MEDITECH’s Quality and Surveillance solution allows your organization to monitor patients, capture incidents, and complete reviews within user workflow. Spanning MEDITECH Expanse, predictive surveillance capabilities identify and monitor patients across your organization who qualify for clinical quality measures, who may be vulnerable to developing high-risk conditions, or who meet other specified criteria. The Risk Management component features streamlined, automated incident tracking and reporting capabilities, which allow you to efficiently monitor, evaluate, and reduce the risk of injury to patients, employees, and visitors. The Quality Management component has comprehensive tools for documenting and monitoring quality and consumer issues within your facilities. Using our Quality and Surveillance solution, your organization can provide predictive care, measure outcomes, and improve your overall delivery of patient care.

Predictive Surveillance
Target and Monitor Patient Populations
As the shift towards value-based care continues, MEDITECH Expanse not only collects data, but uses it to predict problems, intervene faster, and improve outcomes. MEDITECH’s enhanced, predictive surveillance capabilities analyze clinical and demographic patient information in the background to provide real-time, meaningful data at the right time, ensuring preventative care for all patients throughout your organization. Our quality boards enable your quality management team to monitor real-time activity on patients throughout your organization; and through a sophisticated rules engine, identify those who qualify for surveillance profiles. Qualified patients may include those “at risk” for dangerous conditions, such as sepsis or CAUTI; those who qualify for clinical quality measures, such as VTE and AMI; or simply those who meet organization-defined criteria. Profile criteria can be as broad or narrow as you need it to be. Patients are automatically added to or removed from these boards based on whether newly documented data — such as test results, vital signs, and assessments — qualify them for these profiles. Clinicians are also notified if any of their patients being monitored and can link out to these quality boards to view qualifying details and suggested actionable care items.

For managerial purposes, an enterprise-wide Watchlist displays a list of all patients across your organization who qualify for one or more surveillance profiles. From the Watchlist, staff can select interactive indicators to view the date and time the patient qualified for the specific profile, as well as the qualifying criteria. Quality managers can also run a Surveillance Audit Report to view an audit of patients who qualified for specific surveillance profiles.
Incorporate Best Practices

MEDITECH delivers a library of standard surveillance boards, which include embedded rules that are needed to comply with clinical quality measures and protocols. Standard boards for Stroke, SCIP, VTE, AMI, Pneumonia, and Newborn enable you to effectively monitor all 29 ARRA Stage II clinical quality measures. We also provide boards for monitoring your most vulnerable patients — such as those at risk for sepsis, CAUTI, CAP, CLABSI, pressure ulcers, and positive microbiology results. Additional boards track patients who meet specific criteria, such as readmission patients or patients with specific therapy consults or restraint orders. Your organization can also tailor our standard boards and rules, or create user-defined boards based on your needs. We continually work with a team of practicing clinicians to develop new boards and embedded rules to identify and monitor additional patient populations.

Risk Management

Conveniently Document Incidents

Risk Management provides streamlined, automated incident tracking and reporting capabilities to efficiently monitor, evaluate, and reduce incidents, safety issues, and environmental hazards posing a risk of injury to patients, employees, and visitors. Using an integrated documentation tool, authorized users can readily record and document incidents throughout the enterprise for immediate review, additional documentation, and follow-up by your Quality Department. Patient data seamlessly flows into the incident, saving users valuable data entry time. Users can also enter one or more reasons for an incident as well as associate findings, conclusions, and recommendations based on research. MEDITECH’s incident documentation tool allows you to:

- Enter an incident from a single screen to capture whether it involves a patient, non-patient, or employee.
Pull in fields captured throughout MEDITECH Expanse in real time — such as medical record patient-specific content — and view all incident data in one centralized place.

Create user-defined documentation with minimal required data fields that use a combination of narrative text, canned text, or images.

Perform quality reviews (e.g., mortality, chart, readmission, adverse drug, blood product, and infection control reviews) from incident reports to improve your quality of care delivered.

Readily Investigate Incidents

For effective, well-coordinated incident management, MEDITECH provides your risk managers with numerous tools (e.g., system-wide messaging, integrated data capture capabilities, and a centralized desktop) to manage their workloads as well as reduce the risk of legal liability and financial loss to your organization. For example, risk managers can drill down into an incident report to view more detailed information, such as an entire surgical case linked to the incident. To improve your incident investigation processes, your staff can:

- Access a centralized Incident Management desktop with standard, automated worklists — such as Draft Incidents, Witnessed Incidents, Referred Incidents, and New Referrals — or create user-defined worklists.
- Manage all employee incidents from a centralized Work-Related Injury/Illness Management desktop to efficiently capture all data required for OSHA requirements.
- Build user-specific referral rules in the Staff Dictionary, based on population category, incident type, event code, location, incident severity, and incident priority.
- Organize incidents on a worklist for processing by user-specific referral rules.
- Use the Seal/Unseal feature to make an incident report inaccessible to other users for any reason.
- Change the status of an incident to “Draft,” “In Process,” “Inactive,” or “Hold,” as well as document a reason for change.
- Link directly to Health Information Management to request a patient’s legal record via the Record Request routine.
- Automatically send incidents to a certain individual for quality review.

Quality Management

Easily Document Reviews

Quality Management enables you to investigate patient populations, events, and conditions, facilitating confidential studies or research trials. For example, quality managers can select a patient from these lists, review his or her on-line chart, and enter a new review document for those instances that may fall outside the range of acceptable outcomes. Patient or case reviews can then be used to track these investigations (e.g., why was the wrong dosage of a drug administered to a patient and how to prevent a recurrence), ensuring compliance with organizational quality initiatives. You can also create a quality of care review in response to a filed incident report to save all details of an incident, including findings, conclusions, and recommendations about the incident. MEDITECH’s review documentation tool allows you to:

- Conduct patient or non-patient reviews (e.g., mortality, chart, readmission, adverse drug, blood product, and infection control reviews) directly from an incident report to improve your quality of care delivered.
- Pull in fields captured throughout MEDITECH Expanse in real time — such as medical record patient-specific content — and view all incident data in one centralized place.
- Create user-defined documentation with minimal required data fields that use a combination of narrative text, canned text, or images.
Efficiently Manage Reviews

To support pressing time constraints and the ongoing processes of conducting reviews, MEDITECH provides quality managers with a centralized desktop that features automated messaging, integrated documentation tools, and worklists to manage their workloads. Using these tools, your quality managers can proactively comply with quality initiatives and monitor the scope and success of quality projects. To streamline workflow, your staff can:

- Easily access reviews requiring attention on a centralized Review Management Desktop with standard, automated review worklists — such as Draft Reviews, Involved Reviews, and New Referrals — or customer-defined worklists.
- Build user-specific referral rules for a user to be automatically referred to a review, based on population category, review type, patient location, department/discipline, and provider.
- Organize reviews on a worklist for processing by user-specific referral rules, such as review type.
- Automatically send cases to “Peer Review” or to a certain individual for quality review.
- Review an entry by exceptions or outliers to determine whether a patient warrants investigation.
- Change the status of a review to “In Process,” “Assigned,” “Ready,” “Inactive,” or “Complete” as well as document a reason for change.
- Link directly to Health Information Management to request a patient’s legal record via the Record Request routine.

Maintain the Security and Integrity of Data

Our Quality and Surveillance solution provides a secure, non-disclosable database where you can fully document and automate incident tracking and quality review processes, while also ensuring the integrity and confidentiality of the information captured throughout these processes. With our inherent design flexibility and security features, authorized users can:

- Assign staff access to edit or view capabilities depending on the incident or quality review.
- Drill down to a field-level audit on an incident or review document to view information related to date/time or user.
- Change the status of an incident or review as well as document a reason for change.
- Adjust an incorrectly entered incident or population type without recapturing all of the information already processed.
- Combine multiple incident or occurrence reports together and link to quality reviews.
- Create anonymous incidents, with the only required fields being event date/time and location.

Report and Track Statistics

For targeted analysis and performance measurement, MEDITECH’s Quality Management and Risk Management products include statistical desktops, which allow you to analyze real-time statistics in graphical and tabular formats. Within Quality Management’s Review Statistics Desktop, you can assess statistics about reviews, referral follow-ups, and department assignment follow-ups. Risk Management’s Incident Statistics Desktop allows you to review statistics by incidents, manager follow-ups, and near vs. actual misses. Each statistical desktop allows you to drill down to view additional details, such as event date/time, review or incident type, primary responsible provider, responsible department, severity, and outcome. For example, you can evaluate incident statistics by type, location, general cause, specific cause, event code, or disposition as well as drill down to view additional details, such as event date/time, population category, incident number, status, and whether or not it has been sealed. The solution also includes selection reporting capabilities, allowing you to define your own reports for assessing quality and incident data.
Evaluate Critical Quality Data using Business and Clinical Analytics

MEDITECH’s web-based Business and Clinical Analytics solution features several standard Quality dashboard views designed for your organization’s executives, finance, quality, and nurse directors, case and nurse managers, as well as other quality team members. Using these interactive dashboards, you can better gauge your performance on critical quality components for hospital-acquired conditions and infection rates, conditions leading to readmissions, and conditions resulting in mortalities. These views will also help you perform root cause analysis to improve patient care delivery; reduce hospital-acquired conditions, mortalities, and readmissions; and maximize reimbursement. Additional user-defined dashboard views can also be created using the Visual Insight tool available within Business and Clinical Analytics.

Experience the Benefits of Integration

MEDITECH’s Quality and Surveillance solution is deeply embedded within each user’s workflow. With automated real-time predictive surveillance indicators and streamlined incident capture and review documentation, your staff can efficiently and proactively improve your organization’s performance. Key points of integration allow staff to:

- Use discrete clinical data across MEDITECH Expanse with predictive surveillance to qualify patients for surveillance profiles.
- Take immediate action from surveillance quality boards, including the ability to submit orders, document care, and message other members of the care team.
- Share a common rules dictionary across care settings for both inpatient surveillance boards and ambulatory disease registries.
- Access employee information in Risk Management from Human Resources to track injuries, incidents, and illnesses, such as: lost work days, restricted duty work days, OSHA log data, and the details of the injury.
- Access up-to-date demographic information sent from Registration to Abstracting, and insurance details from Revenue Cycle.
- Create selection reports based on data captured in Abstracting, Emergency Department Management (ED), Imaging and Documentation Management, Laboratory, Surgical Services, and Pharmacy.

For more information, contact a MEDITECH Marketing Consultant.