On the Road to National Recognition – The Del Sol Medical Center Core Measure Process  
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**Problem:** Del Sol Medical Center (DSMC) ranked below the national benchmark on indicators for Core Measures. Challenges to meet standards of the quality indicators were encountered.  

**Evidence:** Core Measures are a systematic approach through evidence based practice to treating specific disease processes. Core Measures reduce the risk of complications and improve patient outcomes.  

**Strategy:** A systematic approach of monitoring all core measure patients was implemented. Daily evaluation of Core Measure Criteria was completed utilizing concurrent reviewers. Ongoing staff and physician education was established to provide updates and rationales to core measure standards and requirements.  

**Practice Change:** Responsibilities of the concurrent reviewers included identifying patients with disease specific core measure diagnosis, reviewing compliance with the indicators and monitoring for appropriate documentation. Potential missed care opportunities were identified and addressed with hospital staff and/or physicians while the patient was still in the hospital. Resolution of issues was facilitated between the concurrent reviewers, clinical directors, physicians and the Chief Medical Officer. Core Measure outcomes were reported in a transparent method and presented at appropriate medical staff, quality and facility committees. Physician specific outcomes were placed in their profiles for credentialing and performance improvement monitoring purposes. Hospital staff compliance was included in staff’s annual evaluation.  

**Evaluation:** Core measure outcome data was compared Pre- and Post- process implementation.  

**Results:** Compliance ranged from 0-90.3% Pre-process implementation. Post-process compliance is now 100% on all measures in all care areas. DSMC was awarded The Texas Health Care Quality Improvement Award in 2009. DSMC has been recognized as a “Top Performer on Measures of Quality Care” by The Joint Commission for 2011.  

**Lessons Learned/Recommendations:** Physician and staff cooperation proved difficult; a painstaking process ensued to refine the manner in which we educated and promoted ownership for the care our patients received. As the culture changed and core measures were embraced, a steady increase in adherence was realized.
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