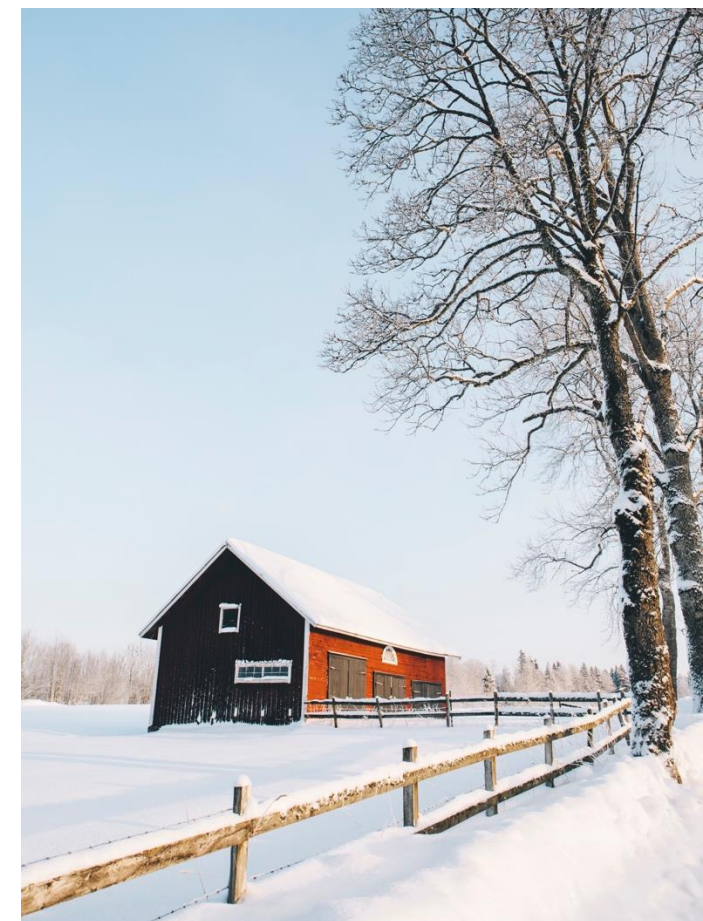


# Provider Scorecards



ADVANCED CARE. CLOSE TO HOME.

# Focus Areas

- What is it
- Tracking
- Stewardship Implications

# DNV Requirement

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# Scorecard Overview: Specialty/Surgery OPPE

TEMPLATE - SPECIALTY/SURGERY OPPE

Provider:

Specialty:

## **Patient Care**

Hemorrhage Requiring Transfusion	# > 0
Infection < 90 Days of Surgery	# > 0
Return to Surgery < 90 Days of Surgery	# > 0
Unexpected Death/Clinical Occurrence	# > 0

## **Medical/Clinical Knowledge**

# of Charts to Peer Review (Internally/Externally)	
# of Peer Review Cases Returned 3/4	>1 Qtr
3/4 Cases Discussed and Resolved	
Use of Blood & Blood Components	

## **Interpersonal and Communication Skills**

Cited/Counseled for Disruptive Behavior	>1/Qtr
# of Complaints/Concerns from Staff	>1/Qtr
# of Complaints from Patients/Family	>1/Qtr

## **Practice Based Learning Improvements**

Antibiotic Stewardship (Initial Antibiotics Ordered Appropriately)	> 80%
Appropriateness of Prescribing	90-95%
Post-Operative Note Within 12 Hours of Surgery	# > 0
Inpatient H&P Within 24 Hours	# > 0
Inpatient Discharge Summary Within 30 Days	# > 0

## **Required Organizational Training & Participation**

Annual and Required Training Completed within Assigned Timeframe	100%
Attendance/Participation at Required Meetings	>75%

# Scorecard Overview: CRNA OPPE

## TEMPLATE - CRNA OPPE

Provider:

Specialty: CRNA

### **Patient Care**

Unexpected Death/Clinical Occurrence # >0

Medical/Clinical Knowledge

# of Charts to Peer Review (Internally/Externally)

# of Peer Review Cases Returned 3/4 >1 Qtr

3/4 Cases Discussed and Resolved

### **Interpersonal and Communication Skills**

Cited/Counseled for Disruptive Behavior >1/Qtr

# of Complaints/Concerns from Staff >1/Qtr

# of Complaints from Patients/Family >1/Qtr

### **Practice Based Learning Improvements**

Antibiotic Stewardship (Initial Antibiotics Ordered Appropriately) > 80%

Appropriateness of Prescribing 90-95%

Post-Operative Note Within 12 Hours of Surgery # > 0

### **Required Organizational Training & Participation**

Annual and Required Training Completed within Assigned Timeframe 100%

Attendance/Participation at Required Meetings >75%



# Scorecard Overview: Family Medicine OPPE

## TEMPLATE - FAMILY MEDICINE OPPE

Provider:

Specialty: Family Medicine

### **Patient Care**

Access to Care (Third Next Available)

Clinical Occurrence Report # >0

### **Medical/Clinical Knowledge**

# of Charts to Peer Review (Internally/Externally)

# of Peer Review Cases Returned 3/4 >1 Qtr

3/4 Cases Discussed and Resolved

Use of Blood and Blood Componentets

### **Interpersonal and Communication Skills**

Cited/Counseled for Disruptive Behavior >1/Qtr

# of Complaints/Concerns from Staff >1/Qtr

# of Complaints from Patients/Family >1/Qtr

### **Practice Based Learning Improvements**

Antibiotic Stewardship (Initial Antibiotics Ordered Appropriately) > 80%

Medication Reconciliation <100%

Chart Deficiencies >72 Hou

### **Required Organizational Training & Participation**

Annual and Required Training Completed within Assigned Timeframe 100%

# Scorecard Overview: Hospitalist OPPE

## TEMPLATE - HOSPITALIST OPPE

Provider:

Specialty: Hospitalist

### Utilization Review

Inpatient Average Length of Stay (Group Data)	>96 hours
Total Inpatient Admissions	
Total Inpatient Days	
Readmissions	<30 Days
# of Transfers to Other Hospital	
Unexpected Death/Clinical Occurrence	# > 0

### Medical/Clinical Knowledge

# of Charts to Peer Review (Internally/Externally)	
# of Peer Review Cases Returned 3/4	>1 Qtr
3/4 Cases Discussed and Resolved	
Use of Blood & Blood Components	

### Interpersonal & Communication Skills

Cited/Counseled for Disruptive Behavior	> 1/Qtr
# of Complaints/Concerns from Staff	> 1/Qtr
# of Complaints from Patients/Family	> 1/Qtr

### Practice Based Learning Improvements

Antibiotic Stewardship (Initial Antibiotics Ordered Appropriately)	> 80%
Appropriateness of Prescribing	> 90%
Medication Reconciliation	<100%
Admission H & P Completed Within 24 Hours	# >0
Discharge Summary Within 24 Hours	# >0
Chart Deficiencies	<24 hours

### System Based Learning

# of AMA Patients	
Required Organizational Training & Participation	
Annual and Required Training Completed within Assigned Timeframe	100%
Attendance/Participation at Required Meetings	>75%

# Scorecard Overview: Emergency Department OPPE

TEMPLATE - ED OPPE

Provider:

Specialty: Family Medicine

## **Patient Care**

Clinical Occurrence Report # >0

Medical/Clinical Knowledge

# of Chart to Peer Review (Internally/Externally)

# of Peer Review Cases Returned 3/4 >1 Qtr

3/4 Cases Discussed and Resolved

Use of Blood and Blood Components

## **Interpersonal & Communication Skills**

Cited/Counseled for Disruptive Behavior >1/Qtr

# of Complaints/Concerns from Staff >1/Qtr

# of Complaints from Patients/Family >1/Qtr

## **Practiced Based Learning Improvements**

Antibiotic Stewardship (Initial Antibiotics Ordered Appropriately) > 80%

Medication Reconciliation <100%

Chart Deficiencies >72 Hours

## **Required Organizational Training and Participation**

Annual and Required Training Completed within Assigned Timeframe 100%

Attendance/Participation at Required Meetings >75%



# **Stewardship implications:**

## **Specialty/Surgical:**

Abx Stewardship – Appropriate use of vancomycin  
Appropriateness of prescribing – Post op pain meds

## **CRNA:**

Abx Stewardship – Appropriate use of vancomycin  
Appropriateness of prescribing – Pain med orders in PACU

## **Family Medicine:**

Abx Stewardship – Duration of ABX for UTI

## **Hospitalist:**

Abx Stewardship – UTI/CAP  
Appropriateness of prescribing – Pain med orders

## **Emergency Department:**

Abx Stewardship – Duration of abx or Asymptomatic Bacteriuria

# Future work and Barriers

## Barriers:

- Identifying benchmarks
- Finding reports
- Chart audits with Time constraints

## Future work:

- Hiring additional help