Metrics in a Small Hospital

It is Possible
Metrics in a Small Hospital
Metrics in a Small Hospital

Your Presenter
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Objectives
You will

• Understand the need for good metrics.
• Have ideas on how to develop metrics.
• Understand the need for good resources.
• Have ideas on who you should cultivate as resources.
What Metrics?

- Number of patients seen?
- How long you spend with patients?
- How many patients do you pray with?
- How many bibles did you distribute?
These Metrics

- Where are you most likely to be called?
- How much time do you spend on a typical call?
- What kind of situation are you called to assist with?
- What time are you most often called?
- How satisfied are nurses with your services
Developing Good Data

- 6 years!
- Loose leaf notebook
- Basic computerized system
  - Only on certain computers
  - Needed a geek to get data
- Now on our intranet home page
Computer Guru

WITHOUT HELP YOU WILL GO UP IN FLAMES
Show Us How You Did It!
Location

Pastoral Care Service Entry Form

Chaplain: Pat Bradley
Patient Name: Test Patient

Location: 10 - ER

Reason: <select one>

Date: 01/10/20

Follow Up Needed
On Call Hours
Patient Died
Business Hours

Comments:

Created: 01/10/2010 04:44 PM
Submitted by: Pat Bradley
Last updated by:
## Pastoral Care Service Entry Form

**Chaplain:** Pat Bradley  
**Patient Name:** Test Patient  
**Location:** 10 – ER  
**Reason:** Code One/Blue  
**Date:** 01/10/20  
**Time In:**  
**Length of Visit:** 00:00  

- Follow Up Needed  
- On Call Hours  
- Patient Died  
- Business Hours  

**Comments:**

Created: 01/10/2010 04:44 PM  
Submitted by: Pat Bradley  
Last updated by:

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Pastoral Care Service Entry Form

Chaplain: Pat Bradley
Patient Name: Test Patient
Location: 10 - ER
Reason: Code One/Blue
Date: 01/10/20
Time In: 02:30
Length of Visit: 00:00

Follow Up Needed
On Call Hours
Patient Died
Business Hours

Comments:

Created: 01/10/2010 04:44 PM
Submitted by: Pat Bradley
Last updated by:

Submit/Save
### Pastoral Care Service Entry Form

**Chaplain:** Pat Bradley  
**Patient Name:** Test Patient  
**Location:** 10 - ER  
**Reason:** Code One/Blue  
**Date:** 01/10/20  
**Time In:** 02:30  
**Length of Visit:** 2:45 Min

- Follow Up Needed  
- On Call Hours  
- Patient Died  
- Business Hours

**Comments:**

*Created: 01/10/2010 04:44 PM*

*Submitted by: Pat Bradley*

*Last updated by:*
Police brought in patient's wife. She was screaming and collapsed to the floor in the hall outside Room 3. We got her seated until she was able to enter the room. Coroner came and spoke with her. He will take the body. Donor alliance ruled out due to IV drug use and Hep C.
What Data Does This Give Us?

Statistics
Charts
Graphs
Material For Presentations
## Sample Output to Excel Spreadsheet

<table>
<thead>
<tr>
<th>Date</th>
<th>Chaplain</th>
<th>Location</th>
<th>Code</th>
<th>Time-In</th>
<th>Length of Visit</th>
<th>Options</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/31/09</td>
<td><strong>David Heaney</strong></td>
<td>82 - Palliative</td>
<td>Recent Change</td>
<td>10:30:00 AM</td>
<td>0.5</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/31/09</td>
<td><strong>Theresa Odhiambo</strong></td>
<td>32 - Surgery</td>
<td>Recent Change</td>
<td>9:30:00 AM</td>
<td>0.5</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/31/09</td>
<td><strong>Theresa Odhiambo</strong></td>
<td>51 - Pediatrics</td>
<td>Recent Change</td>
<td>10:00:00 AM</td>
<td>0.25</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/31/09</td>
<td><strong>David Heaney</strong></td>
<td>82 - Palliative</td>
<td>Staff Request</td>
<td>1:15:00 PM</td>
<td>0.5</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/31/09</td>
<td><strong>Beth Wright</strong></td>
<td>62 - Tele</td>
<td>Recent Change</td>
<td>1:50:00 PM</td>
<td>0.25</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/30/09</td>
<td><strong>Mary Beth Melcher</strong></td>
<td>10 - ER</td>
<td>STEMI Alert</td>
<td>5:30:00 PM</td>
<td>2</td>
<td>On Call Hours</td>
<td></td>
</tr>
<tr>
<td>12/30/09</td>
<td><strong>Christian Robbins</strong></td>
<td>42 - Ortho-Neuro</td>
<td>Family Request</td>
<td>10:15:00 AM</td>
<td>0.25</td>
<td>Follow Up Needed</td>
<td>Business Hours</td>
</tr>
<tr>
<td>12/30/09</td>
<td><strong>Roserita DuFresne</strong></td>
<td>41 - TCU</td>
<td>Other</td>
<td>2:15:00 PM</td>
<td>0.75</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/30/09</td>
<td><strong>Beth Wright</strong></td>
<td>82 - Oncology</td>
<td>Staff Request</td>
<td>2:15:00 PM</td>
<td>0.5</td>
<td>Business Hours</td>
<td></td>
</tr>
<tr>
<td>12/30/09</td>
<td><strong>Beth Wright</strong></td>
<td>82 - Oncology</td>
<td>Staff Request</td>
<td>1:00:00 PM</td>
<td>0.25</td>
<td>Follow Up Needed</td>
<td>Business Hours</td>
</tr>
</tbody>
</table>
Find an Expert to help with this phase!

OR
Where Did Our Referrals Come From in 2009?

As we expected
Why Were We Called In 2009?

SURPRISE!
How Many Calls or Referrals

![Bar chart showing the number of calls or referrals for each month from January 2006 to December 2009. The chart includes data for 2006, 2007, 2008, and 2009.]
What did we do different in December 09?
Average Time Spent: On Referrals

- **2006**: ON CALL HOURS - 1.50, BUSINESS HOURS - 1.20
- **2007**: ON CALL HOURS - 1.50, BUSINESS HOURS - 1.00
- **2008**: ON CALL HOURS - 1.50, BUSINESS HOURS - 0.50
- **2009**: ON CALL HOURS - 1.40, BUSINESS HOURS - 0.50

Legend:
- **ON CALL HOURS**
- **BUSINESS HOURS**
How we gathered data evolved.
Business hours calls are routine referrals. After hours calls are emergencies.
What type of referrals do chaplains receive during on business hours (7:00am - 4:00pm)?
What type of referrals do chaplains receive during on call hours (4:00pm-7:00am)?
What do these two charts tell us?

☐ Most of our night calls are for emergencies

☐ Most of our day calls are for referrals
What type of Referrals Do Chaplains receive most?

- Staff Referral: 45%
- Trauma: 19%
- Patient Request: 9%
- Family Request: 6%
- Code One / Blue: 6%
- Death: 10%
- Physician Request: 3%
Who Cares?

- We must be assertive
- Show the data to your:
  - Director
  - Vice President
  - CEO
  - CFO
Brag!

- To the managers you help the most
- To the charge nurses
- To nursing managers
- To the Director of Nursing
- To the VP of Nursing
- To anyone you have lunch with
Let’s Share
What do you think would be good graphics?

- Cost of an average call to a Code One/Blue!
- Average time on a Code One/Blue by chaplain.
- Mean – Median – Mode statistics by type of referral.
What Is Your Facility?

- Hospice
- Nursing Home
- Trauma Center
- Cancer Center
- Small Hospital
- Large Hospital
Surviving in a Downsizing World

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