

# **MUSC Performance Improvement**

## **How to Report Your PI Project**

---

**Project Title: Triage and Observation of Psychiatric and Substance Abuse Patients**

**Report Date: Jan 3, 2005**

**Department/ Division/Unit/Committee: CMH ED**

**Project Team Leader: Carol Draghi-Osmer**

**Report Prepared By: Patricia Catanach**

**Project Start Date: July 2002**

**Anticipated /Actual End Date: April 2006**

1. **Identify the problem or opportunity.**

Incomplete assessments of psych patients in CMH ED may contribute to patient safety events. A psych assessment tool was implemented July 2002 .

2. **Measure the process - Goal =/> 95%**

CMH ED psych assessment tool - Percentage of Compliance:

August: 95%

September: 97%

October: 95%

3. **Problem Analysis** - Less than 100% compliance. Problems identified:

A. Assessment screening not performed by ER staff

B. Partial assessment screening performed

C. Not documented on standardized assessment tool

4. **Remedy selection of the cause**

A. Survey staff as to reasons for noncompliance

B. Build in visible prompts to remind staff

C. Clarify policy to ensure increase of compliance of direct observation tool.

D. Implement re-education

5. **Operationalize the interventions –**

A. Audited CMH ED psych patient charts for 3 months.

B. Selected inclusion criteria: patients presenting with complaints of psychiatric/substance abuse

C. Gave feedback to staff on compliance of use

6. **Validate the effectiveness of your intervention**

A. Audit indicated 95% or greater compliance with partial or complete use of psych assessment sheet.

7. **Evaluate outcomes and plan for sustained improvement.**

A. Re-evaluate/Re-audit in April 2006.