

Spotlight on Success

Non-profit regional
hospital in Arizona



Fast, Objective GAP Analysis

A hospital's Regulatory Readiness Committee sought an accurate, rapid way to identify performance gaps to prepare for a successful survey.

Opportunities

The hospital needed a consistent, data-driven gap analysis tool for their 18 chapter champions to diagnose problems and training needs.

Solutions

The committee chose Tracers with AMP® from JCR because of its ready-to-use tracer templates and ability to create custom questions. The tool helps the team define clear assignments for accountability and links tracer results back to AMP for scoring. Tracers with AMP goes beyond Joint Commission accreditation and has become an important tool in the hospital's patient safety initiatives.

Initially, two accreditation professionals received training and then shared their new skills with their team. The hospital conducted the first mini-tracers within a few weeks to help staff understand the tools. For example, they traced restraint use through the care continuum to ensure proper methods were applied and documented.

Client Profile

- Non-profit regional hospital
- Seeking Joint Commission reaccreditation after a 7 year lapse
- Utilized Tracers with AMP® for Hospital and Home Care

Outcomes

- Helped save hundreds of hours with pre-built tracer tools
 - Spotted gaps requiring more training
 - Integrated tool into larger performance improvement initiatives
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The hospital next traced their processes for standing orders in the emergency department and the consistent use of advance directives. After their tracer data is entered, they run a report, which is shared at Regulatory Readiness Committee meetings.

Ongoing focus areas for the hospitals include the Universal Protocol and correct patient identification of specimens. The team discovered that not all nurses understood the two required forms of patient identification (name and medical record number); this has led to more focused training.

TESTIMONIAL

Accreditation and Regulatory Program Manager

“The tracer data is showing us where to spend our time on improvements. I could not do my job effectively without this product.”

Outcomes

TIME SAVINGS

The Accreditation and Regulatory Manager estimates, “[The software] has saved me hundreds of hours using pre-built tracers rather than constructing the tools in-house.”

IMPROVED CARE

Gaps in inpatient and outpatient care processes as well as environmental safety have been resolved within the first six months of use.

INTEGRATION WITH LEAN PROCESS

Leaders walk through units and use tracers as part of their observations and discussions of performance improvement with staff.

SAFETY CULTURE

The hospitals held a Joint Commission Informational Fair to acquaint 4,000 employees and 2,000 volunteers with patient safety standards and compliance techniques. Tracer results often informed the presentation topics at this well-attended event.