



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.

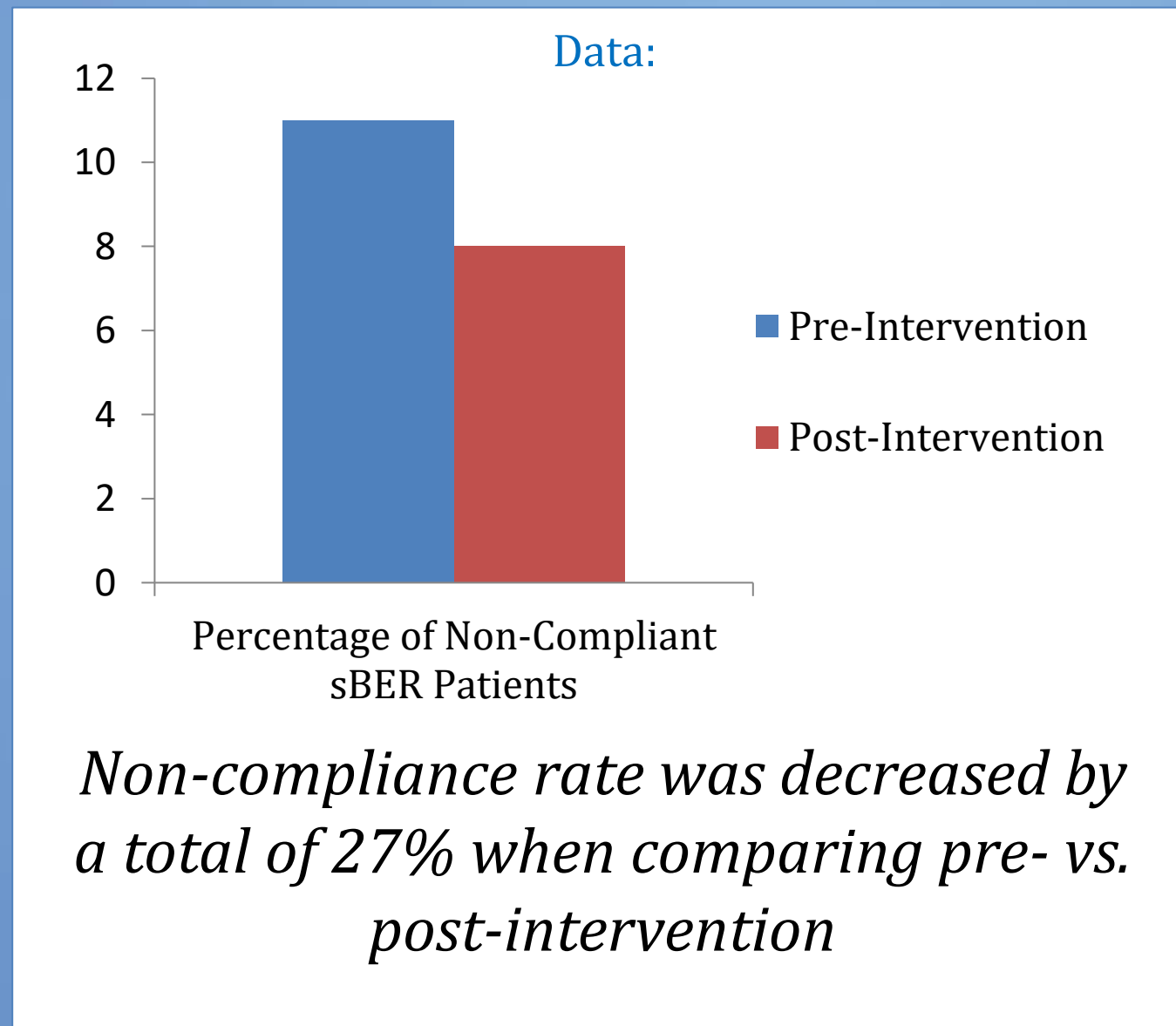
This dedication is illustrated through our collaboration with the Children's Hospitals' Solutions for Patient Safety Network as we aim to eliminate all preventable harm at Rady Children's and at children's hospitals across the United States.

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:
Identify and eliminate as many obstacles for families that result in non-compliance of pre-sedation instructions (including sleep deprivation and NPO guidelines)

Important to our patient population because:
Non-compliance can result in inability to perform sBER (sedated Brainstem Evoked Response) testing resulting in delayed identification and intervention of hearing loss

This initiative AIMS to achieve the following goal(s):
"By May of 2022, reduce non-tested sBER patients due to non-compliance to instructions by 30%"



- Focused interventions include:**
- Updated/simplified PAR booking notes
 - Specified testing location address in EPIC
 - Implemented WELL messaging
 - Updated and simplified instruction handouts
 - Created common line for questions and increased PAR staffing

- What does this data tell us?**
- Concise and clear messaging can improve compliance with instruction
 - Improved compliance results in a reduction in patients receiving delayed audiologic intervention

- Our next steps include:**
- Updated patient instructions/MyChart messages (Completed July 2022)
 - Updated letters sent by PARs via Epic (Completed July 2022)
 - To ensure uniform messaging to families between letters in EPIC, MyChart and from sedation/audiology team (ongoing)