

  
 HAUTE AUTORITÉ DE SANTÉ

**Quality Indicators :  
 Need to improve the traceability of  
 information in medical records**

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**Context**

- **Initiation of a French national quality indicators programme (QIs) applicable to all HCOs**
  
- **Implemented by the French National Authority for Health (HAS)**

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**Context (2)**

- **Pilot testing in 76 hospitals in 2007**
  
- **All acute care hospitals (1300) have collected QIs in three areas since October 2008**
  - Patient records (4 QIs)
  - Anaesthesia records (1 QI),
  - Management of myocardial infarction after the acute phase (6 QIs).

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**Objective of the Project**

- **To compare**
  - The results of the 4 QIs related to **patient records** collected nationwide in 2008
- With**
- Results obtained for these QIs in the pilot test in 2007
- **With the purpose of:**
  - Assessing the quality of patients records according to criteria elaborated with professionals
  - Assessing improvement between two year data collection

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**Material and Methods (1)**

- **The 4 QIs concerned :**
  - QI 1. Medical record content
  - QI 2. Time to sending discharge letters <8 days
  - QI 3. Traceability of pain management
  - QI 4. Screening for nutritional disorders

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**Material and Methods (2)**

- **Sample**
  - 76 health care organizations which participated to both the pilot study and the nationwide data collection :
    - Pilot test was based on data hospital stays in 2006
    - Nationwide collection carried on between October 2008 and March 2009 and based on data hospital stays in 2007
  - Data collection (identical for each year)
    - a random sample of 80 stays stratified by activity (medicine, surgery, obstetrics).
    - a standardized grid
- **1.Statistical analysis :**
  - Paired t-test [or non-parametric rank test if no « normal distribution » (ie.Wilcoxon signed rank test)] applied to compare 2007 and 2008 means for each QI and criteria

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### Results (1)

Quality indicator (Number of HCOs/number of records)	Compliance with standards				
	Pilot test		Nationwide collection		P <sub>s</sub>
	Mean (%)	95% CI	Mean (%)	95% CI	
Q11 Medical record content	64	61-67	65	62-67	NS
Percent conformity with each criterion of the score :					
C1. Presence of medical document at admission	88	85-91	90	87-92	NS
C2. Care and medical conclusions at admission	69	65-74	72	68-77	NS
C3. Drug prescriptions during stay	32	26-38	31	25-37	NS
C4. Presence of surgical report	88	85-91	91	88-94	NS
C5. Presence of delivery report	93	NA	92	NA	-
C6. Presence of anaesthesia record	78	72-83	85	81-88	S
C7. Presence of transfusion record	46	NA	68	NA	-
C8. Outpatient prescription	32	27-37	33	28-37	NS
C9. Presence of discharge letter	52	47-58	46	40-52	S
C10. Overall organisation of record	87	83-91	89	85-92	NS
Q12 Time to sending discharge letters <8 days	55	51-58	60	56-63	S
Q13 Traceability of pain management	38	31-44	46	39-53	S
Q14 Screening for nutritional disorders	65	60-72	65	60-71	NS

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### Results (2)

- **Improvement is significant for**
  - two criteria of the Q11 "medical record content" : "Presence of anaesthesia record", "Presence of discharge letter"
  - And for Q1 2 and Q1 4 : "Time to sending discharge letters <8 days », Q1 4 "Traceability of pain management".
- **Maintenance or slight improvement for all other criteria or QIs**

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### Discussion

- Limited evidence of improvement in compliance
- Room for improving the results of all 4 IQs
- Limited effects of feedback to hospital and professionals
  - Hospital results
  - Benchmark of means of performance at regional and national level

⇒ More time needed for increasing professionals awareness and appropriation and to induce change

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### Perspectives : 2009-2010

- **Additional incentives to encourage internal quality management and improvement**
  - QIs will be integrated into the accreditation procedure of HCOs and be published with the accreditation report
  - The HAS will transmit every year from 2010 balance score-cards including QIs and other informations from accreditation reports to regional decision-making body
  - Public disclosure is also planned in 2010.
- **Additional other nationwide indicators**
  - Clinical fields,
  - Other sectors of activity : rehabilitation, mental care , home care

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