



Quality Assessment and Performance Improvement (QAPI) Initiative

Rady Children's is committed to delivering the highest quality care and services to our patients and their families.

This dedication is illustrated through our collaboration with the Children's Hospitals' Solutions for Patient Safety Network as we aim to eliminate all preventable harm at Rady Children's and at children's hospitals across the United States.

To achieve our clinical quality and safety goals, we use a systematic, comprehensive, data-driven, proactive approach that allows us to make continuous improvements in the quality and safety of care and services we provide.

Description of QAPI Initiative:

By 06/01/18, the Audiology Department will increase the average number of vestibular referrals from baseline by 25%.

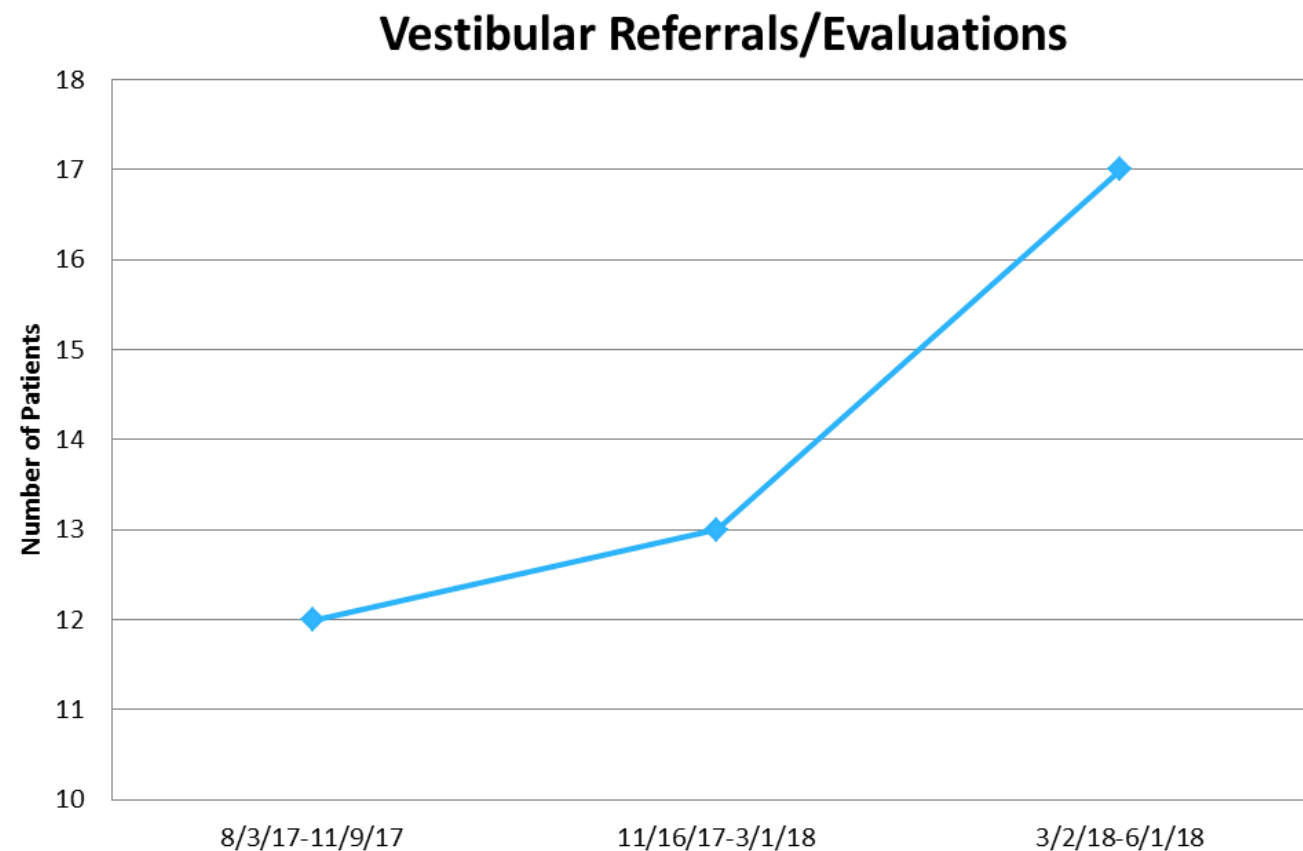
Important to our patient population because:

It is estimated that up to 15 percent of all children have issues with dizziness during childhood, and 50 percent of children with hearing loss have dizziness or balance issues. These symptoms can be the result of a vestibular disorder.

This initiative AIMS to achieve the following goal(s):

Improve effectiveness of patient screening across disciplines to make appropriate referrals to the balance clinic.

Data:



Focused interventions (11/17-3/18) include:

- Open house for the community
- Open house/demonstration for SDSU/UCSD
- Balance Center folder added to DS Nav Page
- Balance Center added to website
- CEU event/training for physical therapists
- Emailed information to local hospitals/clinics
- Mailed brochures to local hospitals/clinics
- Emailed information to Educational Audiologists

What does this data tell us?

- Since the baseline a 41.66% increase in referrals has been achieved
- Who are the referrals sources:
 - ENT = 35%
 - Audiology = 33%
 - CI Team = 20%
 - Self = 8%
 - Neurology = 4%

Our next steps include:

- Present at Grand Rounds
- Developing screening protocols for use at satellite clinics
- Improve appropriateness of referrals
- Annual Soundwave conference
- Annual Physician's Meeting – CPMG presentation
- LA training with School District