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BACKGROUND

The Stroke Collaborative Reaching for Excellence (SCORE) is a voluntary quality improvement (QI) collaborative that supports hospitals in monitoring and improving the quality of care for stroke patients in the acute, inpatient, and discharge phases. In 2007, SCORE applied for a NECC mini-grant for: 1) the creation of a website that provides general information to the public and serves as a repository for resources for SCORE hospitals; and, 2) a QI tracking database for staff to document interactions with sites.

METHODS

SCORE Website:

- Hire a web master to activate the private side and maintain the site content

QI Tracking Database:

- Develop a template including required data elements
- Hire database designer to create
- Test with QI staff
- Go live

OBJECTIVES

For Hospitals:

Create and maintain a SCORE website that would be a repository for downloadable tools and resources

For Staff:

Develop and implement a database for QI staff to document interactions with sites that they could access and update in real-time from off-site.

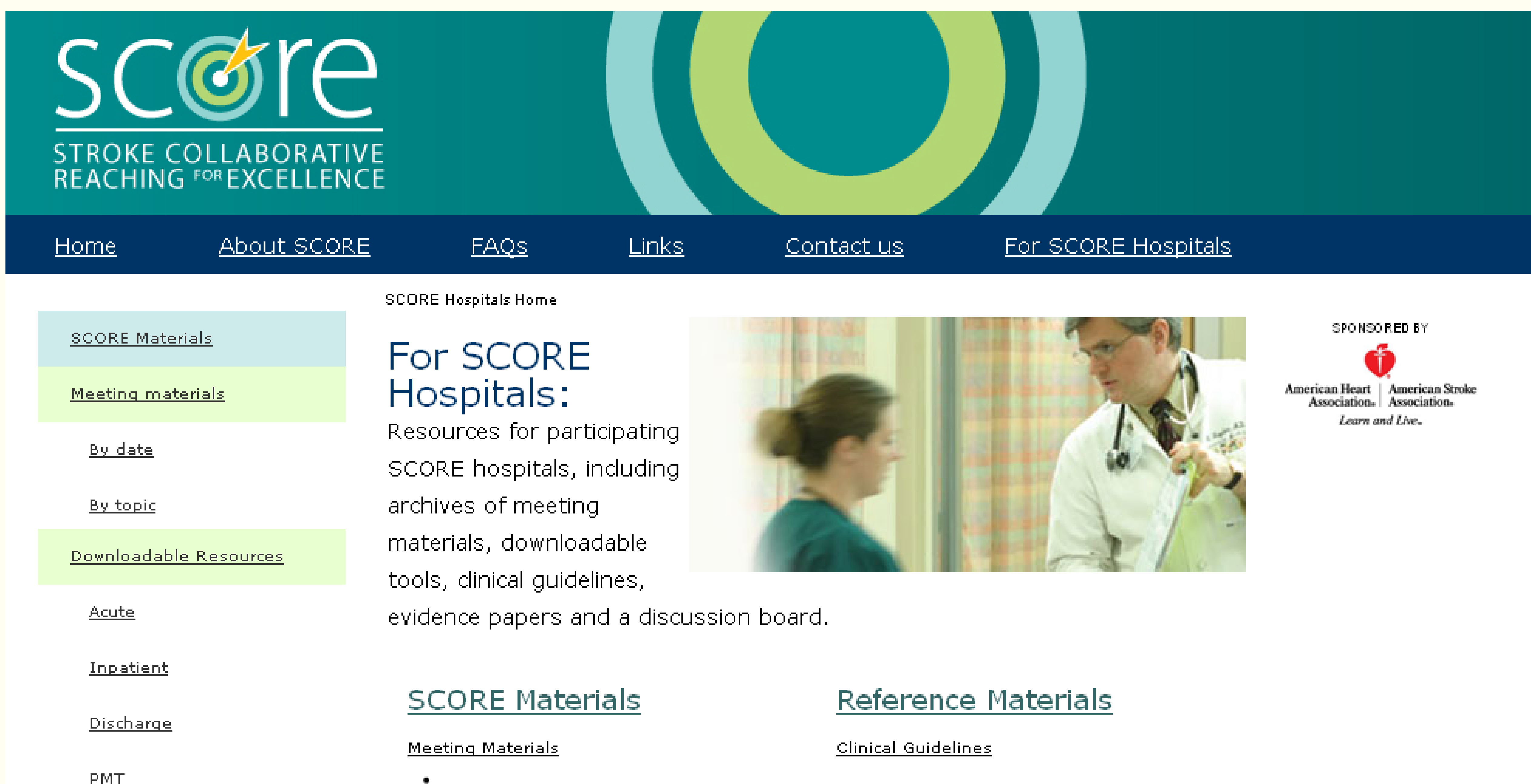
RESULTS

SCORE Website

- Private side went live in fall 2008
- 304 unique visitors (June – Oct. 2009)

QI Tracking Database

- Finalized data elements and format for “site visit tool”
- Database structure and content finalized
- To be posted on DPH server and accessible to all staff 11/1/09



DISCUSSION

The major challenge faced was meeting the resource needs required to achieving the project objectives as quotes from vendors increased as the project progressed and unexpected barriers were met. In addition, staffing issues (turnover and maternity leaves) delayed the project timeline.

CONCLUSIONS

The SCORE website supports shared learning and facilitates the sharing and dissemination of tools among participants.

The QI Tracking Database provides “one-stop shopping” for staff who are able to access all relevant information on a participating hospital including: communications, site visit documentation, contact information and annual survey results. The database facilitates communication and coordination among staff and with hospitals. It streamlines the process of preparation for site visits resulting in improved site visit productivity. Staff enter site visits reports and log communications in the database thereby improving documentation of interactions.

CONTACT INFORMATION

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