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ICU Liberation: Early Mobility and Exercise

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Recommended Citation

Volkens, LeAnn; Kockler, Holly; and Patterson, Kristi, "ICU Liberation: Early Mobility and Exercise" (2022). *Nursing Posters*. 130.

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Creating a System Level Approach to Timely Delivery of the Follow Up Important Message from Medicare

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CentraCare System, Central Minnesota

Plan

The aim of this project was to streamline and standardize the delivery of the Follow Up Important Message from Medicare (IMM) for IP admissions across CC and Carris-RWF in compliance with regulatory standards of care.

Key drivers identified:

- Site specific variation
- Underutilization of Epic functionality
- Use of data to understand performance

Do

February 2021
Project Initiation

April - November

- Stakeholder Engagement
- Identify Best Practices
- Project Work & Tests of Change
- IS Build: Epic & PowerBI
- Education

December
12/7/2022
Go Live

January 2022
• Monitor & Sustain
• Wrap up

Team Members

UR Leadership: Annie Volkels and Jenna Lunser

Executive Sponsor: Gail Olson

Educators: Emily Eggert and Melinda Jennings

Epic: Haley Entner and Heidi Weber

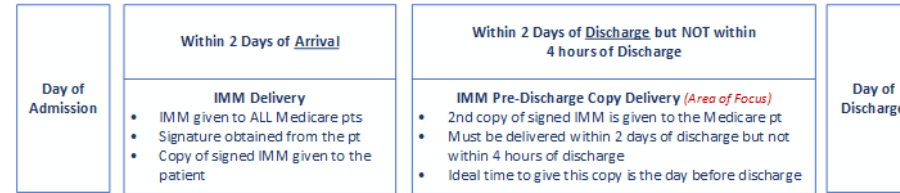
Health Unit Coordinator (HUC): Joyce Bromenschenkel

IS: Holly Kockler and Cindy Luedtke

PI: Kristi Patterson

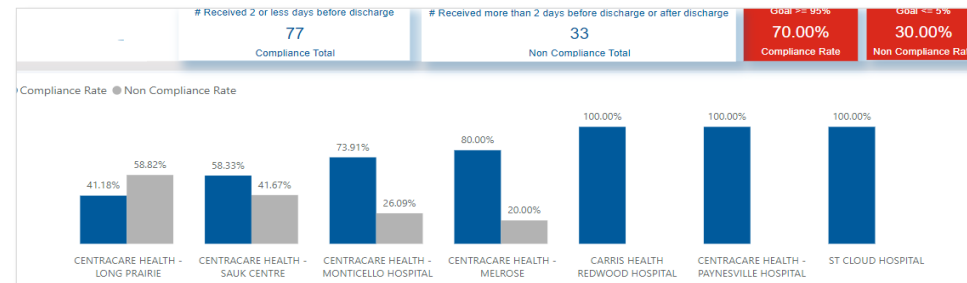
Study

CMS Standard of Care



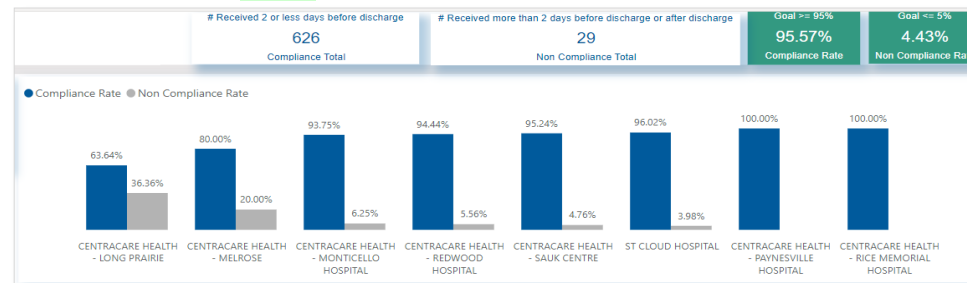
Baseline (Dec 1-31, 2020)

System Performance: 70% **Goal:** 95% (Higher is Better)



Remeasurement (3/15/22 – 4/15/22)

System Performance: 95.6% **Goal:** 95% (Higher is Better)



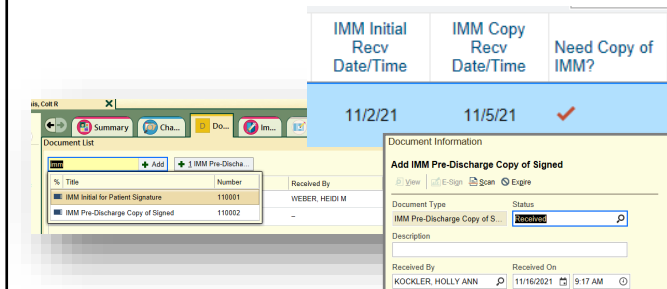
Act

Standardization and Customization:

A standard process was implemented across all CentraCare sites & Carris-RWF. The process was developed with input from key stakeholders and provides flexibility based on resources available at the local level.

Epic Optimization:

Workflows & Epic tools were developed allowing staff to quickly & easily identify pts in Epic who need to receive the Follow Up IMM each day. The changes optimize Epic functionality while decreasing paper waste.



Using Data to Drive Improvement:

Workflows were automated, rather than depending on paper processes & faxes. As a result, a PowerBI report could be developed providing performance data that is updated daily. Real time data drives daily improvement.

References

Centers for Medicare & Medicaid Services (CMS). (2020, August 25). *Claims processing manual Chapter 30 - Financial Liability Protections: Guidance Portal, Claims Processing Manual Chapter 30 - Financial Liability Protections* | Guidance Portal. Retrieved April 27, 2022, from <https://www.cms.gov/guidance/document/claims-processing-manual-chapter-30-financial-liability-protections>

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