

Patient Care Reports (PCRs) obtained from _____ at least once every week and sorted by provider.

PCRs are separated and stored by provider following HIPAA-compliant methods.

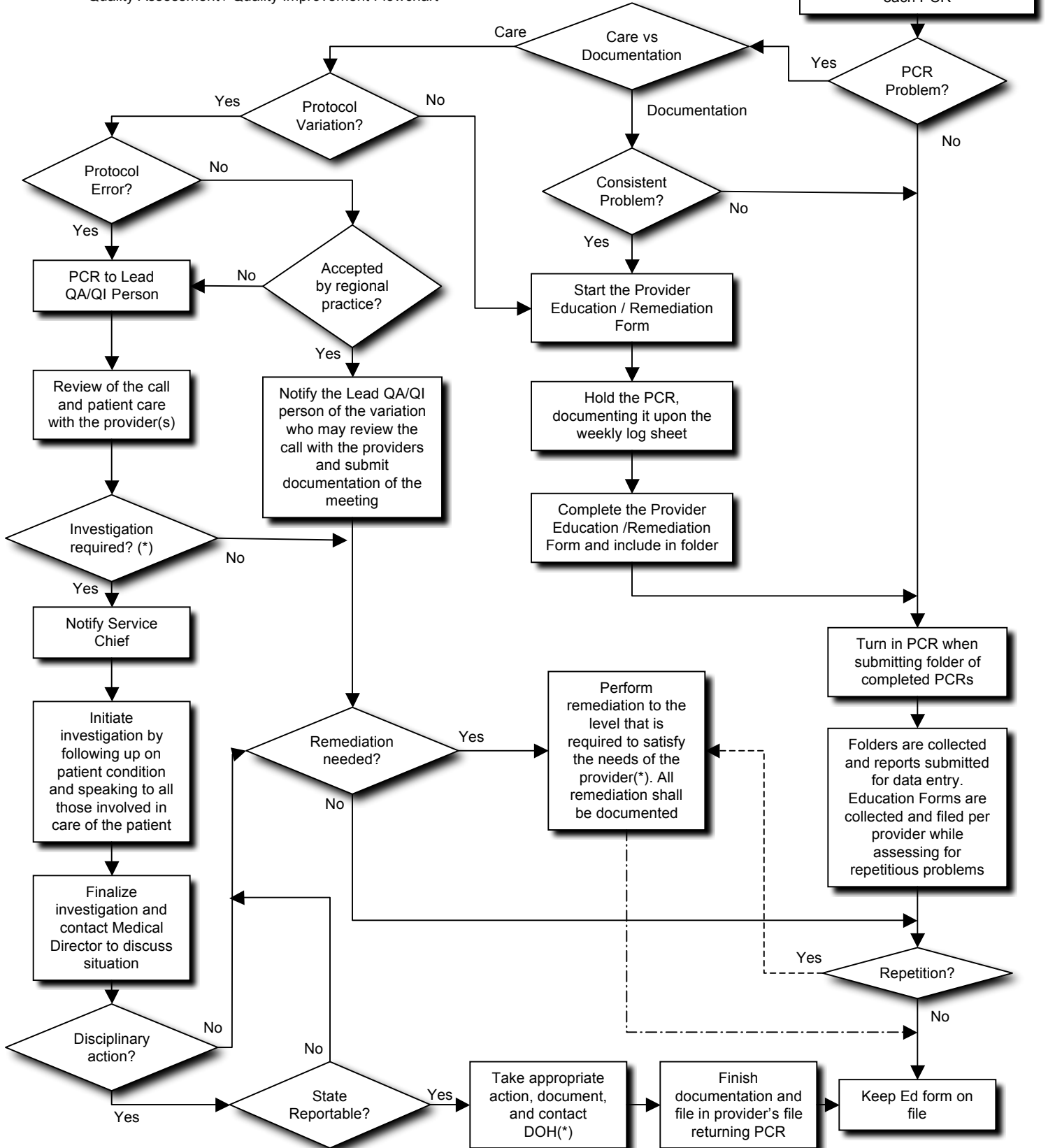
PCRs are distributed to the Quality Assessment Team (QAT) on a weekly basis.
 Note: QAT should only assess the same providers for 3 months, then rotate

QAT members should obtain their assignments on a regular basis returning them within a week.
 Note: Members of the QAT should respect patient confidentiality at all times. They should never remove the PCRs from the facility nor leave them in such a place that would allow easy access to others.



Quality Assessment / Quality Improvement Flowchart

Complete the Documentation Quality Assessment Tool for each PCR



Investigation Required - a report may warrant an investigation if it meets one or more of the following:

1. Blatant disregard for the established protocols
2. Care that goes against the accepted standard of care
3. Any complaint about the care the patient received
4. Any substantial concern brought forth regarding the care a patient received
5. Any negative patient outcome due possibly to provider error
6. At the request of the Medical Director, Hospital, or DOH

Appropriate Action - if a call is to be reported to the DOH then the incident, investigation, investigation outcome and disciplinary action, if any, be placed into a formal report and submitted to the requesting body.

Remediation - the reviewer should discuss the type and length of remediation with the QA/QI Leader with the remediation being performed by any preceptor, instructor, or other person designated by the Service Chief or designee. Remediation shall include, but not limited to one or more of the following methods: classroom education; one-on-one discussions; practical demonstrations; scenario-based training; video tapes followed by discussion and/or demonstration; journal articles followed by discussion and/or demonstration; reassignment to a preceptor.