

# Utilization of EHR to support Joint Commission Advance Palliative Certification Performance Measures

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## BACKGROUND

Trinitas Regional Medical Center (TRMC) received initial Joint Commission Certification in Advanced Palliative Care in 2013 and redesignation in 2015. As a Joint Commission certified program, we are held to a set of standards and are required to collect and analyze data. The performance measure selected have to be evidence-based, relevant valid and reliable ([www.jointcommission.org](http://www.jointcommission.org)).

## PLAN/INTERVENTION

The Palliative Care Team collaborated with the Informatics Nurses of TRMC to explore our electronic health record (EHR) in designing clinical documentation that will support the Palliative Care (PC) performance measures

## FOUR PERFORMANCE MEASURES

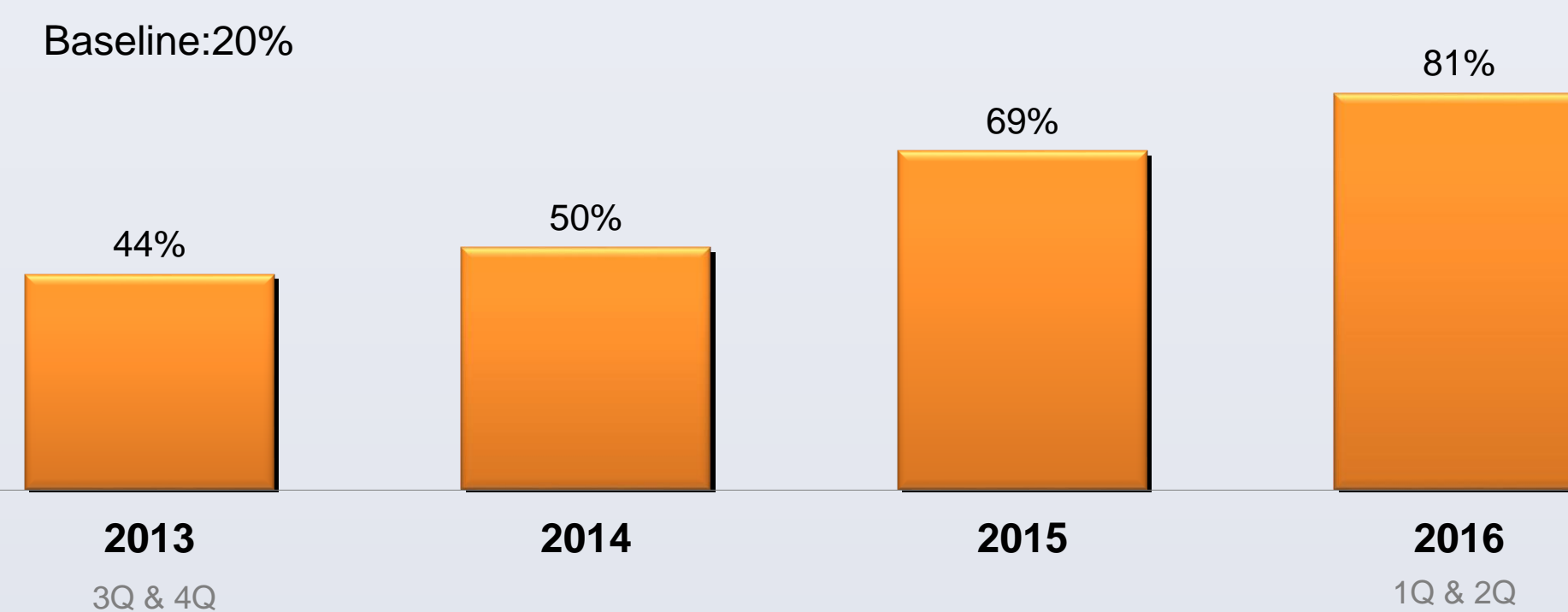
1. Documentation of Family Meeting
2. Documented decrease in Pain Score
3. Documented Improved Dyspnea score
4. Patient Satisfaction-this measure was excluded in the EHR project. Patient Satisfaction is measured by evaluating the survey responses received from discharged patients who had a Palliative Care Consult.



## 1. DOCUMENTED FAMILY MEETING

**ACTION:** A family meeting template was designed in a structured note that meets the need of Palliative Care Team in the EHR. The documentation was first piloted in the intensive care unit (ICU) in July 2013.

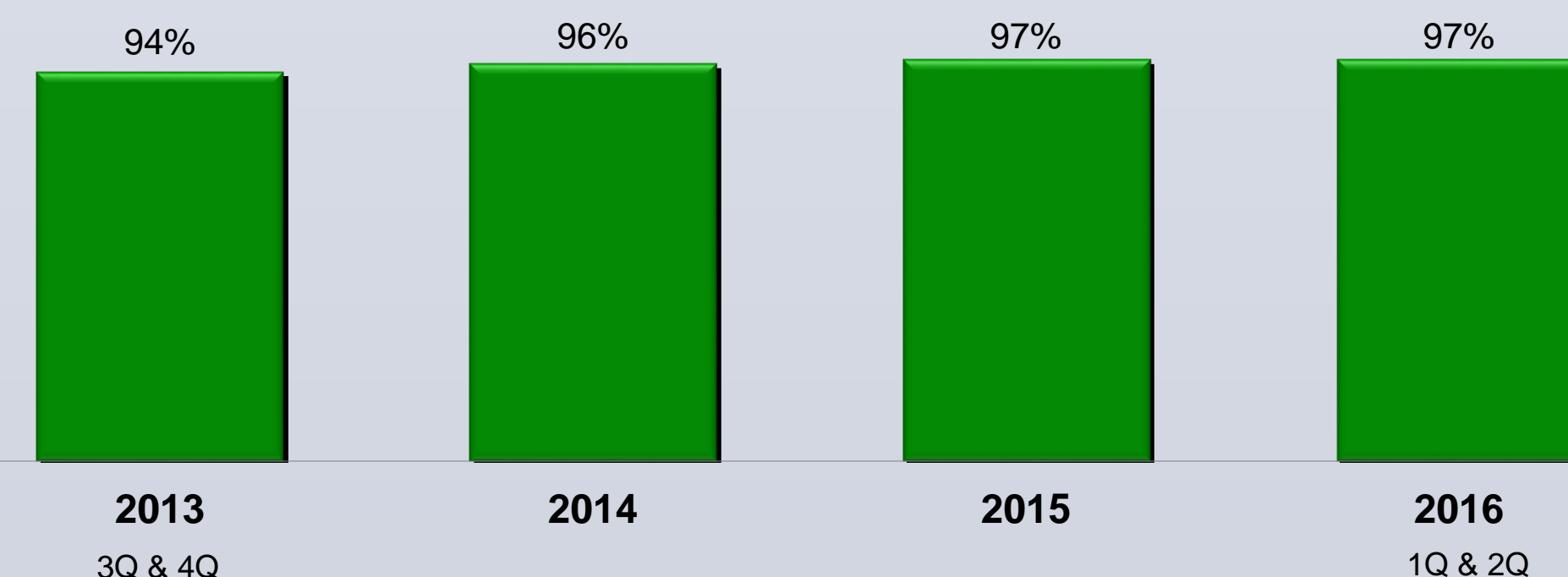
### OUTCOME:



## 2. DOCUMENTED IMPROVED PAIN

**ACTION:** Adapted the Adult Non-Verbal Pain Scale (ANVPS) in the EHR and retired previous scale used for non-verbal patients.

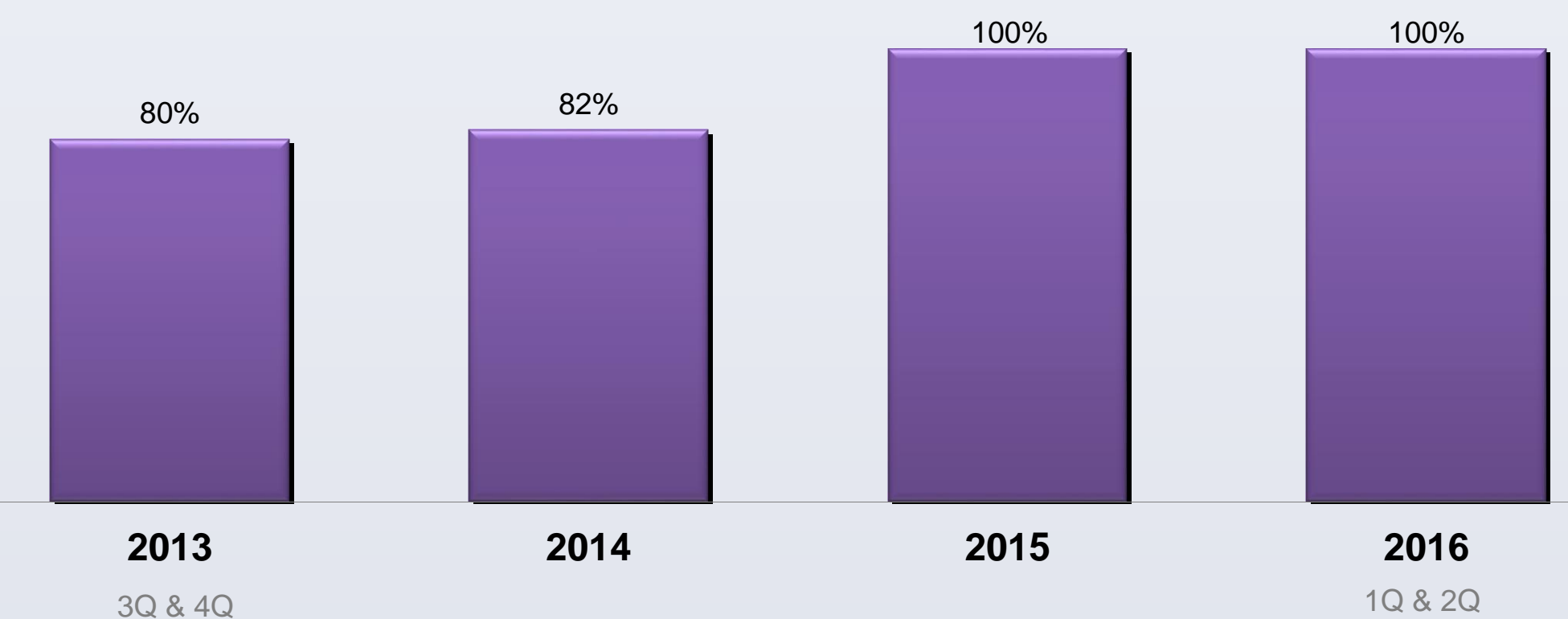
### OUTCOME:



## 3. DOCUMENTED IMPROVED DYSPNEA

**ACTION:** Adapted an evidence-based tool in the EHR to assess respiratory distress for patients unable to self-report. The Respiratory Distress Observation Scale (RDOS) was first piloted in the ICU in August 2013.

### OUTCOME:



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### References:

Campbell, M.L., & Walch, J. (2010). A respiratory distress observation scale for patients unable to self-report dyspnea. Journal of Palliative Medicine. Vol 13., No. 3.

Performance Measurement Requirements for Palliative Care. Retrieved on July 28, 2016 [https://www.jointcommission.org/certification/performance\\_measurement\\_requirements\\_palliative\\_care.aspx](https://www.jointcommission.org/certification/performance_measurement_requirements_palliative_care.aspx)