

CASE STUDY: IMPLEMENTATION OF how2trak® IN NSM CCAC

OVERVIEW AND CHALLENGES

A NEED FOR DATA TO UNDERSTAND OPPORTUNITIES FOR IMPROVEMENT

Debbie Roberts, Senior Director of Performance Management and Accountability for the North Simcoe Muskoka Community Care Access Centre (NSM CCAC) is responsible for the quality of care delivered within a large geography. Debbie is familiar with the challenges of balancing optimal client wound care outcomes with the realities of tight home care budgets and is committed to using data to optimize resource allocation, both in terms of her staff and the materials they use on a daily basis.

After attempting an analysis of nursing practices across all agencies in her region, Debbie made two important discoveries. It was clear that NSM CCAC was using more nursing services than the rest of Ontario, and even among NSM CCAC's own agencies, nursing services were utilized differently. Analysis of the existing client database could not explain, however, the rationale for utilizing nursing resources, nor could the impact of nursing care on patient outcomes be consistently measured.

SOLUTION

AN EVIDENCE-BASED ANALYSIS SYSTEM FOR DECISION MAKING

Wound care accounts for approximately 50% of homecare visits and is a significant overall cost component. The how2trak® system, a comprehensive outcome measurement system from Health Outcomes Worldwide (HOW) transforms data into meaningful information that can improve clinical outcomes (effectiveness of care) and reduce costs (efficiency of care). Debbie and her team adopted the how2trak® system and now use it in conjunction with their own Lean Six Sigma operational processes. "In order to be successful in achieving our effectiveness and efficiency objectives for the wound care program, we needed a data tool that would provide consistent and on-going inputs that would allow us to measure and track our progress. The how2trak® system was the answer for us" says Debbie.

When the team started analyzing data from the how2trak® reports, it revealed two important care trends: a high utilization of dry dressings for surgical wounds, and a daily wound care nursing visit rate of 30%.

"Clinical best practice in surgical wound care is to use moist dressings, and we could now share our own practice data to refresh our staff education. As well, when measured against a national standard rate of 15-20% daily visits for surgical wound care, we now knew that we had an opportunity to improve how we were managing our surgical wound clients."





RESULTS AND BENEFITS

IMPROVED CLIENT OUTCOMES, BETTER USE OF RESOURCES AND OPERATIONAL SAVINGS

"The results that we have achieved are well beyond our expectations. Our daily nursing surgical wound care visits are down to just 4%, and our clients are healing faster", says Debbie. Reducing the daily visit rate from 30% to 4 % has yielded hard dollar savings of \$60 per client visit, in addition to significant costs saved through reduced dressing materials used. The benefits are very real. "For many years we have had a long waiting list of clients waiting to access our personal support line. Sometimes the wait time was upwards of 300 days. By reallocating resources to this important component of care management, our team has been able to reduce the number of personal support line clients waiting from 850 to 300 - a 65% reduction!

We have also seen more dialogue between nurses and client care coordinators, and important collaboration in care delivery. Corrine (Mclsaac, CEO of HOW) and her team have been great to work with, are always willing to listen and respond to what we need".



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