



# Improving the Effectiveness of SCORE with a Website and QI Tracking Database

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NECC Summit  
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# Overview

- Background
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- Methods
- Results
- Conclusions
- Challenges
- Acknowledgements

# Presenter Disclosure

Laura J. Coe, MPH

## Improving the Effectiveness of SCORE with a Website and QI Tracking Database

### ***Financial Disclosure:***

- *No relevant financial relationship exists*

# SCORE Background

- Continuous QI project focused on 10 measures of acute stroke care
- MA is 1 of 6 states funded by CDC (GA, NC, MN, MI, OH)
- Partnership with American Heart/Stroke Association
- 56 of 69 Primary Stroke Service hospitals
  - ~ 75% of MA annual stroke volume
- Structure: IHI Model for QI Collaboratives

# Objectives

## For Hospitals:

- Create and maintain a SCORE website
  - Public and a private side
  - Repository for downloadable tools and resources

## For Staff:

- Develop and implement a database for QI staff
  - Access and update in real-time from off-site
  - Information on hospitals in a central location

# Methods

## **SCORE Website:**

- Hire a web master to:
  - activate the private side with password protection
  - maintain the site

# Methods

## QI Tracking Database:

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

# Timeline

2007

- Convened a website team (March)
- Researched and hired a website designer (May)
- Created a new logo and content (May-Dec.)
- Applied for NECC funding (Dec.)

2008

- Site went live (April)
- PROBLEMS:
  - Delay with uploading files: DPH needed to buy software
  - Changed host and lost password protection
  - Quote for DB \$30,000
- Hired webmaster (Sept.)

2009

- Private side active
- ALL files uploaded!
- On-going maintenance

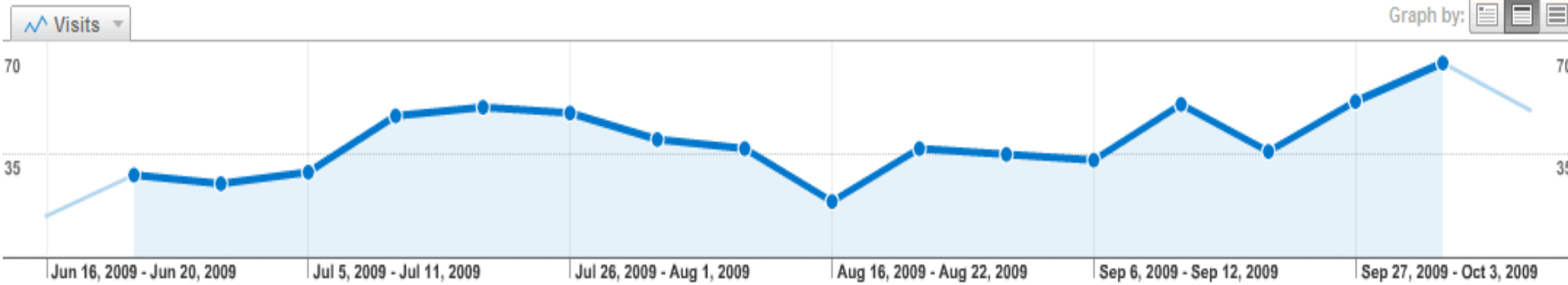
# Results (1)

## SCORE website:

- Private side went live in fall 2008
- **Stats:** (from 6/16 – 10/16/09)
  - highest number of visits per day is 18
  - 66% of traffic is direct
  - 43% of visits are to the private side
  - 304 unique visitors (~76 visitors /month)
  - Of the total 702 visits - 57% returning and 43% new

# Dashboard

Jun 16, 2009 - Oct 16, 2009



## Site Usage



702 Visits



1,327 Pageviews



1.89 Pages/Visit



47.44% Bounce Rate



00:01:32 Avg. Time on Site



42.59% % New Visits



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- 
- 

## About SCORE

Stroke Collaborative Reaching for Excellence (SCORE) is a quality improvement collaborative that supports Primary Stroke Service designated hospitals in Massachusetts. The Collaborative assists designated hospitals in monitoring and improving the quality of stroke care for acute, inpatient and secondary prevention performance measures. The Collaborative is implemented as a partnership of the [Massachusetts Department of Public Health Paul Coverdell National Acute Stroke Registry](#), the American Stroke Association [Get With the Guidelines-Stroke](#) quality improvement program and participating Primary Stroke Service-designated hospitals.



### SCORE aims

SCORE aims to:

1. Improve equity of stroke care by reducing the burden of illness, injury and disability to all patients without bias.
2. Improve timeliness of stroke care, particularly in the acute phase of care, to result in an increased number of eligible patients receiving the recommended acute treatment.
3. Improve effectiveness of stroke care with systematic use of evidence based practice guidelines for diagnostic tests, intervention, and therapy to avoid both under-use of effective care and overuse of ineffective care.
4. Improve patient-centeredness by introducing methods to better inform and involve patients and their families in the care provided and decisions

SCORE Hospitals Home

## For SCORE Hospitals:

Resources for participating SCORE hospitals, including archives of meeting materials, downloadable tools, clinical guidelines, evidence papers and a discussion board.



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## SCORE Materials

### Meeting Materials

- [By date](#)
- [By topic](#)

### Resources (Education)

- [Acute](#)
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- [Discharge](#)
- [PMT/Data](#)
- [General QI](#)

## Reference Materials

[Clinical Guidelines](#)[Supporting Papers](#)

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## Calendar

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## SCORE Meeting Materials by Date

Includes all materials provided as handouts at previous SCORE workshops (i.e., PowerPoint presentations, articles, agendas, etc.) organized by workshop date.

### 2009

[January 23](#)

[April 17](#)

[July 14](#)

### 2008

[January 16](#)

[April 11](#)

[July 25](#)

[October 24](#)

### 2007

[January 17](#)

[April 4](#)

[June 20](#)

[September 26](#)

[For SCORE Hospitals](#) > [SCORE Materials](#) > [Meeting Materials](#) > [By Date](#) > January 23, 2009

## [SCORE Materials](#)

[SCORE Materials](#) <sup>als</sup>

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## SCORE Meeting Materials by Date

### January 23, 2009

[Agenda](#)

### Presentations

[Board of Trustees Presentation](#)

[Schwamm & Kao - GWTG Stroke PMT Update](#)

[Schwamm - tPA Beyond 3 hours](#)

[O'Neill - Trend Analysis](#)

[LaBelle - Dysphagia Wrap-up](#)

[Drill Down tPA](#)

[Leadership Presentation](#)

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## Downloadable Resources: General

[Board of Registration in Medicine Letter on Patient Info Sharing for QI](#)

[Sample letter requesting QI information](#) (Word document)

[Insurance List](#) (XLS)

[Medications List](#) (XLS)

[Board of Trustees Presentation](#) (ppt)

## Small Tests of Change

[SCORE Project Team: Sample Heart Failure Education Worksheet for T](#)  
document)

[SCORE Project Team: Blank Worksheet for Testing Small Changes](#)



[For SCORE Hospitals](#) > [Calendar](#)

## Calendar

A calendar of upcoming SCORE Data QI Calls, Regional Outreach Visits, Hospital Workshops, and other events.

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### 2009

#### June

Wednesday 24: Data QI Call, 2-3pm, call-in number: 877-954-7796; passcode: 4589149.

#### July

Tuesday 14: Learning Session #15, Doubletree Westborough.

#### August

# Results (2)

## QI Tracking Database:

- Finalized data elements and format for “site visit tool”
- Database structure finalized
  - Contact information
  - Communications
  - Site visit tool
  - Inventory survey results
- To be posted on DPH server and accessible via VPN to all staff soon



Select or type in a Hospital:

FIND

OR

Select or type in a Person:

FIND

Hospital Name

Home Page

Contacts

Communication

Site Visits

Address 1: 123 Main Street

Address 2:

Boston MA

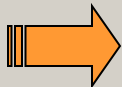
AHA Award Status: Gold

SCORE Contact: Joanne

Cohort:

General Comments:

Inventory Survey 2007



2007 Survey

THROMBOLYTIC TREATMENT | INHOSPITAL TREATMENT | DISCHARGE MEASURES | DISCHARGE MEASURES II | QM/INFRASTRUCTURE | TOOLS CHECKLIST

Q1 Do you have a designated stroke beeper? Yes

Q2 Do you have preprinted or computerized ED acute stroke orders? Yes

Q3 Do you have ED acute stroke care maps or pathways? No

Q4 Does your hospital routinely use telemedicine for those patients who are eligible for thrombolytics? Yes

Q5 At what point is a neurologist/stroke specialist called at your hospital regarding an acute stroke patient?  
Patient is first seen by ED doctors Other:

Q6 Do you have a certain method or protocol to document tPA exclusions? Yes

Q7 Under what circumstances will your ED physicians give thrombolytics to stroke patients?

- Q7A ED physicians give thrombolytics: With Neurology backup by phone
- Q7B ED physicians give thrombolytics: With Neurology via telemedicine
- Q7C ED physicians give thrombolytics: Neurology must be present
- Q7D ED physicians give thrombolytics: No neurologist necessary
- Q7E ED physicians give thrombolytics: Other

Hospital Name

Home Page **Contacts** Communication Site Visits

Role:    
 Name:     
 Email:    
 Role 2:  Specify Role:    
 Status:  Date Inactive

Title:    
 Phone:  PhoneExt:    
 Fax:  Pager:

Record:  1 of 1 (Filtered)

Record:  2 of 2 (Filtered)

Hospital Name

- Home Page
- Contacts
- Communication**
- Site Visits

Date: 10/19/2009

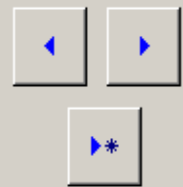
From: [Empty text box]

To: [Empty text box]

Method: Email [Dropdown arrow] Other: [Empty text box]

Topics (Check all that apply):

- Data Question (PMT)
- QI Question
- SCORE Requirements
- PSS Requirements
- GWTG Requirements
- Available tools/Resources
- Website
- Networking
- Physician question
- Visit scheduling
- Other



Other: [Empty text box]

Summary [Empty text area with scroll bar]

Hospital Name

Home Page | Contacts | Communication | **Site Visits**

Date of Visit:  SCORE Staff:  Stage:  Staging For:

Section 1 | Section 2 | Section 3

### Site Staff in Attendance

	Name:	Role:
▶	<input type="text"/>	<input type="text"/>

SC integrated with the QI Dept?:

### Call or Visit Purpose

- Annual
- AHA Award
  - Platinum
  - Gold
  - Silver
  - Bronze
- Hospital Request
- SCORE Request

### Meeting Type

- Team
  - # of meetings/ year
- Data
- Data results
- Education
- Introduction
- Leadership Meeting
- PMT
- Performance Review
- QI Activity Review
- Staff Change
- Other

### PSS Requirements

Drip and Ship?

Follow up Process in Place?

### Data Status

PSS Data Compliant?

Data Collection Type?

Start Date

% Concurrent

Telemedicine

Inventory updated

Key Players Engaged

# Conclusions (1)

## SCORE Website

- Supports shared learning among participants
- Facilitates sharing of tools
- Provides information to the public
- Repository for all materials for staff
- Saves paper

# Conclusions (2)

## QI Tracking Database

- One-stop shopping for staff
- Facilitates communication and coordination among staff and with hospitals
- Streamlines preparation for site visits and improved productivity of site visits
- Improved documentation of interactions

# Challenges

- **Resources**
  - Funding to create QI tracking database
  - Staffing: maternity leaves and turnover
- Vendors for website design, hosting, and maintenance
- Defining the use of the database and creating fields/data elements

# Lessons Learned

- Resources required (\$, staff)
- Expect delays
- Clarify goals and objectives
- Form a team with relevant expertise
- Prevent pregnancies among team members! 😊

# Next Steps

- Ongoing maintenance of website
  - Uploading tools and resources
  - Adding new pages
- Using and tweaking QI tracking database
- Evaluate use of both tools

# Acknowledgements

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  - Mirian Barrientos, SCORE Coordinator
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  - Nadine Allyn, AHA/ASA QI Consultant
  - Megan Mazza, AHA/ASA QI Director
- Dan Rowe, MDPH IT
- Karan Parkin, Web Master

# Questions?

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