

Title: M1242 Frequency of Pain Interfering	Fresh Eyes:	Subject	Start Date: 5/25/2016
Owner: CQI Members	Team: CQI Team	Expert (s):	Revision Date:
PDSA			Revision #: 1
Coach: Sherry Ovens Burleigh			

Background / Current Conditions

M1242 is a publicly reported Home Health Compare & star rating measure. This measure is risk adjusted

CQI member scores range from _____ and 1.5 ☆ to 4.5 ☆ ☆ ☆ ☆

Member scores

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CMS Ranking by

Star Rating	Min	Max
1.5	54.9	60.8
2	60.9	65
2.5	65.1	68.7
3	68.8	71.9
3.5	72.0	75.8
4	75.9	80.7
4.5	80.8	88.7
5	88.8	100

Problem Statement

From April 2015 – March 2016 CQI member agencies, M1242 Improvement of pain interfering with activities, scores ranged from _____ with ___/10 scoring less than the National Average of 68.7%. Star Ratings ranged from 1.5 - 4.5 stars out of 5 possible stars. Resulting in negative impact on overall star rating, and potential loss of referrals, reimbursement rates at the time of pay of performance implementation, increased medical complications requiring higher level of care.

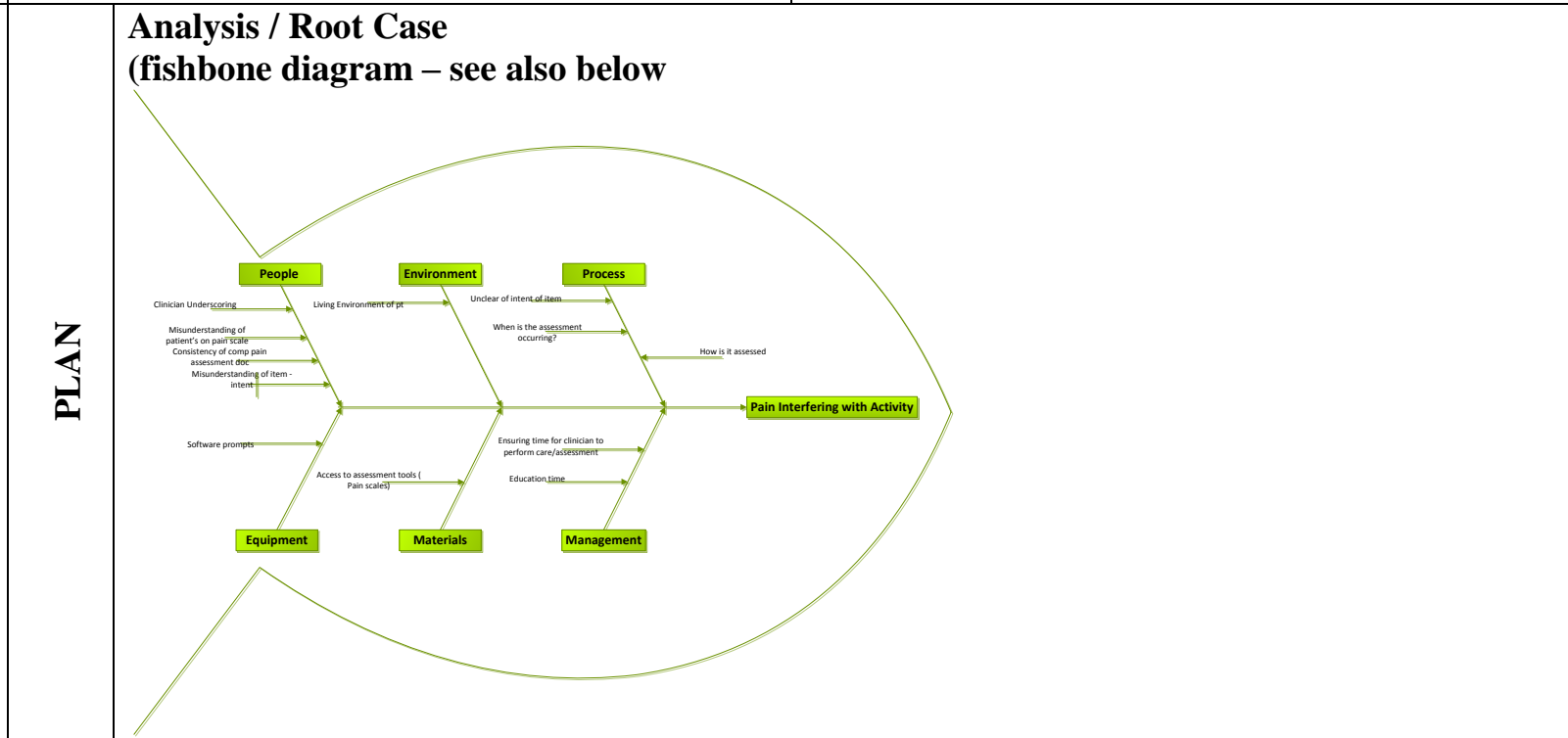
Goals / Targets

Long Term Goal:

- All agencies to achieve a 5 star rating (87.7-100) by 5/31/2017
- Sustain a 5 star rating through 5/31/2018

Short Term Goals:

- Each agency to increase rating by 1/2star quarterly



Countermeasures to Root Causes

Study (Planned vs. Actual Results)

Act / Adjust

5/25/16 Next Steps

What	When/Who	Status
Analyze RCA to determine root cause	6/24team	
Develop plausible countermeasure & strategies for agencies	6/24team	
Draft A3	6/24 SB	Draft 1 completed sb

Stakeholder Signatures:

People

Environment

Process

Equipment

Materials

Management

Pain Interfering with Activity

Clinician Underscoring

Misunderstanding of patient's on pain scale
Consistency of comp pain assessment doc
Misunderstanding of item - intent

Software prompts

Living Environment of pt

Access to assessment tools (Pain scales)

Unclear of intent of item

When is the assessment occurring?

Ensuring time for clinician to perform care/assessment

Education time

How is it assessed

