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VHA Clinical Indicators Working Group Care Plan Clinical Indicators

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Draft Care Planning Indicators



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Indicator 1: No. of Care Plans

Indicator 2: Reason for Incomplete
Care Plans

Indicator 3: Timely Recording of
Care Plan

Indicator 4: Care Plan Review

Rationale



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Care Plans linked in literature to client outcomes through encouraging and empowering client self management

References

Glasgow RE, Davis CL, Funnell MM, et al. *Jt Comm J Qual Saf* 2003; 29: 563-574.

Von Korff M, Glasgow RE, Sharpe M. *BMJ* 2002; 325: 92-94.

Accreditation Requirements



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QICSA client record audit tool examines:

- a management plan agreed by the client or their carer
- Records of review/progress appointments
- Records of case reviews
- Discharge or exit summary
- Other relevant correspondence (eg letter to referring agent, case summaries)

Definition: Care Plan



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A care plan is any documented plan of care that contains **all** the following elements:

- Issues/problems
- Objectives/goals,
- Strategies/action
- Review dates
- Responsibilities
- Consumer Acknowledgement (signed or verbal acknowledgement recorded)
- Dated

Care Plans



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- Service Specific
- Intra- agency care plan
- Inter – agency care plans

Indicator 1

No. of Care Plans



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- **Numerator:** the number of consumers registered (in a specified timeframe) for whom there is a care plan completed
- **Denominator:** the total number of consumers registered for the service/program during the time period under study who received intervention for the nominated time period

Indicator 2

Reason for Incomplete Care Plans



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- **Numerator:** the total number of consumers for the service/program with a specified element of the complete care plan omitted
Issues/problems,
 - Objectives/goals
 - Strategies/action
 - Review dates
 - Responsibilities
 - Participants
 - Consumer Acknowledgement
 - Dated
- **Denominator:** the total number of consumers with an incomplete care plan

Indicator 3

Timely Recording of Care Plan



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- **Numerator:** the number of consumers for whom there is a complete care plan completed within 4 weeks of initial assessment
- **Denominator:** the total number of consumers who have a complete care plan.

Indicator 4 Care Plan Review



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- **Numerator:** the total number of consumers with a care plan that has been reviewed and with evidence that the objectives have been addressed
- **Denominator:** the total number of consumers for the service/program who have a care plan

Pilot Issues



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- Time allowed for care plan to be developed
- Which services have care plans – single session, crisis services



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Draft Indicator Questions?

Where to next?



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- Feedback from sector
- Larger trial of draft indicators?
- Guidelines/Training?
- Research and Development of additional relevant indicators

Discussion Questions



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- 1. What other clinical indicators are being used and/or should be considered?**
- 2. What are some of the issues for implementation of clinical indicators in the sector that need follow up?**
(e.g. guidelines, training, policy, IT, validity, trial of indicators)