



Quality Scorecard

Use this Quality Scorecard to evaluate and improve quality in your department. Choose one or more metrics below and focus on these for a period of 6 months following the described process.

There are three steps in the basic Quality Improvement process. Steps 2 and 3 are intended to be repeated as your processes are refined, allowing you to make iterative progress towards your goal.

1. Set a goal and measure baseline performance
2. Implement improvement process
3. Re-measure the outcome; refine the process; repeat

Once you've met your improvement goal, choose another metric on which to focus, and repeat the process.

Metric	Measurement Tool	Step 1			Step 2	Step 3
		Goal	Start Date	Baseline Results	Month 3 Results	Month 6 Results
Reduce infection rate for PICC'S	Complication Analysis Report filtered for PICC Service	%		%	%	%
Decrease fluoro delivered during _____ procedure	Average Fluoroscopy Radiation by Service Report, filtered by selected procedure					
Decrease overall complication rate:	Complication Analysis Report	%		%	%	%
Increase the number of follow-ups performed	Follow-Up Report	#		#	#	#
Increase the percentage of cases that start on time	On Time Encounters Dashlet	%		%	%	%
Reduce patient wait times	Event Analysis Report	minutes		minutes	minutes	minutes
Decrease dollar value of expired inventory on shelf	Expiring Products	\$		\$	\$	\$
Reduce dollars invested in inventory	On Hand Inventory Value	\$		\$	\$	\$
Increase the number of cases where radiation is documented	Average CT or Fluoroscopy Radiation by Service Report	%		%	%	%