

VIII. Appendices

A. Data Resources

B. References



Data Resources

Data Type:	Patient Satisfaction
Data Vendor:	Quality Data Management (QDM)
Data Description:	<ul style="list-style-type: none">• Standardized patient satisfaction telephone surveys by an external vendor• Data available for most adult and pediatric ambulatory sites, most adult and pediatric inpatient units, Emergency Department, & various Ancillary Services
How to Access:	<ul style="list-style-type: none">• Data are posted on secured Web site• Web site is user friendly• Currently unable to download data into a file (i.e. only can print) and cannot correlate responses to a specific patient• 175+ users (primarily middle management staff) who are able to sign on to the system• Individual accounts can be set up by contacting Director, Quality Management



Data Resources (cont.)

Data Type:	Clinical Data
Data Vendor:	MIDAS+
Data Description:	<ul style="list-style-type: none">• Encounter level data for inpatients; observation patients; ED patients; and Endoscopy, Cath Lab & Main Campus Ambulatory Surgery patients• Contains patient demographics, diagnostic codes for these patient types• Able to create special studies using one of the system's modules• Provides a comparative data base to other organizations for selected parameters such as diagnostic specific length of stay, readmissions by diagnosis• Additional data that is available includes customer feedback (complaints and compliments), hospital acquired infections, surgical procedures, adverse occurrences
How to Access:	<ul style="list-style-type: none">• Data can be accessed using standard and customized reports and can be exported into Excel, etc. or provided in hard copy• Data requests and/or questions about the system can be handled via Coordinator, Quality Management Information Systems, Quality Management Department



Data Resources (cont.)

Data Type: Clinical Data

Data Vendor: EPIC - EPICARE

Data Description:

- Computerized medical record for ambulatory clinics
- Additional limited use in the Emergency Department
- Contains inpatient discharge summary abstracts
- Interface with laboratory and radiology and thus able to access test results from their computer systems

How to Access:

- Data in fields can be accessed via ad hoc reports
- Unable to search text fields to find information
- Data can be provided in hard copies and in files
- Data requests can be handled via
 - Coordinator, Quality Management Information Systems, Quality Management Department -or-
 - Department's EPIC Coordinator



Data Resources (cont.)

Data Type: Clinical Data

Data Vendor: SMS

Data Description:

- Clinical data for inpatients and outpatients (Diagnostic codes, etc.)

How to Access:

- Data requests are typically handled via Information Services request process
- Data can be provided in hard copy or in files
- Data requests typically take a fair amount of time to process – suggest accessing data directly from EPIC or MIDAS+ if at all feasible as turn around time is typically shorter from these systems
- Dr. Doug Einstadter also has access to files of all inpatients since 1990 and OP visits in Family Practice and Internal Medicine Clinic that may be useful instead of going through the Information Services request process



Data Resources (cont.)

Data Type:	Ambulatory Scheduling Data
Data Vendor:	EPIC - Cadence
Data Description:	<ul style="list-style-type: none">• Encounter scheduling information for ambulatory clinics
How to Access:	<ul style="list-style-type: none">• Data can be accessed via standard and ad hoc reports• Data can be provided in hard copies and in files• Data requests can be handled via<ul style="list-style-type: none">• Department management staff – for standard report availability• Coordinator, Quality Management Information Systems, Quality Management Department• Department’s EPIC Coordinator



Data Resources (cont.)

Data Type: Financial Data

Data Vendor: EPIC – Resolute and/or SMS

Data Description:

- EPIC – contains the professional (physicians/staff) charges
- SMS – contains the technical (hospital/equipment)

How to Access:

- Data can be accessed via ad hoc reports
- Data can be provided in hard copies and in files
- Data requests can be handled via Information Services request process

Data Type: Self-Reported Adverse Drug Events

Data Vendor: MediTrend

Data Description:

- Medication errors and adverse drug reactions that were reported to the Pharmacy beginning with 2002 data

How to Access:

- Contact Pharmacy Director for additional information about the system and for specifics regarding the data



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