**Reducing Inpatient Echocardiograms at Burnaby Hospital**

**Project Charter**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **PROJECT TITLE/DEPARTMENT:** | | Reducing inpatient echocardiograms at Burnaby Hospital | **PROJECT END DATE:** | | | March 31, 2019 |
| **PROJECT START DATE:** | | September 2018 | **PROJECT MANAGER:** | | | Dr. Sarah Ostler |
| **PROBLEM STATEMENT** | | | | | | | |
| ***Goal****:* By March 31st 2019, inpatient echocardiograms at Burnaby Hospital will decrease by 15%  ***Problems Identified:***   * The number of inpatient ordered has been increasing – currently inpatients comprise 43% of echocardiograms ordered * Inpatient awaiting testing or results have a longer length of stay - 51% of these patients stay an average of 5 days longer than their expected length of stay (ELOS) * Issues with the current ordering practice are: * Echocardiogram results will not change the course of management for some patients * Duplication of tests some patients have had a recent echocardiogram and new result may not change the course of treatment * Insufficient information provided on the request for testing to determine the urgency or appropriate timing of administering the test * Frequent re-booking of tests creates unnecessary work * Some types of the echocardiograms listed on the Meditech drop down list are not offered at Burnaby Hospital, leading to incorrect requests for testing and a delay in booking | | | | | | | |
| **GOALS** | | | **METRICS** | | | | |
| 1. Provide echocardiograms that are clinically indicated, using evidence based practice and clinical judgment | | | * % of medical staff who found indications tips, process changes and education useful and changed their practice * % of inpatient echocardiograms that meet the appropriate indications and reason for testing | | | | |
| 1. Develop a booking form which helps in the triage process for inpatients meeting the clinical indications for echocardiogram and provide testing as an outpatient where possible | | | * # Average waiting time for outpatient echocardiogram * % of inpatient versus outpatient echocardiograms * Number of inpatient echocardiograms ordered | | | | |
| 1. Improve patient access and address health outcomes according to goals of care | | | * Wait time for echocardiogram * % of inpatients who met the indications criteria tool | | | | |
| 1. Reduce or eliminate the re-booking of echocardiogram tests | | | * % of test that are re-booked (decision support) and number of tests cancelled * % of duplicated echocardiograms within 6-12 months | | | | |
| 1. Optimize revenue in cardiology by increasing percentage of outpatient testing | | | * # of inpatient tests completed * # of outpatient tests completed | | | | |
| 1. Improve expected length of stay for patients requiring an echocardiogram | | | * # of days waiting for test in hospital and LOS after test is completed * # of days from order to testing for inpatients, # of days to results | | | | |
| **DELIVERABLES / MILESTONES** | | | | | | | |
| * Development of a requisition form for echocardiograms * Development of indicator tool for echocardiograms * Update booking process for echocardiograms i.e. auto-prompt as outpatient appointments, auto-prompt previous echo and date, booking form, etc. * Education of Medical Staff on the indications for echocardiograms and indications for inpatient echocardiograms * Develop process for follow-up of the outpatient echocardiogram results by a primary care provider in community or internal medicine specialists in the community | | | | | | | |
| **SCOPE - IN:** | | | **SCOPE - OUT:** | | | | |
| * All inpatient echocardiograms done at Burnaby Hospital * All pre-printed orders that include echocardiograms | | | * Other testing performed by cardiology | | | | |
| **RESOURCES (Name, Title, Project Roles** | | | | | | | |
| Project Sponsor: Sheila Finamore | | | Project Manager: Sarah Ostler | | | | |
| Working Group: | | | | | | | |
| **STAKEHOLDERS** | | | | | | | |
| * Medical Imaging, Unit clerks, Physicians (IM, Cardiology, Hospitalist, Internal medicine, ER, Neurology, anesthesia) PCC | | | | | | | |
| **SPONSOR(S) signature** |  | | | **DATE** |  | | |