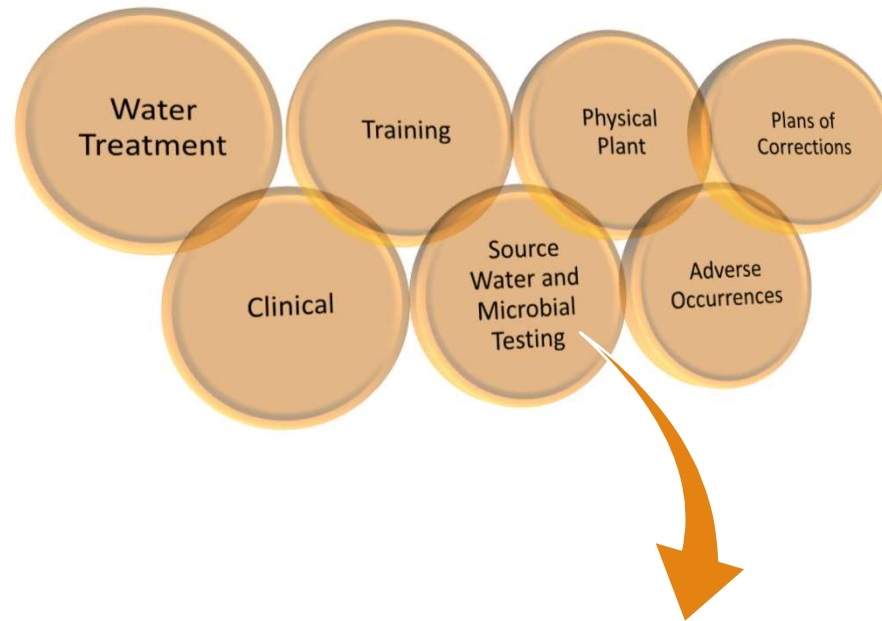


Patient Outcomes (flow sheets-labs)

Machine Operational and Safety
Treatment Issues and Failures

Machine Safety Testing and Disinfect
Problem Reporting

Hemodialysis Technical-Clinical Outcome Focus Areas



Monitoring and Trending
Proper Site Sampling
Culture Sampling Schedule
Abnormal Result Sampling and Follow-up

Hemodialysis Technical-Clinical Outcome Focus Areas



Clinics ability to delivery uninterrupted treatments

Safety and Risk Issues noted/resolved in timely manner

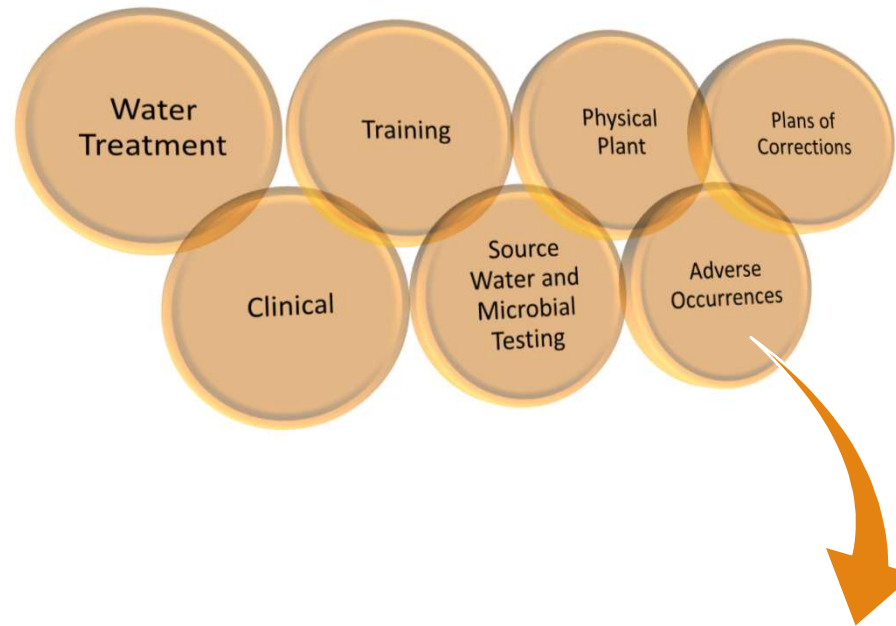
Hemodialysis Technical-Clinical Outcome Focus Areas



Documentation - Tracking - Follow-up Review

Example: The goal is to identify problems, issues and failure trending to eliminate patient safety risk and promote operational reliability.

Hemodialysis Technical-Clinical Outcome Focus Areas



Proper education, documentation and monitoring of adverse occurrences



Hemodialysis “Quality” Requirement

*We provide a life sustaining medical treatment to our patients and they **TRUST** us to provide safe and effective medical care*

Questions

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