

System tracks performance, quality improvement

Managers receive IMPACT CARE training

Shands is launching a standardized performance measurement system to help us more efficiently evaluate our activities and support quality-improvement efforts.

The system is based on a Microsoft Excel tool into which managers can input data and easily produce graphs, like control and correlation charts. It's designed to replace the numerous tracking and reporting systems currently in use.

"Shands HealthCare has always been focused on quality improvement, and this system will help us reach another level of performance measurement," said **Bette Brotherton**, M.S.N., M.B.A., C.P.H.Q., Shands HealthCare vice president for Clinical Improvement.

The system is called IMPACT CARE (see box, right). Brotherton, who joined Shands last October, developed this system as a quality leader when she worked at Morton Plan Mease Health Care, Clearwater, and University of North Carolina Health Care.

"This is a passion for me personally," she said. "I've seen how effective it can be. IMPACT CARE gives everyone a common language to speak about performance improvement. It's an uncomplicated way to measure how well we're doing what we do. It works whether you're in a clinical or non-clinical department."

IMPACT CARE users follow steps to identify key customers and activities; scope of services; goals and objectives; clinical outcomes; costs; and satisfaction survey results. They can efficiently pinpoint and assess specific, critical components of their work.

Using the customized Excel tool, users can track key indicators and easily print reports or graphs and assess where action plans for improvement are needed.

Gale Danek, Ph.D., R.N., administrative director of Nursing Quality for Shands at the University of Florida, said, "IMPACT CARE is a tool to help us better organize data that's already being tracked and reported. The graphing function will make it very simple to produce easily understandable graphs we can use to communicate data to staff. These reports will be perfect for posting on BEST Communication Boards."

LifeQuest Organ Recovery Services Director **Danielle Cornell**, R.N. B.S.N., C.P.T., added, "The reporting tool is user-friendly and maintains the BEST pillar philosophy. It will provide LifeQuest with exactly what we have been looking for to help us define, prioritize and organize the data we've been collecting into real performance-improvement plans with measurable outcomes and goals."

IMPACT CARE training will be completed systemwide this fall for managers,

supervisors and nurses responsible for quality reporting and tracking. ■



IMPACT CARE is an acronym (abbreviation):

- I** Identify indicators
- M** Monitor indicators
- P** Prioritize areas for improvement
- A** Action planning to achieve goals
- C** Check indicators and assess improvement
- T** Transform daily work by applying the improvement process

For these results:

- C** Customer-satisfaction improvement
- A** Achieved outcomes
- R** Reduced costs
- E** Employee ownership

The success of IMPACT CARE is based on employee involvement in the process.