

Using Outcomes to Keep Your Practice Vibrant & Viable

The purpose of the project was to develop a method to evaluate the efficacy and efficiency of our departmental activities. The objective was to align our practice with the changing needs of our clients.

PROCESS

- STEP 1** Identify our customers
- STEP 2** Identify and assess current and proposed projects, classes, committees and tasks for efficacy and efficiency (cost, time)
- STEP 3** Link programs to customers – Who do our programs impact? How are our customers impacted?
- STEP 4** Look for gaps – Who is falling through the cracks? Are our projects on target for a particular client group?
- STEP 5** Determine project and program goals
- STEP 6** Eliminate all programs that:
 - Had no identifiable customer
 - Had more cons than pros
 - Had no identifiable goal
 - Could easily be combined with another program to eliminate duplication
- STEP 7** Make appropriate updates and enhancements to programs
- STEP 8** Assign each project with a method to measure outcomes
- STEP 9** Collect data to measure outcome improvement progress
- STEP 10** Evaluate processes at the end of each year



OUTCOMES & CONCLUSION

After first year of measurement:

- Cost of bed and VAC rentals decreased by \$160,528
- 48% of departmental projects were eliminated or modified based on outcome results
- 94% of affected physicians have signed wound care protocols, decreasing time for initiation of treatment by an average of 1 ½ days
- \$7,000 savings on advanced wound care supplies
- Gained the ability to articulate to administration the impact of our work on organizational goals
- A sense of accomplishment and empowerment!

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