



Quality assurance and improvement resources

Every SANE program should have a process for regularly reviewing patient care and clinician performance. Having such a process means that the program has set specific and achievable benchmarks for quality. Programs that have a plan in place often center that plan on quality assurance initiatives, which are an appropriate initial step. But programs should strive to incorporate a quality improvement process for sustainability. Quality assurance focuses on the individual and addresses a problem or deficiency that has already occurred; quality improvement is systems-focused and is proactive, done with the intention of making changes to prevent future issues from occurring. Some aspects of a quality process can serve a dual role: chart review, for example, allows for both quality assurance (e.g. making sure that documentation is complete for every patient seen in the program) and quality improvement (e.g. noting that multiple clinicians appear to have issues obtaining clear photos at close-range). Peer review also can serve both functions, bringing to light issues with individual documentation or interpretation of findings, but also serving as an educational opportunity that informs the clinical knowledge of all participants.

Quality processes should be formalized, using **standardized documentation** and procedures. This information also should be part of the orientation process so that every clinician understands expectations for participation in activities as peer review. Program managers should be part of, but not the entirety of the quality process. Chart review is an excellent activity for the medical director to take on; portions of chart review also can be delegated to experienced staff. Peer review is a role for all clinical team members. However, SANE program managers who are not nurses should not be conduct peer review: "Only nurses who are in the same [or comparable] role can provide the kind of evaluation of patient care and nursing practice required for proper peer review" (HCPPro, 2010).

Online resources: Quality assurance

Sample Quality Assurance Forms

http://www.safeta.org/displaycommon.cfm?an=1&subarticlenbr=271#Quality_Assurance

Online resources: Quality improvement

What Is Quality Improvement?

http://patientsafetyed.duhs.duke.edu/module_a/module_overview.html

What is the difference between Quality Improvement and Quality Assurance?

<http://www.hrsa.gov/healthit/toolbox/HealthITAdoptiontoolbox/QualityImprovement/whatarediffbtwqinqa.html>



The role of quality assurance versus continuous quality improvement

<http://download.journals.elsevierhealth.com/pdfs/journals/0741-5214/PIIS0741521498701806.pdf>

Systematic review of the application of the plan-do-study-act method to improve quality in healthcare

<http://qualitysafety.bmj.com/content/early/2013/09/11/bmjqs-2013-001862.full.pdf+html>

Science of Improvement: Testing Changes

<http://www.ihi.org/resources/Pages/HowtoImprove/ScienceofImprovementTestingChanges.aspx>

Chart Audits in Quality Improvement

http://patientsafetyed.duhs.duke.edu/module_b/quaility_improvement.html

Hospitals Demonstrate Commitment to Quality Improvement

<http://www.aha.org/research/reports/tw/12oct-tw-quality.pdf>

Peer review

SANE Peer Review: What is it? Do We Need It?

<http://www.theforensicexaminer.com/archive/spring08/4/>

Nursing peer review: the manager's role

http://www.austincc.edu/nursmods/rrc/rrc_lev4/rnsg_2221/documents/Peer_Review_a_Managers_Role.pdf



Please explore the rest of the *Assessment and Evaluation* section of this app for additional tools.

About the author

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