

# Evidence-based Quality Improvement

How Mira Vista Care Center reduced pressure ulcer incidents by 50%



Located in the Skagit Valley of Washington State, Mira Vista Care Center is a short-stay rehabilitation facility. Locally owned since 1951, it was the first nursing care facility in the state to be owned and operated by a registered nurse.

Today, the 94-bed center serves a mix of Medicaid, Medicare A, HMO, and private pay patients. Nursing and therapy services are offered 24 hours a day by licensed nurses and certified nursing assistants to help patients return to their homes and to the community.

The staff at Mira Vista is committed to serving from the heart, honoring the autonomy of human life, improving together and practicing the golden rule.



## Facility

Mira Vista Care Center

## Location

Mount Vernon, Washington

## Beds

94

## CMS Rating

★★★★★

## eHDS Solutions

CareWatch® RiskWatch®

## >>> The Challenges

As part of a Qualis Health initiative, pressure ulcers were determined to be an issue of concern for Mira Vista Care Center – the presence of ulcers was above state norms. This became an immediate priority for Mira Vista and its staff, and a Quality Assurance Team led by the Medical Director and nursing staff was formed.

The Quality Assurance Team enlisted the help of eHealth Data Solutions, and Mira Vista implemented the CareWatch® solution. Using Statistical Process Control (SPC) charts in CareWatch, Mira Vista mapped its incidence of pressure ulcers compared to

state norms. Mira Vista could clearly see that its incidence rate was a prevalent issue – and started to address the problem.

## >>> The Solution

Mira Vista Care Center looked critically at its processes and identified all of the variable elements in wound care that could impact quality, such as products used, infection control and having a common definition of terms. The team found that it did not have the resources and processes in place to deliver the quality of care they aimed for.

In response, the Quality Assurance team developed a skin

manual to establish common documentation requirements and standard treatments. Education and training resources were made available, and additional resources and communication channels were created to improve care.

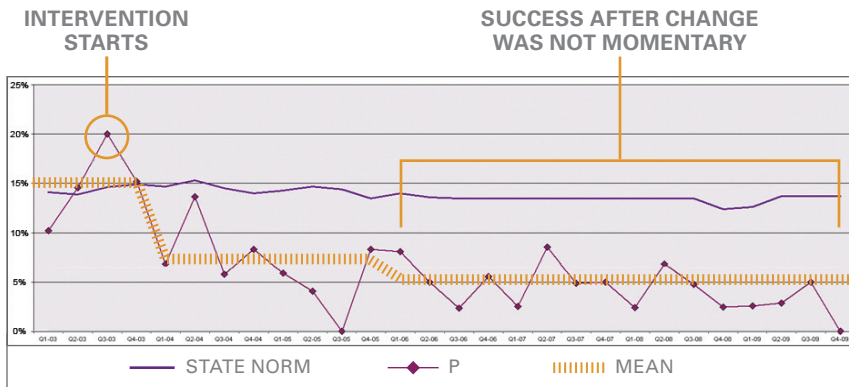
Focused on improving together, the staff implemented the new processes and used CareWatch to monitor each variable and to track the results. With CareWatch, patient documentation became more comprehensive and accessible.

Diligent and persistent record keeping led Mira Vista to tackle the problem. SPC charts reinforced the results.

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## >>> The Role of SPC Charts



## >>> The Results

Using the SPC chart feature within CareWatch to monitor and manage pressure ulcers, the rate of incidence at Mira Vista Care Center dropped by 50 percent. The improved processes both prevented incidences of new pressure ulcers and increased the healing or elimination of ulcers among patients who were admitted with the condition.

And, Mira Vista began to see additional ulcer patients admitted to its facility as the community gained confidence in the quality of care provided.

Using data to track process changes and measure results also provided a morale boost to staff members. The results of their quality care was evidenced and validated on the SPC charts. Staff members could also focus their time and resources more effectively – spending time on methods of care that were proven to be successful.

Most importantly, the results at Mira Vista have been sustained. Because the staff is using data – and not intuition – to improve care, the quality has been both measurable and repeatable. As evidence of this effort, Mira Vista has been awarded the highest rating of “5 Stars” by the Centers for Medicare and Medicaid (CMS).

And even though the rate and care of pressure ulcers is now under control, Mira Vista has kept its Quality Assurance team intact, renaming it the **Quality Improvement Team** to reflect its ongoing commitment to enhancing care.

**CareWatch®** is a web-based resource that enables staff to highlight trends within a facility and for individual patients. Using a unique series of clinical Watch Pages, including SPC charts, CareWatch helps medical staff monitor, assess and continuously improve quality of care and resident life.

“**CareWatch and RiskWatch allowed us to organize our plan and quantify our progress in turning this negative QI into a facility strength. We were very impressed with the immediate and crucial feedback that these systems provided so we could evaluate the success of our efforts to resolve this QI issue.**”

**J. SCOTT HALE, NHA**  
Administrator  
Mira Vista Care Center

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toll free 888.562.8906  
info@ehds.biz | www.ehds.biz