

## **Example of a High Scoring 'Quality Story'**

**(The average score from reviewers for this sample was 15/16)**

**Goal:** Our Institution noted an increased frequency of patients arriving with inappropriate npo status and embarked on a project to increase the number of patients arriving appropriately npo. The goal was to have 98% of all patients per month arrive appropriately npo within six months. This project was important for improving timeliness and efficiency of our sedation service and patient and family satisfaction.

**Metric:** The metric we used was (# patients appropriately npo per month divided by # patients presenting for sedation per month) x 100.

**Intervention:** We first evaluated our process of informing families of when their child should be npo and discovered that families were receiving information from multiple sources. Some families were getting information from as many as three different areas. Additionally, we identified lack of accurate contact information as an additional hurdle. We identified our largest population of patients and met with the relevant stakeholders who were contacting the families and developed a standardized script which included arrival times and appropriate npo times and met approval by all stakeholders. Through meeting with the stakeholders, we were able to identify other sources for contact information for families that we were unaware were readily available to us. We then met with other referral provider groups to introduce the standardized script. We did not limit the number of contacts made to each family nor who could contact the family, but just sought to standardize the information shared.

**Results:** Our baseline appropriate npo rate was 85% with a range month to month of 72% to 95%. After six months of using the standardized script, the rate of appropriate npo had reached 96% and now after a year we are averaging 94% appropriate npo with a monthly range of 90-97%.

**Lessons Learned:** Our own sedation service was unable to solve this issue alone; we needed to reach out to other areas and providers to help and in return we gained information ourselves. This illustration of breaking out of our silo to work with other areas applies to all healthcare institutions. Sedation teams work with proceduralists, radiology, requesting healthcare providers, all of whom contribute to the quality care of the patient which is best when they work together.

**Challenges:** Sedation patients are not the only patients who are contacted by referring providers and imaging centers. This can lead to confusion as to which patient needs which information. Clear differentiation of sedation patients vs. non-sedation patients on various schedules is essential. Additionally, planning for future training of new staff and ongoing refresher training remain challenging as with any process.