

Roze Room – Quality Assurance and Performance Improvement (QAPI) Dashboard Overview

DEPARTMENT	PERFORMANCE METRIC	2021 GOAL	FREQUENCY OF REVIEW	METHOD OF REVIEW
MARKETING/SALES	Admissions	per dashboard	Quarterly	Monthly management monitoring
	ADC Growth	per dashboard	Monthly	Monthly management monitoring
	Conversion Ratio	85%	Monthly	Monthly management monitoring
CLINICAL OPERATIONS-PAIN MANAGEMENT	Pain monitored each RN/LVN visit	90%	Quarterly	QA EMR Review
CLINICAL OPERATIONS-MEDICATION SAFETY	Medication management, evaluation of side effects, etc. completed at each visit	95%	Quarterly	QA EMR Review
CLINICAL OPERATIONS-GENERAL	Patients dying in the hospital	<10%	Monthly	QA EMR Review
CLINICAL OPERATIONS-INITIAL ASSESSMENT	Initial assessment completed within 14 days of admission	90%	Monthly	QA EMR Review
CLINICAL OPERATIONS-TRANSFERS TO HOSPICE (ANY)	Transfers to hospice from palliative care	15%	Monthly	Monthly management monitoring
MEDICAL RECORDS	Documented POLST discussion and/or completed POLST	95%	Monthly	Monthly management monitoring
PATIENT SATISFACTION	Overall satisfaction (rated 9-10 on a 10-point scale)	90%	Monthly	QA review of returned surveys
	Would you recommend RRPC? (Yes)	90%	Monthly	QA review of returned surveys
CLINICAL OPERATIONS-HOSPITALIZATIONS WITHIN 30 DAYS OF ADMISSION	Percentage of patients hospitalized with 30 days of admission	5%	Quarterly	QA EMR Review
CLINICAL OPERATIONS-PATIENTS WITH REGULARLY SCHEDULED SW VISITS	Percentage of patients with regular SW visits	30%	Quarterly	QA EMR Review

ADC is average daily census; EMR is Electronic Medical Record; LVN is licensed vocational nurse; POLST is Physician Order for Life-Sustaining Treatment; RN is registered nurse; RRPC is Roze Room Palliative Care; SW is social worker; QA is Quality Assurance