

043: FULL ASSISTANCE EFFICIENCY RATE: A METHOD FOR MEASURING GROUPED INDICATORS IN MOINHOS DE VENTO HOSPITAL, BRAZIL

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Objective:

To measure the main assistance indicators to the patient in order to identify the customer's perception of quality and the patient process of technical quality and to join them to create the 'Moinhos de Vento Hospital Full Assistance Efficiency Rate.'

The system of indicators at the Moinhos de Vento Hospital is divided into three groups: clinical support, satisfaction and productivity/financial indicators that measure technical processes. These are defined through application forms and regular performance follow-ups. The clinical supportive sphere also has process indicators that interfere directly with the final quality of patients full assistance (using Joint Commission International Accreditation model standards). The processes measured using this method are: care, rehabilitation, accommodation and medication.

Methods:

In association with the chosen indicator group, a weight matrix was developed where 50% of the weight was focused on the patient satisfaction indicator, called 'perceived quality', and the other 50% is distributed among the indicators of measured processes. This pool of indicators is aimed at 90% conformity.

Results:

The follow-up of the indicators that participate in the full assistance efficiency rate produces global results of the care model, also allowing for the identification of further improvement resources for the specific processes. The table below shows how indicators are grouped and the results obtained:

Indicators	Jan/04	Feb/04	Mar/04	Apr/04	Average	weight	Total
Successful medication rate	99.29	99.14	99.81	99.83	99.52	0.1	9.95
Skin integrity rate	100	99.98	100	99.97	99.99	0.1	10.00
90 degree arc rehabilitation rate	71.5	100	100	100	92.88	0.1	9.29
Hygienizing checklist rate in rooms	69.03	-	-	-	69.03	0.1	6.90
Rate of pain assessment events	100	85	85	84	88.50	0.1	8.85
Perceived Quality Rate	-	-	-	93.8	93.80	0.5	46.9
							91.89

Conclusion:

This practice reveals the main focus of patient care management in association with full assistance, all-encompassing, non-segmented patient care. This is the core of the activities in a hospital which is in constant search of excellence.