

Background



Looking at a big picture helps to identify important details. This improvement project helped us to recognize and address log issues that affected patient safety, optimal practice and appropriate reimbursement. “What gets measured gets focused on” and to capture important processes and functionalities at the room level will provide opportunities for improvements (Studer, 2008, p.61). The results here represent the first six months of data collection and analysis for an ongoing study.

Log Issue Categories reviewed are listed here

If a case depicted multiple log issues, a new survey report was sent for each issue.

Possible
Procedure

Panel/Case
Combine

Fluoroscopy
Verification

Wrong Service

Missing Counts

Spinal
Verification

General
Documentation

OR Verification

Case
Classification

Patient
Classification

Putting a CAP on Log Issues: Streamlining Daily Audits using Electronic Data Capture Software

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Hartford Hospital:

- Level 1 trauma hospital, 46 operating rooms, covering all surgical specialties except elective orthopedic procedures.
- 1,900 surgeries per month

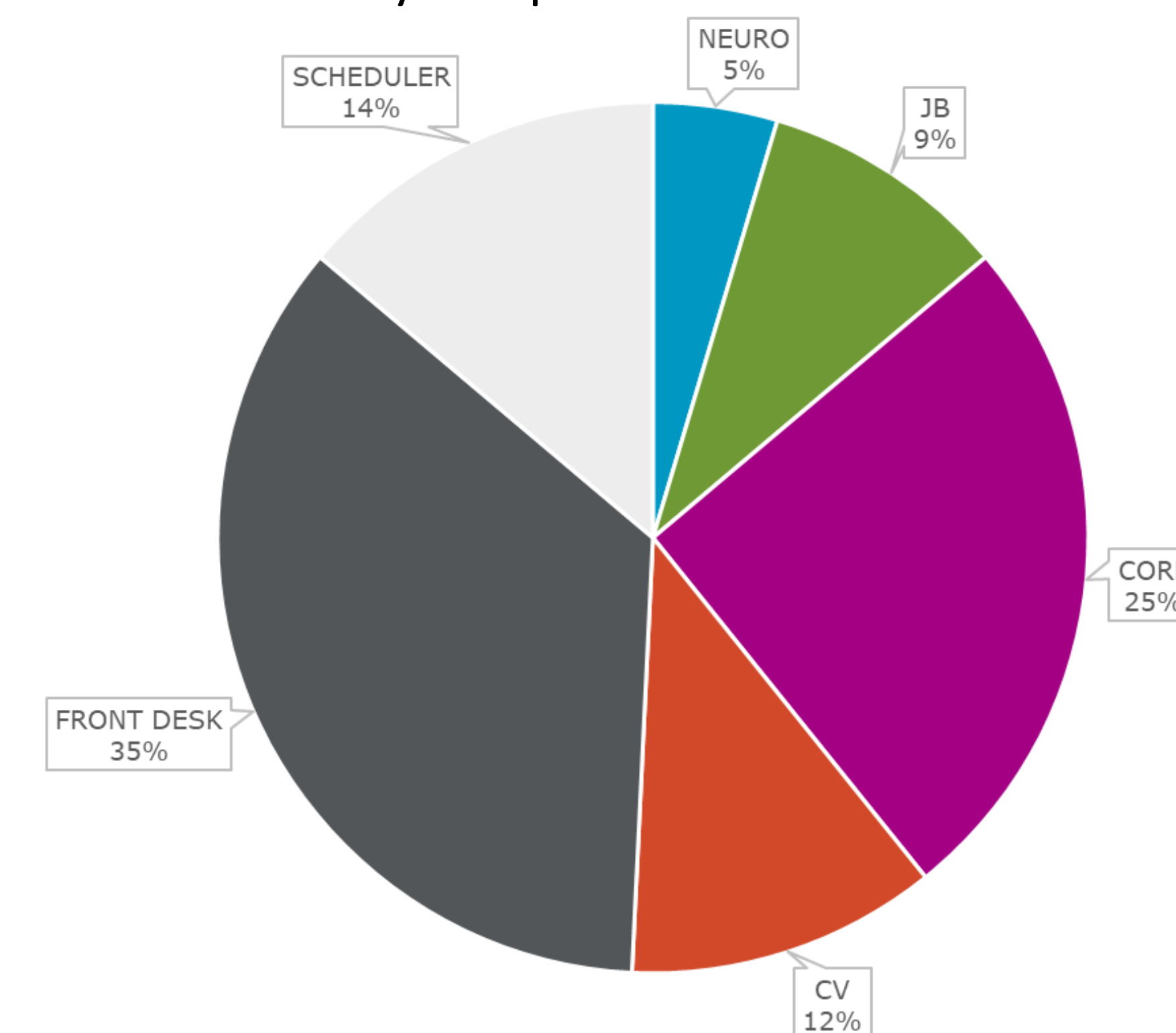
Log issues are types of documentation errors. Reducing log issues can support better efficiency across the perioperative department, promote charging accuracy, and align with best practices for safe patient care.

This project aimed to improve the log issue auditing process, educate leadership and staff on the importance of quickly correcting the issues, and to capture log issue statistics.

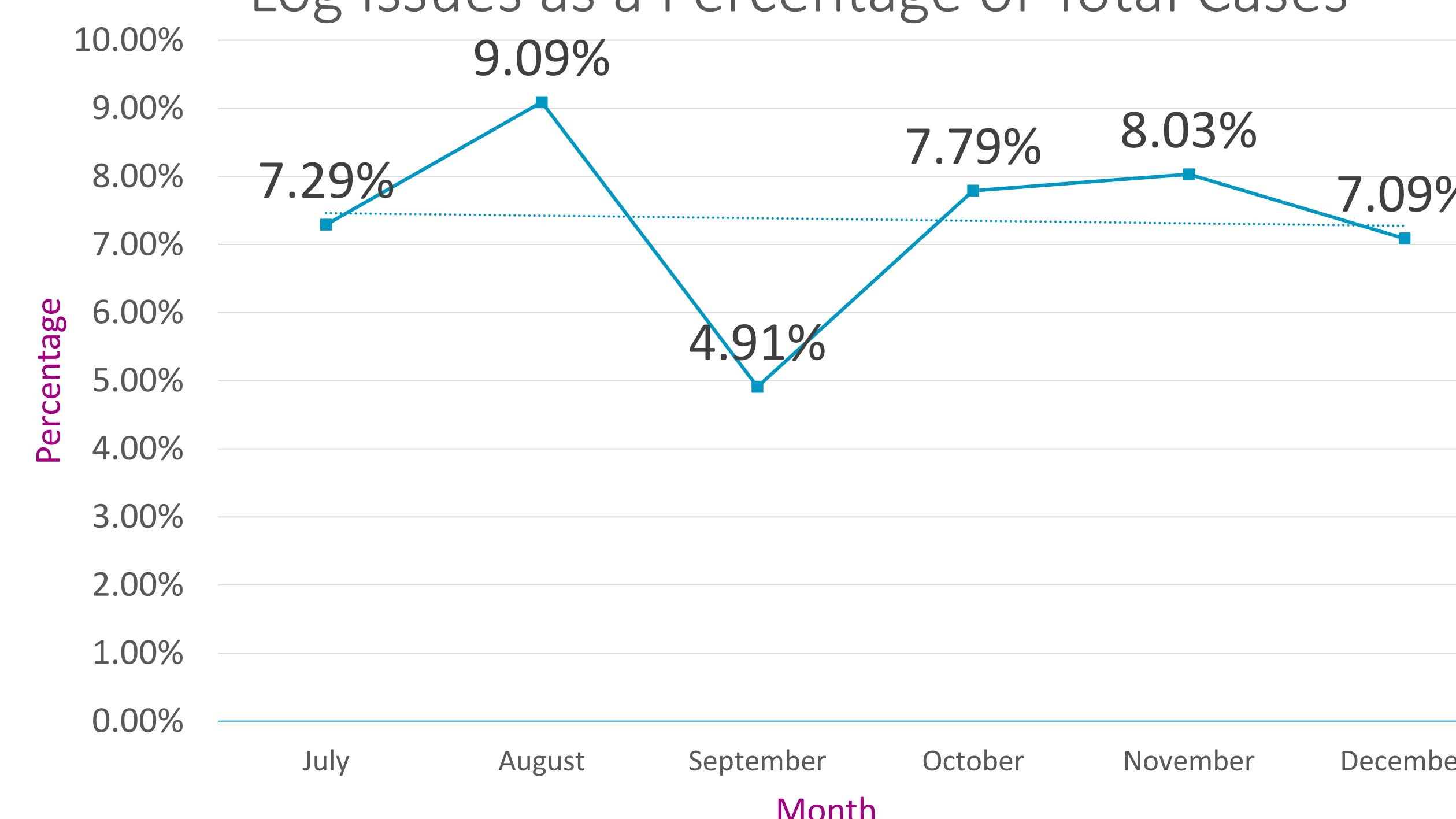
- Daily reports provided overall scheduled case information
- Case-by-case chart review captured opportunities for understanding specifics of individual cases
- Practice deviations were committed to an electronic data capture reporting tool.
- Through Educational Presentations, findings from this process were shared with Clinical Leaders and Nurse Educators as well as at Staff Huddles for awareness

Over the course of the study, a total of 11,023 cases were reviewed for documentation errors. There was found to be an average 7.37% log issue rate over the course of the 6 months of the study.

Log Issues Rate by Department for December 2022



Log Issues as a Percentage of Total Cases



Following a highly attended staff education session in late August, there was a noted decrease in documented log issues. This direct engagement with staff led to accountability for improved practice standards (Borkowski & Meese, 2021). Further pattern recognition related to log issues can lead to more focused process improvements.

This intervention strengthened not only the quality of surgical care across this department, but also increased communication with staff members.

Next steps involve:

- Improving the clinician response time for responding to log issues.
- Identify log issue rate benchmarks
- Further education on log issues

Borkowski, N., & Meese, K. A. (2021). Organizational behavior in health care (4th ed.). Jones & Bartlett Publishers.

Studer (2008). *Results that last: Hardwiring behaviors that will take your company to the top*. John Wiley & Sons, Inc., Hoboken, NJ. ISBN:13: 978-0-471-75729-9

A complete list of references can be provided upon request.