



Guided PIP Worksheet

Reducing Acute Care Transfers Out of a Rehabilitation Hospital

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Plan: Identify an area in your practice that needs improvement.

What is the problem you are trying to solve?

Acute care transfers from inpatient rehabilitation cause interruption of functional progress and are related to negative overall outcomes. Determine your facility's acute care transfer rate, describe the issues these transfers have caused, and brainstorm with your team about potential causes.

What data (objective measurements) do you have that supports this as a problem?

Do a record review to determine what your acute care transfer rate is over the last few months (length of time determined by size of practice and number of patients).

What is your opportunity statement? State the goal you hope to achieve.

Determine the reduction in acute care transfers you hope to achieve, and set a timeframe to accomplish it.

Example: "We aim to reduce the rate of acute care transfers to 15% within 6 months."

What is the underlying cause of the performance/quality problem?

Gather and brainstorm with other physicians and staff on your unit/team. What's causing this issue?

How did you determine the cause?

What Institute of Medicine (IOM) Quality Dimensions will be addressed by your project?

Patient Safety | Equitability in Care | Care Delivery Efficiency | Timeliness in Care | Care Delivery Effectiveness

Do: Describe the desired outcomes and the requirements needed to achieve them.

What change(s) did you implement?

You can implement just one change, or you can choose to do several at a time. To decrease acute care transfers, you could:

- Implement Rapid Response Process, in an effort to catch medical complications early and potentially avoiding an acute care transfer
- Analyze priorities and decide which protocols need improvement (e.g., analysis revealed need to improve rapid response protocols: highest need is altered mental status)
- Implement new/revised protocol and assign charge nurse to execute protocol when criteria are met
- Establish a committee to meet weekly to review every unplanned acute transfer to find patterns/causes

Study: Describe the measurements used to assess the success of the plan.

Did you achieve your goal or target reported in your opportunity statement? What data do you have to support your conclusion?

This is a simple yes or no, and cite the evidence. After the timeframe indicated in your opportunity statement, review your performance. (It's good practice to check-in at least midway through your project, too, to see whether adjustments need to be made.) Has the rate of acute care transfers decreased? By how much? Does that meet the goal you set?

Example: Yes, we surpassed our goal. After 2 months, review indicated a decrease in acute care transfers to 18%. Team determines that imaging studies are correlated with transfers; changed process to assign charge nurse to notify hospital that patients should return after imaging study. At 5 months, acute care transfer rate had decreased to 10%.

Act: Change(s) to your practice as a result of this project.

Will you continue with the changes you have implemented?

If you achieved your goal, describe how you will sustain your success, or how it led to new ideas. If you did not achieve your goal, how could you try again with new tactics? What will be your next process change to keep the improvement evolution going?

Example: Team discussion of results indicated that sustaining the improvement is likely with the development of an additional rapid response protocol to catch acute medical problems early (such as chest pain, etc.).