Real-Time Clinical Surveillance: Shifting the Timeline For Data-Driven Care

Justin Lanning
Vice President Business Development, Midas+
Surveillance Defined

Pt/Provider Jargon

- Pre-admission
- Admission
- Post admission

Reviewer Jargon

- Between Admission
- Concurrent Review
- Retrospective Review
Watchful Waiting  
Expectation based on past experience

Targeted Observation  
Opportunistic participation

Surveillance
That was then, this is now

**Timely Data**
- Aggregated data sources
- Role based views
- Situation views
- Notification/reminders
- Mobile devices

**Workflow/Mindset**
- Prioritization/High impact
- Prompting others to act
- More transactional

**Staff Behavior**
- Alignment to clinical and financial reasons
- Shared priorities affecting impact time management and communication

**Performance Metrics**
- "Ticker Tape" Metrics
- Process metrics (e.g. turnaround times)
- Controlling variation (Statistical Process Control)
Financial Aspects of Real Time Surveillance

- Regulatory reimbursement (e.g. core measures)
  - “Stimulus dollars”
  - Pay for performance-like reporting
- Hospital Acquired Complications
  - Incremental costs are huge
  - Reimbursement for care is limited
- Re-admission
  - Reduced reimbursement for all cause 30 day re-admissions
Quality By Inspection

John Doe Admitted
- Generates data

Changes
- Adjust process

Analysis
- Remote defect checking

Too Late!

* Deming’s 14 points
In Summary

• Improved care in the trenches DURING the process of care

• Are not a result of a special improvement project, but focused interactions

• Are not always obvious at the time, but will become obvious in the clinical and financial reports
Reaction?

- Please Speak Your Mind
Surveillance Re-defined

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New Jargon
- Self care
- Concurrent Review
- Care Process Review
Concurrent Review by Role

**Quality Managers**
- Collect & act on data PRIOR to measure deadline
- May have better access to meaning of data

**Infection Control**
- Discover patterns of data PRIOR to full blown infection
- Geographic, device, & personnel patterns emerge

**Utilization Review**
- Target OBS status and long LOS patients
- Map data to Admission criteria

**Clinical Documentation**
- Patients with coding specificity issues
- Efficient clinical data review
Concurrent Review by Role

**Charge Nurse**
- Display patients by severity of illness
- Participate in clinical review initiatives

**Hospitalist**
- View aggregated real time data
- View status of patients by bonus related indicators

**Primary Care**
- View discharge information
- Access to inpatient data

**Home Health**
- View discharge data
- Participate in regulatory programs
Moving From Retrospective to Concurrent Review

Relative percentages for illustrative purposes only.
What Happens?

Relative percentages for illustrative purposes only.
Top 5 Strategies to Move to Concurrent Review

• Nursing, Quality, and Medical records departments MUST agree on process

• Dedicate a concurrent review staff member

• Identify measure most likely to lend itself to concurrent review

• Begin within review within 24 hours of admission

• Clearly identify patients who are under “concurrent review”