



VITAL SIGNS

9-2-04

FY04
Patient Data is
through
July 30, 2004

VA PITTSBURGH HEALTHCARE SYSTEM

Michael E. Moreland, Director

Inpatients Treated

FY00 — 8,176
FY01 — 8,086
FY02 — 8,451
FY03 — 8,609
FY04 — 7,044

Outpatient Visits

	DOM
FY00 — 373,596	587
FY01 — 404,903	554
FY02 — 408,678	570
FY03 — 434,243	535
FY04 — 374,138	438

Unique Patients

FY00—45,501	Cost = \$4,970
FY01—49,085	Cost = \$5,018
FY02—53,642	Cost = \$4,947
FY03—52,990	Cost = \$5,402
FY04—52,500	Cost = \$5,174

VOLUNTEERS
AT VAPHS—FY04 to date
(Qtr 3)
Actively Scheduled Volunteers
9,653

Occasional Volunteers
11,308

Total Volunteer Hours
113,873

Donations
\$474,271

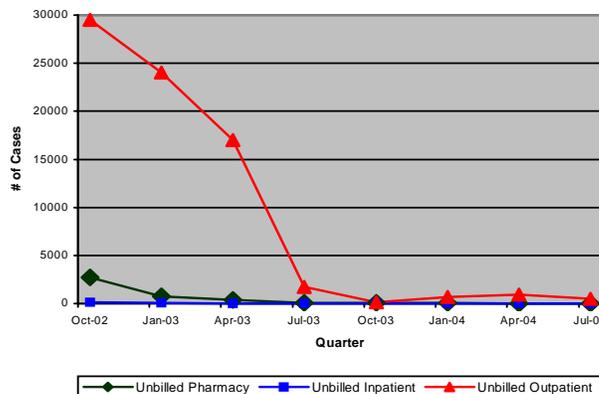
QUALITY PERFORMANCE

FY 00 = 71%
FY 01 = Exceptional!
FY 02 = Fully Successful or Better!
FY 03 = Fully Successful or Better!
FY 04 = Exceptional in 4 areas!

Coding and Billing

Understand: A backlog of 29,000 cases of claims requiring coding and billing that represented potential revenue for the medical center was identified.

Analyze: In order to complete the backlog of work and remain current with the daily coding of current claims, Coding needed to code 1,865 cases per week and Billing needed to bill all cases that were coded.

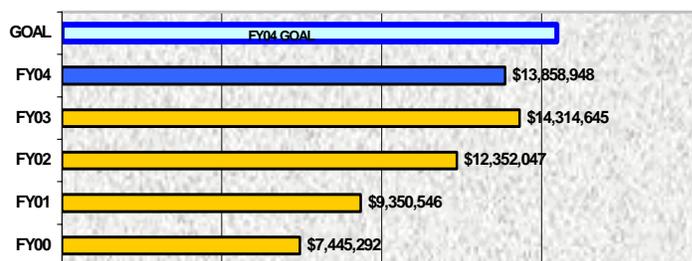


Improve:

- ✓ Increased communication between HIMS & Pt Accounts
- ✓ Priorities established for coding of cases
- ✓ Coding vacancies filled with qualified coders
- ✓ Daily monitoring of clerk productivity reports

Good Job, Coding and Billing!

Total Collections (FY04 updated weekly)



JCAHO STATUS

In all cases studied by Joint Commission, the following were identified as root causes of sentinel events:

- ▶ Communication issues (72%)
- ▶ Staff Competency (47%)
- ▶ Orientation and training process (40%)
- ▶ Unavailable monitoring equipment and/or drugs (30%)
- ▶ Credentialing/privileging/supervision of physicians (30%)
- ▶ Staffing issues (25%)
- ▶ Physician unavailable or delayed (19%)

What is the JCAHO Quality Report?

REMEMBER THESE JCAHO PATIENT SAFETY GOALS!

1

Improve Patient Identification

2

Improve Communication Between Providers

3

Improve Safety of High Alert Meds

4

Stop Wrong-Site; Wrong-Procedure Surgery

5

Improve Safety of Infusion pumps

6

Improve Effectiveness of Clinical Alarms

7

Reduce the Risk of Hospital-Acquired Infections

Joint Commission's Quality Report provides the general public and health professionals relevant and useful information about the quality and safety of Joint Commission accredited organizations. It features a user friendly format with checks, pluses, and minuses to help the public compare health care organization performance in a number of key areas. Comparisons are made to state and national organizations. The public can access Quality Reports by going directly to www.qualitycheck.org.

The VA Pittsburgh Healthcare System Quality Report identifies our accreditation status, our accredited programs, and results of two national quality improvement goals relating to heart attack and heart failure care. Compared to other JCAHO accredited organizations nationwide and state-wide, our medical center's performance is above most of those organizations.

CONGRATULATIONS VA PITTSBURGH STAFF!

July 15, 2004 Quality Report from JCAHO: VA Pittsburgh

National Quality Improvement Goals:	Compared to other JCAHO Accredited Organizations	
	Nationwide	Statewide
Heart Attack Care	⊕	⊕
Heart Failure Care	⊕	⊕

KEY		
⊕ This organization's performance is above the performance of most JCAHO accredited organizations.	⊙ This organization's performance is similar to the performance of most JCAHO accredited organizations.	⊖ This organization's performance is below the performance of most JCAHO accredited organizations.

Technical Quality Presentations (TQP)

Submitted to VISN 4 as Best Practice:

March 2004

**Business Service Center
Incomplete Encounter Forms**

April 2004

Primary Care—Immunizations

May 2004

Primary Care—No-Shows

June 2004

Core Laboratory—Critical Value Reporting

July 2004

Coding and Billing—Backlog

August 2004

Employee Health—Staff Immunizations

**TQP's due to Q&PS
the 10th workday
of the assigned
month!**

MCM's Recently Placed on DocuShare:

LD-015 Public Affairs Program
 LD-018 Psychiatric Emergency Intervention
 LD-025 Management & Control of Non-expendable and Expendable Equipment
 LD-026 Requests for Non-expendable Equipment
 LD-029 Testing & Evaluation of Equipment & Supplies
 LD-060 Commodity Standards Committee
 TX-027 Community Placement and Support (CPSP)
 TX-032 Restraint & Seclusion Policy
 TX-119 Preservation-Amputation Care & Treatment Program
 TX-124 Bar Code Medication Administration

READ THEM....KNOW THEM... SHARE THEM...