

Quality Council Report January 19, 2010

Nutrition Support Audit Plan (Nursing and Clinical Nutrition)

- Audit of measured weight and intake and output (I&O) documentation by Nursing for patients receiving nutrition support consistent with provider orders;
- Nutrition support order forms specify daily weights of all patients on parenteral nutrition (PN), daily for patients receiving tube feeding (TF) in ICU, and weights every Sunday and Wednesday for all patients receiving TF on non-critical care floors;
- Education continues with Nursing re: weights, I&O's

Following the CMS re-survey in January, compliance with provider orders for weights and I&O's now must be audited on all patient populations, not just patients receiving nutrition support. An updated audit tool has been developed and in effect as of January 15, 2010.

Chart Reviews (Clinical Nutrition)

Charts reviewed for Registered Dietitian (RD) compliance with documentation standards including:

- verify that the diet order matches the diet the patient is receiving,
- weights and I&O's are documented in the RD note,
- nutritional needs are addressed;
- evaluation of whether patient is meeting needs via current nutrition regimen (adequacy of intake);
- education continues with RD's regarding consistent and effective documentation in the medical record

Consistency of Diet Orders (Clinical Nutrition)

- Audit to verify provider orders are honored by assuring written orders in the medical record match the diet order entered into the hospital computer system (LCR) and the diet order entered into CBORD Diet Office computer system;
- All identified inconsistencies were corrected to match the written order in the medical record;
- No specific pattern regarding errors, whether from isolated units or LCR vs. CBORD entry indicating need for further diet order entry education of nursing units as well as in the diet office

Consistency of Diet Orders 12/9/09 - 12/29/09		
Date	Number Charts Reviewed	Results
12/9/2009	20	55%
12/22/2009	23	74%
12/29/2009	10	80%

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Data indicates a trend towards improvement in diet order consistency. Information Systems (I.S.) is working with Clinical Nutrition to improve diet order entry in the Invision/LCR system to make it a more intuitive and user-friendly process. We hope to see an improvement in diet order accuracy following the training and implementation of the new diet order entry pathway. Training will need to include Nursing, unit clerks, and Clinical Nutrition. The updated process should be in the test system by the end of January.

MD-RD Communication Audit (Clinical Nutrition)

- Audit to verify MD-RD communication by reviewing MD completion of stickers acknowledging RD recommendations;
- Bright green stickers were placed on every RD note with recommendations requiring a provider follow up (orders) for provider’s signature of acknowledgement of RD recommendations
- RD’s continue to page providers with recommendations and then reminded provider of sticker
- Stickers initially only implemented in ICU’s on 12/14/09, rolled out to whole house 12/29/09;

MD-RD Communication Audit 12/9/09 - 12/22/09			
Items	Results		
	12/14/2009	12/21/2009	12/28/2009
MD/NP stickers completed	86%	74%	In Progress
Timely sticker completion ("next day")	86%	59%	
Provider acknowledgement of RD recommendation (follow through on recs)	92%	93%	

Issues affecting compliance with sticker completion include:

- lack of knowledge of some providers,
- signing of “sample” sticker on educational piece on front of chart instead of the sticker on the RD note,
- lack of flags left on RD notes (sticky “sign here” flags falling off or not placed as a reminder).
- RD’s continued to discuss recommendations with providers and remind to sign the stickers.

Data indicated that providers were following the RD recommendations > 90% of the time despite poor overall compliance with providers locating and signing off on the stickers. Therefore, an alternative method of documenting MD-RD communication had to be developed with the plan to eliminate the stickers.

A Medical Nutrition Therapy Order Form has been developed along with a protocol and is currently going through the approval process. It has been discussed in Medical Executive Committee and approved in theory pending final draft. The form and protocol have also been approved through Nutrition Subcommittee, Medication Use and Safety (MUSS), and is pending final approval at Pharmacy & Therapeutics Committee (see attached protocol and form). RD’s will again continue to discuss with providers when nutrition recommendations require provider input, knowledge, and/or orders but are now documenting in the Nutrition chart note the

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provider name and pager number of the individual with whom they discussed their recommendations.

Data will be collected upon implementation of the new order form and compared to data from stickers in hopes of improvement in Medical Nutrition Therapy order implementation. Providers will still have to document when they do not agree with RD recommendations and do not follow through with orders.