

UNDERSTANDING THE DATA USE SYSTEM TRACER

The purpose of this workbook is to provide your healthcare organization with information about the JCAHO process related to the Data Use System Tracer, held during an organization's accreditation survey.

Objectives for this Program:

- When you complete this video and workbook, you will understand:
 - Why the Data Use System Tracer is performed
 - How the Data Use System Tracer is conducted
 - The methods used by the surveyor to determine how well your organization uses data
 - What will occur during the Data Use System Tracer
 - How best to prepare for, and participate in, the Data Use System Tracer

The Data Use System Tracer consists of a group discussion, and subsequent analysis by the surveyor holding the discussion, of how your organization uses data to improve patient safety and care. The JCAHO conducts this system tracer to identify and assess your organization's data use processes, and to identify and focus upon any risk points related to these processes. This is achieved through exploring your data use and management practices in the group discussion with the discussion participants.

- The JCAHO states the purpose of the Data Use System Tracer is to:
 - Determine how your organization analyzes, interprets and uses data, with a focus on how the leaders in your organization use data to help prioritize decisions about improving patient care and safety
 - Identify strengths and weaknesses in the processes used to meet your internal and external information needs
 - Identify the techniques used to protect confidentiality and security of all types of data
 - Discuss your organization's data gathering and preparation, dependent upon your organization's expertise in using data
 - Discuss your organization's approach to assessing staffing effectiveness; how you use the data and information obtained from these assessments and performance improvement data
 - Address performance issues related to ORYX and Core Measure requirements
 - Discuss patient and employee satisfaction data

DATA USE SYSTEM TRACER DISCUSSION TOPICS

The following are key discussion topics that will form a large component of the Data Use System Tracer activity. Each of the topics will be discussed in relationship to how data is collected, analyzed and evaluated for use in the following:

Performance Improvement:

- Current performance improvement activities and those that have taken place over the previous 12 months
- Data analysis:
 - How data is trending data over time
 - Comparing data to an expected level of performance
 - Reviewing combinations of data for cause-effect relationships
- Data reporting:
 - Reporting time frames (when data is reported)
 - Level of reporting (to whom data is reported)
- Actions taken as a result of PI data outcome analysis
- How findings are communicated to staff
- Involvement of staff who are impacted by the outcome data

ORYX/Core Measures Data:

- ORYX/Core Measure vendor
- Reporting of ORYX/Core Measure outcomes
 - To leadership
 - ✓ How leadership uses reported data to prioritize and to make decisions
 - To appropriate staff (i.e., staff that is directly or indirectly affected by the outcome data)
- Actions taken in response to identified opportunities for improvement determined from the outcome data

WHEN THE DATA USE SYSTEM TRACER INCLUDES MEDICATION MANAGEMENT AND INFECTION CONTROL

The JCAHO notes that in some accreditation survey situations there may only be time to conduct one system tracer (the organization may be a small organization, time may be limited due to size and volume, etc.). Should this occur, the Data Use System Tracer is selected as the forum to discuss topics addressed in the other system tracers (Medication System Tracer and the Infection Control System Tracer). Generally, the surveyor will start the Data Use System Tracer with a comprehensive discussion of use of data, and then move to key issues related to management of medications and infection control and surveillance activities conducted in the organization. The additional topics generally covered in this type of combined system tracer include:

Medication Management Data Discussion Topics:

- Your organization's processes for identifying, reporting and preventing medication errors
- System issues related to any of the key medication management processes:
 - Selection and procurement
 - Storage
 - Ordering and transcribing
 - Preparation and dispensing
 - Administration
 - Monitoring effects of medication on patients

(Example of a system issue related to a process would be turn-around-time from when a medication order is written to the time the medication is administered to the patient)

- Adverse drug event monitoring and prevention
- Clinical pharmacy intervention and monitoring of patient data (i.e., laboratory testing when necessary and allergy assessment, documentation and monitoring)