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| Policy: Quality Assurance | Category/Department: General Operations | |
| Origination Date: June 04, 2021 | Effective Date: 06/09/2021 | Next Review Date: 06/09/2024 |
| Policy contact: Rebecca Kruse-Jarres, rkj1@wacbd.org | Version # 1 | |

PURPOSE: To develop a systematic and continuous Quality Assurance protocol for assessing the Hemophilia Treatment Center (HTC) through the collection and analysis of reliable information from both patients and staff

SCOPE: Each service area within the HTC must play an integral part in the quality assurance system.

POLICY STATEMENT: Washington Center for Bleeding Disorders (WACBD) will assess quality through internal reviews, surveys, and data sheets to improve the quality of care and implement changes in the patient care delivery system to maintain or improve the quality of care.

Continuous quality improvement in healthcare is the combined and unceasing efforts of everyone – healthcare professionals, patients and their families, researchers, payers, planners and educators to make changes that will lead to better patient outcomes, better system performance and better professional development (Batalden & Davidoff, 2007). Healthcare professionals have a legal and moral obligation to ensure a high quality of patient care and to strive to improve care in daily delivery of care and services (Parand et al., 2014).

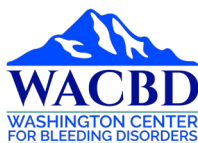
WACBD is a federally funded HTC in the Mountain States Hemophilia Network (MSHN) under the SPRANS subaward from Oregon Health & Sciences University. As a subcontractor, WACBD is expected to use strategies to address hemophilia and related bleeding disorders as chronic conditions and share resources with the region, other regions and the National Hemophilia Program Coordinating Center (NHPCC). WACBD is expected to promote patients and families as partners in care at the HTCs and to perform ongoing Quality Improvement initiatives, including but not limited to transition of care from pediatric to adult care, patient and family engagement and support of medical home for patients served under this award.

DEFINITIONS:

| <u>Term</u> | <u>Definition</u> |
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| Data Set | Collection of Data |
| Quality Assurance | An on-going evaluation system that focuses on patterns of behavior rather than on isolated instances of behavior Hemophilia Treatment Center |
| Quality improvement (QI) | Consists of systematic and continuous actions that lead to measurable improvement in health care services and the health status of targeted patient groups |

PROCEDURES:

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| 1 – Assessing the HTC | |
| 1.1 Review the purpose of the HTC | The mission/vision/values of the HTC will be reviewed annually by all WACBD staff and agreed upon or revised as needed |



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| 1.2 Review the patient served by the HTC | The Hemophilia and Thrombosis Data Set (HTDS) will be collected annually, reviewed with all WACBD staff and submitted to the MSHN |
| 1.3 Review the professionals serving the patients of the HTC | The WACBD will do an annual review of all staff members, their role within the HTC, and staff resources available to patients served by WACBD |
| 1.4 Review processes and patterns in patient care | The WACBD will conduct annual reviews of patient care processes |

2 – Making a Diagnosis

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| Identifying quality improvement areas | Annually, the WACBD staff identifies areas of most pressing and impactful quality improvement need after conducting the Assessment (see procedure 1). |
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3 – Quality Improvement

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| Outlining a plan for quality improvement | Annually, the WACBD staff will identify specific quality improvement projects, including specific aims and a plan for each project |
| Outcome measures | For each QI project, outcome measures will be determined prior to implementation and measurements will be collected and reported at periodic staff meetings |

RELEVANT REFERENCES:

- Batalden, P.B. & Davidoff F. 2007. “What is “quality improvement” and how can it transform healthcare?” Qual Saf Healthcare. February; 16(1): 2–3
- Parand A, et al. 2014. BMJ Open 2014;4:e005055. doi:10.1136/bmjopen-2014-005055
- American Thrombosis & Hemostasis Network
 - o [https://clinicalmicrosystem.org/uploads/documents/ATHN Action Guide ic04 FINAL June 2016 2017-02-27-min.pdf](https://clinicalmicrosystem.org/uploads/documents/ATHN_Action_Guide_ic04_FINAL_June_2016_2017-02-27-min.pdf)
- HRSA Quality Improvement
 - o <https://www.hrsa.gov/sites/default/files/quality/toolbox/508pdfs/qualityimprovement.pdf>

APPROVING COMMITTEE(S):

Policy and Compliance Committee

REVISION HISTORY

| | Final Approval by | Date | Brief description of change/revision |
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| Revision | | | |
| Revision | | | |