



Care Management

improving patient safety and hospital performance
by integrating case, quality, and risk management

Quality Management

Quality Management is a process by which the appropriateness and effectiveness of medical care is evaluated. It is used to identify indications for intervention, analyze undesirable outcomes of treatment, assess functionality after intervention, and identify opportunities for improvement. Improvement in the quality of medical care can be measured by presenting care providers with specific opportunities to improve and by monitoring their progress over time.

The Quality Management module is an automated and efficient quality event data collection, reporting, and analysis tool. Quality issues that occur on a patient such as clinical complications, unexpected outcomes, and medical management issues can be documented, attributed to individual physicians, and tracked through a peer review process. The Quality Management module also supports user-defined fields to supplement the data collection process. Final disposition of the event can be accessed immediately in detailed standard or user-defined reports, graphs and profiles or followed over time to establish patterns and trends.

Specific areas of quality concern such as transfusions, critical care, medical record clinical pertinence, drug usage, obstetrics, and neonatal care are addressed in separate functions in the Quality Management subsystem, each with the ability to create user-defined fields for supplemental data collection.

Features and Benefits

- Quality events, reviewer comments, and the significance of the outcome to the patient are attributed to multiple physicians, medical staff specialties, and services
- Review quality indicators in profiles or graphs and sort by physician, services, or specialty
- Ensuing reviews are tracked through the peer review process to final disposition and standard of care assignment
- Track the review process simultaneously from multiple committees to final resolution
- Question and comment templates for physician review are user-defined to facilitate the peer review process
- Prepare for committee and department meetings with rules-based identification of pending review
- Peer review worksheets are available for department or service review and can be attached to medical staff meeting minutes
- User-defined SmarTrack™ Rules alert quality reviewers to readmissions or other user-defined criteria
- Review processes and indicator trending for blood, drug, surgery, critical care, obstetrics, and neonatal
- Analyze cases by procedure, diagnosis, DRG, or other user-defined criteria
- Customize automated quality indicators and profiles

"The University of Maryland Medical System implemented MIDAS+ in March, 1998. The Division of Clinical Quality Systems has been able to integrate work processes within and among a variety of departments and has had a tremendous impact on our productivity. With the MIDAS+ system, we were able to increase the number of quality reviews per day from 25 to 54 without adding additional staff!"

University of Maryland
Medical Center

"Licking Memorial Hospital was one of the early adopters of MIDAS+ and has used the system since 1992. One of the most powerful features of the system is the ability to pull information from any module, and display it in one place. By using the SmarTrack Indicator reporting system, we simply print one report on each physician for Medical Staff recredentialing!"

Licking Memorial Hospital
Newark, OH

