Making Metrics Matter from the Start

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Clinical Quality goals are designed to align patient care priorities across the care continuum. Transitioning to a value-based healthcare delivery system requires a proactive approach as reimbursement from payers is impacted when established goals are not met. A lack of understanding of the role clinical support staff plays in the delivery of quality care affects patient outcomes.

**IDENTIFIED NEED:** Enhance the clinical support staff’s perception of how their role impacts Clinical Quality goals. Newly hired clinical support staff can serve as a means to promote Clinical Quality aimed towards improving healthcare outcomes.

**STRATEGY**

Integrate Clinical Quality into the orientation process to promote an understanding of quality through:

- Defining how quality impacts a value-based healthcare delivery system.
- Identifying the rationale for Clinical Quality in the outpatient setting.
- Recognizing how “Meaningful Use” influences standard work processes and role obligations.
- Establishing the clinical support staff role in Clinical Quality within the physician practice.

**OBJECTIVES**

- Newly hired clinical support staff attend the clinical services orientation, a centralized approach to staff development.
- Participants are queried on their current understanding of quality and are provided guidance on how to apply the quality measures to their population during the session dedicated to Clinical Quality.
- Novice and experienced clinical support staff are encouraged to participate in the learning activities supported by adult learning principles.
- Through the learning activities, non-licensed and licensed staff demonstrate the significance of Clinical Quality and its effects on patient outcomes and practice goals.

**FOSTER TEAMWORK**

- Prior to class attendance, newly hired clinical support staff complete introductory training on the EMR system.
- Participants validate their learning of standard workflow and the core curriculum through return demonstration.
- Standard workflows are an essential tool utilized to:
  - Ensure patients receive the right care at the right time.
  - Capture and report data through the EMR.
  - Empower clinical support staff through participation in reaching Clinical Quality targets.
  - Encourage patient care that is consistent throughout the organization.
  - Decrease healthcare related disparities.

- Sharing of Clinical Quality updates and outcomes.
- Establish a feedback method to identify how the participants have incorporated the learning into their daily workflow.

- What about this activity was most useful to you?
  - “Learning the ‘why’ to [how] we do things.”
  - “Using [practical] everyday examples and also being able to follow through with the computer.”
- What are you going to change in your practice as a result of this educational activity?
  - “Making sure I don’t use shortcuts and I will address things appropriately.”
  - “Mentor other clinical support staff so that they understand the importance of [standard work] and Meaningful Use.”

**CONCLUSION**

Implementation of the Clinical Quality session as part of the orientation process provided the opportunity to present the rationale for quality goals and highlight the benefits of patient-centered care. This new orientation session contributes to a better awareness and promoting accountability within the clinical care team.

‘Making Metrics Matter from the Start’ empowers clinical support staff to provide high quality, team-focused care that is consistent throughout the organization.

**FUTURE WORK**

- What about this activity was most useful to you?
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- What are you going to change in your practice as a result of this educational activity?
  - “Making sure I don’t use shortcuts and I will address things appropriately.”
  - “Mentor other clinical support staff so that they understand the importance of [standard work] and Meaningful Use.”