

CLINICAL UTILISATION REVIEW (CUR) VS. SAFER (RED2GREEN DAYS)

Are they complementary or in conflict?

2017

SUPPORTING THE "BETTER FASTER SAFER" MANTRA

The common goal of Clinical Utilisation Review (CUR) and SAFER (Red2Green) is to minimise inappropriate delays to ensure Safe, Rapid Discharge or Transition of Patients and to avoid unnecessary hospital stays at an inappropriate level of care. Both CUR and SAFER's stated intents are to provide transparency and rigour to managing the patient's journey and processes. Key to their respective contributions to these goals is ensuring these initiatives drive action in real-time and ensure the required inputs to care are delivered as planned. Both SAFER and CUR contribute to this goal in different and complementary ways. The premise is that "the whole is greater than the sum of the parts

HOW DOES CUR SUPPORT SAFER? The underlying premise of CUR solutions is the application of evidence-based criteria to inform clinical decision making and monitor

compliance. The impact of CUR on SAFER processes is outlined below:

S - Senior Medical Review of all patients before midday.

- Through CUR the review is not just opinion but supported by evidence based criteria
- CUR reports and alerts ensures action is taken on all delays with escalation if needed.

A - All patients will have an Expected Discharge Date which is reviewed daily.

• CUR requires daily review of EDD/PDD based on patients stability and service intensity

F - Flow of Patients will commence at the earliest opportunity

- Rigour and discipline of CUR requires compliance with SOPs for Rounds/MDT meetings
- CUR triggers targeted alerts that action is required to enable timely transitions
- CUR can display status of concurrent issues needing to be addressed

E - Early discharge, 33% of patients eligible will be discharged from base inpatient wards before midday.

- CUR allows designation of day's confirmed discharges to focus action
- Alerts are triggered through CUR to enable timely discharge
- Provides criteria to monitor discharge readiness .

R - Review, A systematic MDT review of patients with extended lengths of stay

• CUR ensures no orphans - all patients are reviewed every day and actions taken

INTEGRATING CUR AND SAFER ASSESSMENTS

The goal is to "enter once and use often". Thus clinical staff do not perceive these systems as requiring duplicate data capture. The evidence based approach of CUR brings a rigour and discipline and requires the daily application of the criteria. This supports the SAFER requirements of determining the initial need for an acute bed and a criteria based assessment of readiness for discharge. The assessments rely on evidence-based practice rather than individual opinion. The Medworxx CUR solution has integrated eForms and reports that capture and display the SAFER granular delay reasons in the form of operational and strategic reports along with alerts to force action. Its data analytics engine collects granular data and converts it into evidence for required process and service improvements (See schematic below)

	Does the patient need an acute bed	Has there been a Senior medical Review	Has there been a nurse led board round	Plan and EDD updated	Services delivered as Planned		Criteria led discharge readiness assessment	Reasons and details for Barriers /delays to safe discharge
Solutions					Therapies	Diagnostic		
Medworxx CUR Assessment	MET NOT MET	Forms and Assessment or tick box display	Encounter screen indicates if review undertaken	Updated as part of CUR assessment	Mission critical reason for delay captured	Mission critical reason for delay captured	RFD (Ready for Discharge) NRFD (Not Ready for discharge)	Captures specific reason for discharge delays
SAFER Red/Green Approach	YES NO	YES NO	YES NO	YES NO	YES NO	YES NO	YES NO	No structured process; captured on excel
Rationale of Integrated Approach	CUR Requires application of intensity of service criterianot opinion to determine need – facilitates transparency	Captured during daily CUR assessment displayed on eWhiteboard or encounter screen	Medworxx CUR daily assessment completed prior to 10.30 to meet requirement	Facilitated on Medworxx encounter screen and part of assessment	SAFER is not indicative of RFD status, only monitors patients activity	SAFER is Not indicative of RFD status, only monitors patient activity	Medworxx requires patient to pass CUR Evidence based RFD assessment thus meeting requirement	CUR captures customised granular reasons. Critical to inform action required, operational and strategic needs

RED2GREEN DAYS

To complement the SAFER initiative, many trusts have adopted the "Red/Green Day" mode of displaying compliance with the SAFER goals and the monitoring of activity. Medworxx CUR also uses RED/GREEN to flag appropriate v inappropriate days of care. The systems are compatible but the designation of a truly conservable day's stay is different from a day where an aspect of planned care didn't occur. A conservable day requires the patient to be deemed ready for discharge based on explicit evidence based criteria. Thus Medworxx is able to clearly delimitate the difference and, where required, display both the SAFER and CUR status on its encounter

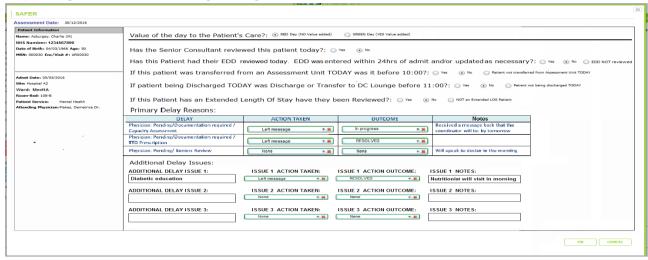
screen. The solution can link into individual client's SAFER approach and existing systems (EPR, Bed Management and eWhiteboard functions).

Integrated eForms Support SAFER Capture and Display

An example of a model approach would be:

- SAFER requirements are met by completing the routine CUR assessment which would confirm:
 - Daily EDD review;
 - Daily Bed round/MDT meeting compliance;
 - Criteria based Appropriateness and Readiness for Discharge (RFD) assessment etc.
- An eForm is used to capture the other SAFER activities and patient activity status (see below).

Capturing SAFER data through integrated Medworxx eform



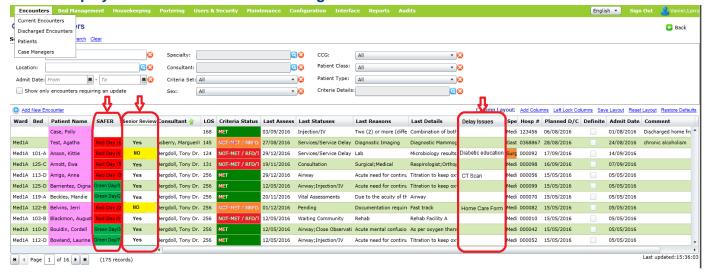
- SAFER compliance is displayed using Red2Green flags to depict the outcome of the Assessment
- Clear differentiation between inappropriate conservable days (CUR) and Red2Green status of patient activities and treatment compliance.
- Medworxx alerts and escalation system and dashboard technology drive action and inform operational and strategic decisions.

Medworxx has the capabilities to populate the client's bed management and or eWhiteboard displays. In the absence of an existing or preferred display system Medworxx CUR encounter screen has been adapted to display the SAFER results as per the example below.

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- Clear differentiation between inappropriate conservable days(CUR) and Red/Green status of patient activities and treatment compliance
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Visual Display of SAFER and CUR data using Medworxx Encounter Screen



CALL TO ACTION

The SAFER bundle provides an approach, it does not specify the mechanics to achieve the goals. CUR provides the evidence-base criteria and ensures rigour and action. The Medworxx CUR solution also has input tools, displays and reporting capabilities that enhance and facilitate SAFER compliance. This combination improves patient's outcomes without being a burden on staff and provides clinical staff with a powerful means to influence and ensure appropriate care for patients.

A number of Medworxx clients are engaged in building an integrated capability and can demonstrate the rationale and benefits of such an integrated approach. Truly innovative and successful organisations are those that can harness and combine the best aspects of many initiatives into a coherent seamless whole. Such an opportunity is presented in combining CUR and SAFER (Red2Green)

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