



Clinical Audits: Introducing
Continuous Quality
Improvement Across an
Agency

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Presentation Outline

- I. Continuous Quality Improvement
(CQI) at MHR
 - II. Quantitative Audit
 - III. Qualitative Audit
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Section One

CQI at MHR



MHR: Background Information

- Who we are
 - Organizational Decision for CQI
 - Organizational Commitment
-

CQI: Key Principles

CQI is a method for looking at processes and outcomes

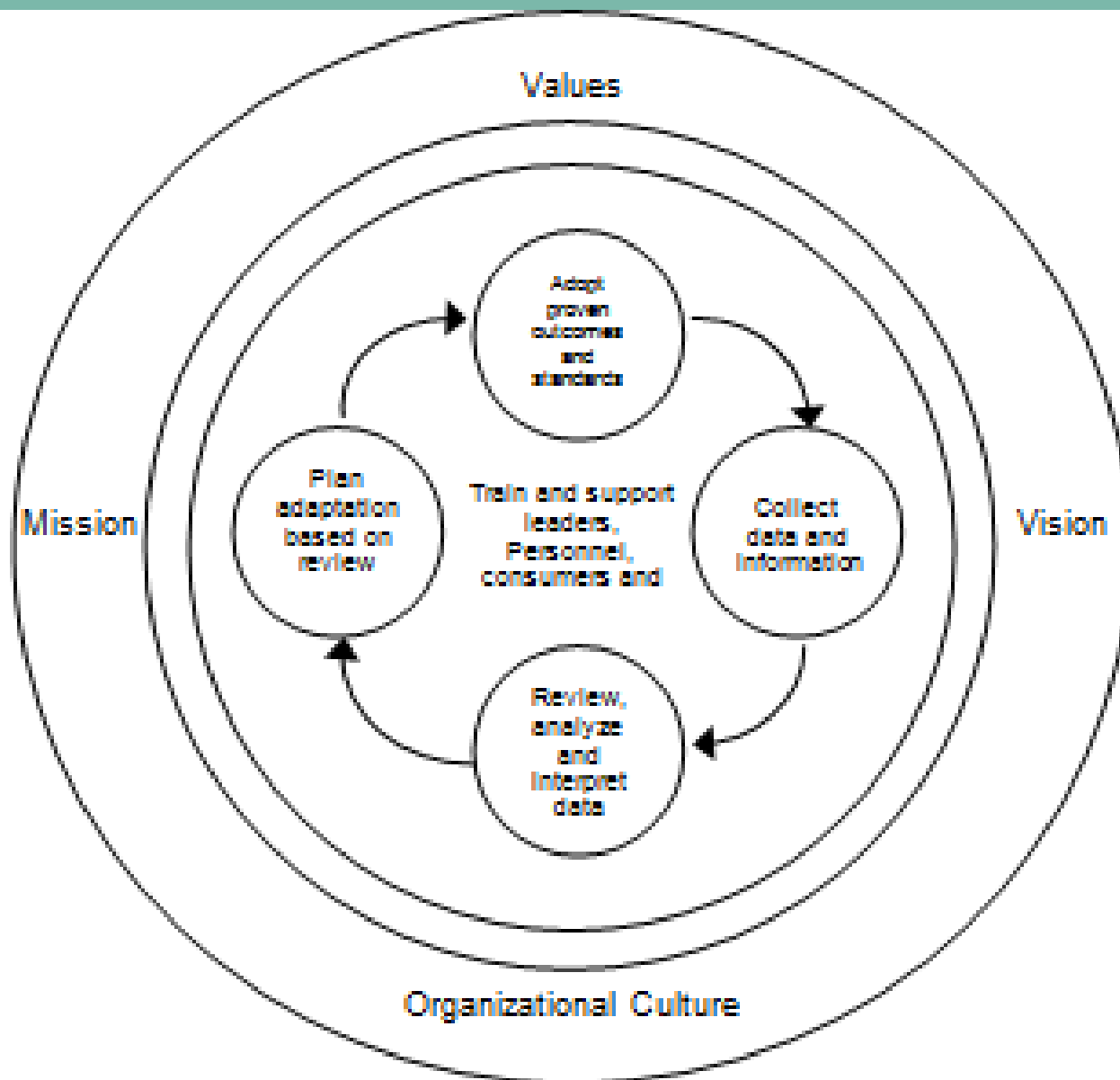
- Uses tools to help quantify what we do
- Searches for common causes of variation
- Driven by data
- Highlights shared successes
- Shines a light on systems, processes and feedback loops

Goals

- Guide quality operations
 - Ensure a safe, low risk environment and high quality services
 - Assist in meeting annual goals, standards and outcome measures
-

CQI: Examples at MHR

- ❑ Stakeholder Feedback
 - ❑ Tracking and Trending Outcomes
 - ❑ Business Processes
 - ❑ Policies and Procedures
 - ❑ Audits and Tools
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Section II

The Quantitative Audit



Quantitative Audit: Purpose

Goal: To maintain high quality documentation standards by using the EMR tools to tell a story about the data

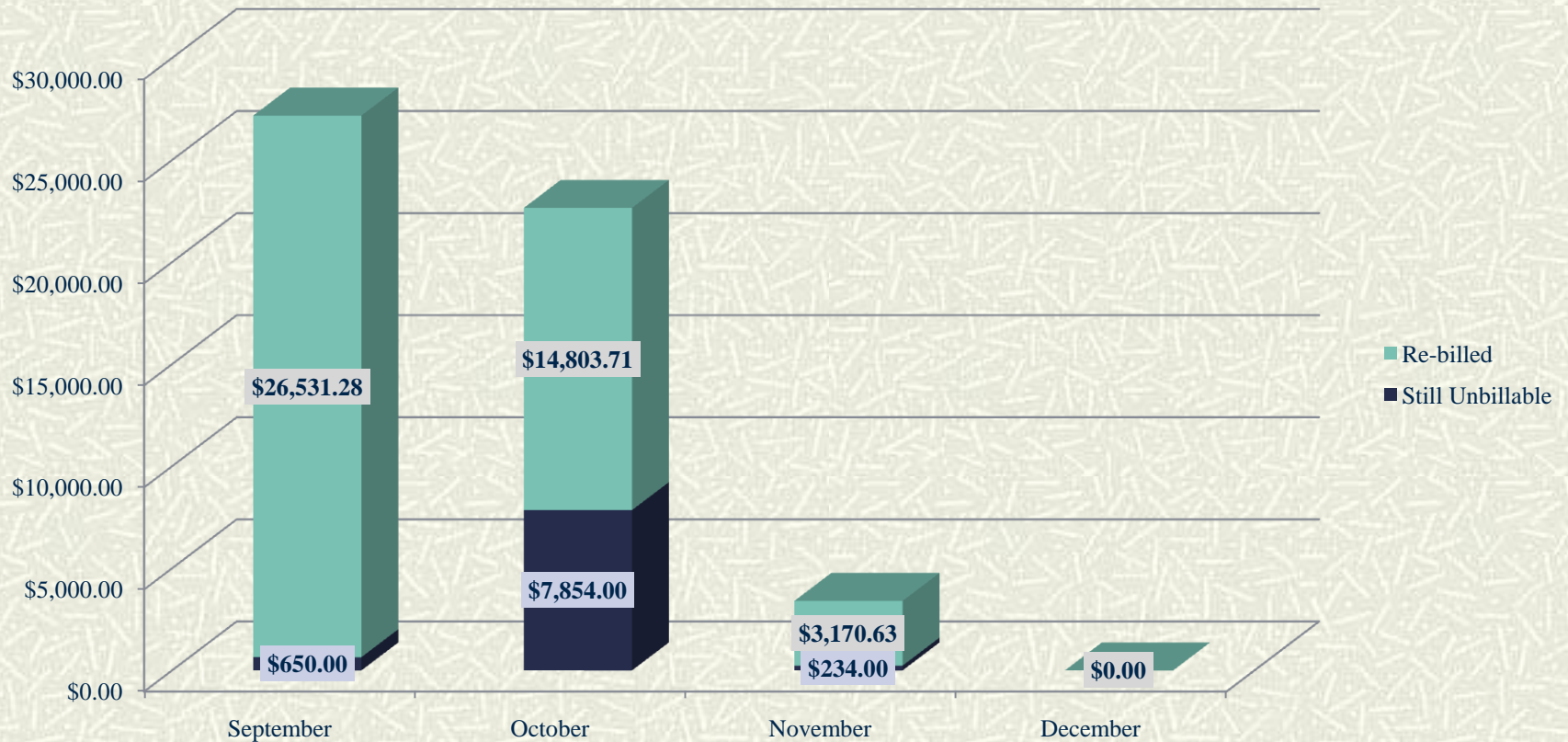
- History
 - Development
-

Quantitative Audit: Focus

- Last FA, DA, Treatment Plan, Crisis Plan
- Invalid ROIs
- No F/F Contacts
- Red Flag F/F, Collateral, Phone Call
- “Not Approved” Services
- Unbillable Services

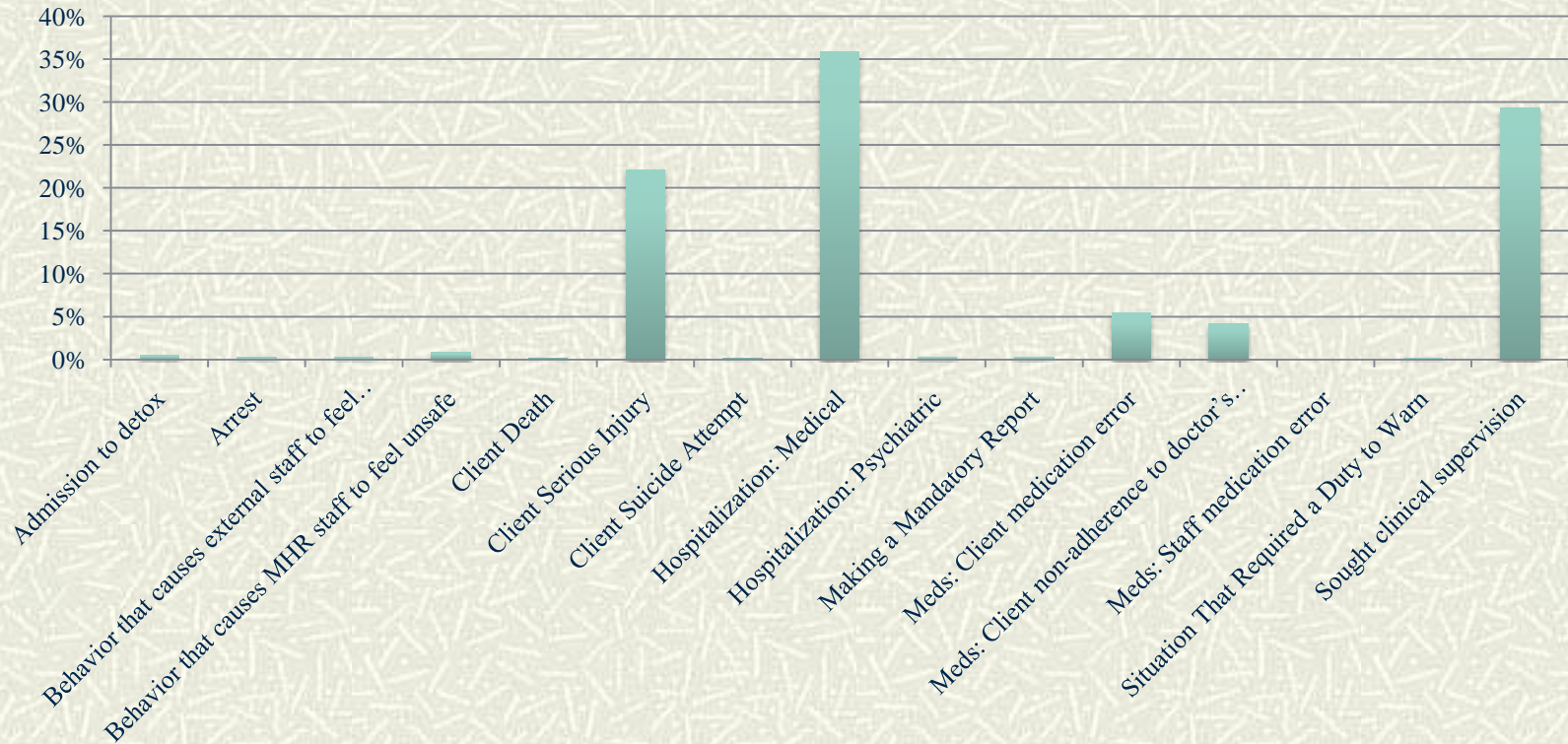
Quantitative Audit: Summaries

Unbillables Due to Expired Documentation



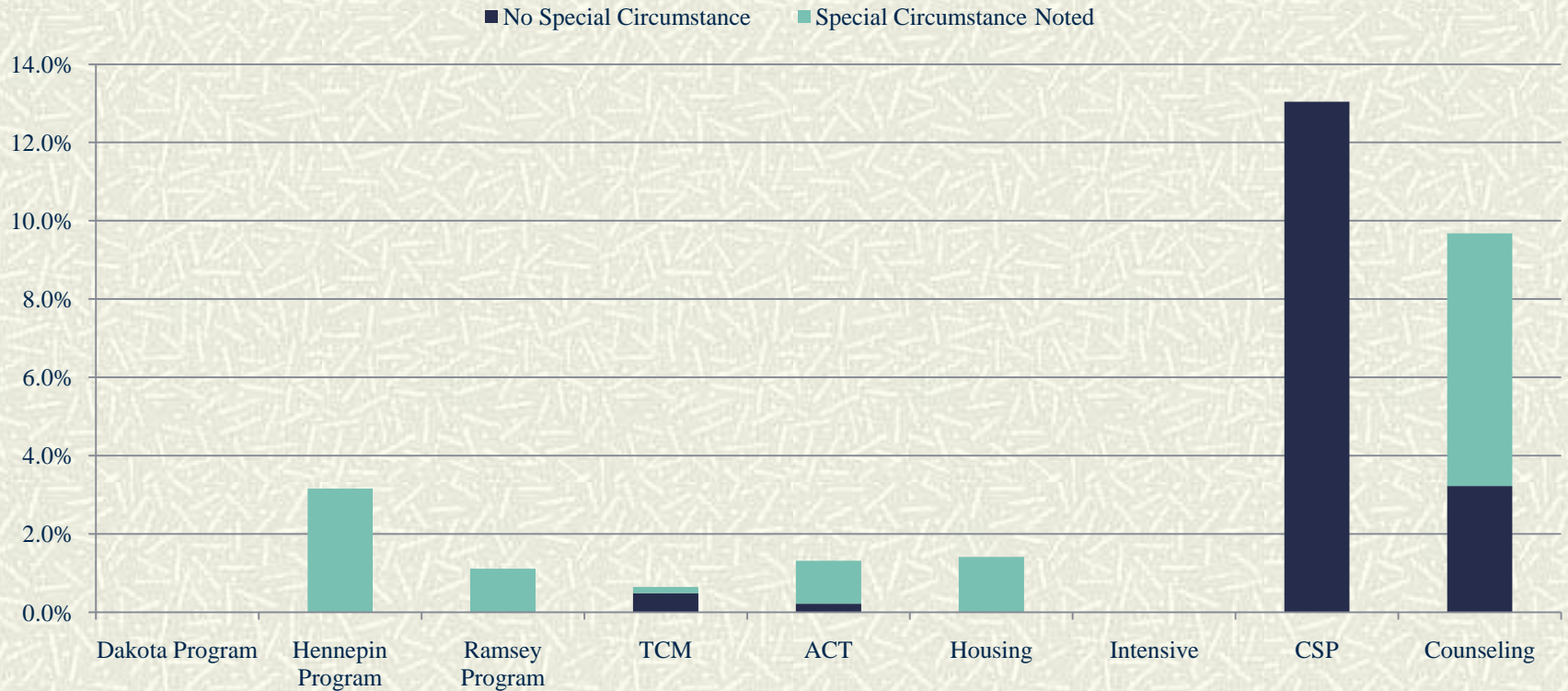
Quantitative Audit: Summaries

Client Serious Events



Quantitative Audit: Summaries

Percent of No F/F Contacts December





Section III

Qualitative Audit



Qualitative Audit: Purpose

Goal -To maintain compliance for high quality client care by following a process for auditing the content of client records.

- History
 - Priorities
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Qualitative Audit: Development

- # Creating the questions
 - # The Pilot
 - Time study
 - Small group
 - Changes to the form
 - # Continuous assessment and review
-

Qualitative Audit: Content

Theme Areas and Examples

- # Permanent Record
 - # Releases of Information (Last 1 yr.)
 - # Integrative Care/Coordination of Care
 - # Nursing Clients Only
 - # FA/DA (The most recent FA/DA only)
 - # Treatment Plan or ICSP
 - # Risk
 - # Documentation
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Qualitative Audit: The Form

Releases of Information: (Last 1 yr.)

- Are there releases present for the emergency contacts?

Yes No N/A


Description:

Measure Of Effectiveness:


Person Responsible:

▼

Action Deadline:



Action Completed Date:



Follow Up Comments:

Add Action Item

Qualitative Audit: Follow up

Home > Forms > Qualitative Audit Report > ActionItems

ActionItems

New Actions Settings

Title	Assigned To	Status	Priority	Due Date	% Complete	Description	FollowUpCommer
There are no items to show in this view of the "ActionItems" list. To create a new item, click "New" above.							

Documents

- Qualitative Audit Action Items
- Qualitative Audit Report

Supervisors

- Qualitative Audit Supervisors



A scenic landscape featuring a winding asphalt road that curves through a dense forest of tall evergreen trees. In the background, majestic mountains are visible under a warm, golden light, suggesting a sunset or sunrise. The overall atmosphere is peaceful and natural. There are decorative elements: a dark blue vertical bar with a white dot pattern in the top-left corner, a solid black horizontal bar across the top, and another solid black horizontal bar in the bottom-right corner.

Questions



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