How A New York Hospital Uses
Registry Data
to its fullest

IMAGE*TREND*®

New York Presbyterian Queens hospital is located in the heart of Queens, New York, home to almost 3 million residents.
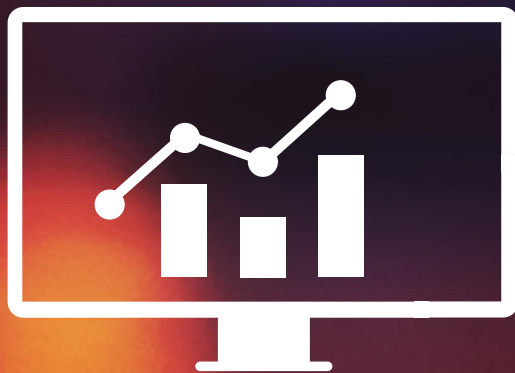
The level 1 Trauma Center relies on a robust patient registry to treat the 120,000 patients that visit their Emergency Department each year and to drive the evaluation, prevention and research of trauma care.

With a trauma program comprising of about 15 skilled workers ranging from Trauma Medical Director to a Trauma Nurse Registrar, data is the crux of their program that supports crucial connectivity between all aspects of care and research. A key member of New York Presbyterian Queens' trauma program is Francesca Sullivan, Trauma Program Director, who recently shared five tips to help maximize your hospital's patient registry program. Although patient registry needs and trauma program objectives differ from hospital to hospital, Sullivan's five tips can help any program make full use of a powerful tool: *Data*.

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Your registry and trauma program work hand in hand through data, so your data needs to be quality, Sullivan said. **Without quality data, you wouldn't be able to see where your program lies with the care that you're providing. With data, you can lead performance improvement, conduct research and promote education.**

TIP #1

Understand the power of registry data

Understand how data can be used as a tool to recognize inefficiencies, develop protocols, spearhead new initiatives and so much more.

Being able to see how your data aligns with the patient care your hospital provides allows you to validate performance and benchmark your program against others. In addition to recognizing and correcting inefficiencies, positive trends can be identified to develop education, promote best practices and realize program successes, as well as cultivate data leading to transformational research.

Data is everywhere around us, especially in hospitals, but understanding how data can be used to your advantage is an important first step to using your registry data to its fullest potential.

IMAGE*TREND*®

TIP #2

Identify your registry goals

To ensure that captured data reflects what your trauma program does on a daily basis.

With many different facets to a trauma program, education and awareness among all members is important to develop a unified understanding of what the programs goals are and how those goals can be achieved on a continuous basis. These goals can change overtime, so it's important to revisit these goals often and communicate changes or reinforce current objectives with the entire team.

A goal for New York Presbyterian Queens hospital was to improve the coding within their registry as a whole. To achieve this goal, Sullivan knew it was going to take commitment from the entire team starting with accurate documentation from the providers. Sullivan and her team laid out plans to meet on a weekly basis and develop unified spreadsheets to create and exceed their team shared goals. Developingregistry goals helps objectives come to fruition and stay on track.

TIP #3 Capture impactful data

Once there's an understanding of how data can be used to optimize your patient registry and there are unified goals in place to meet those objectives, you need some data. But not just any data – quality data.

In a hospital setting, data comes from many different sources such as patient care records (PCR), electronic medical records (EMR), transfer documentation or even the blood bank and autopsy notes. To ensure you're capturing the most valuable data for your program, Sullivan outlined her **seven (7) aspects of quality data** below. These seven aspects of quality data can be achieved with a uniformed and methodical documentation process established in your programs patient registry, while developing a best practices handbook can help ensure data is entered correctly by users.

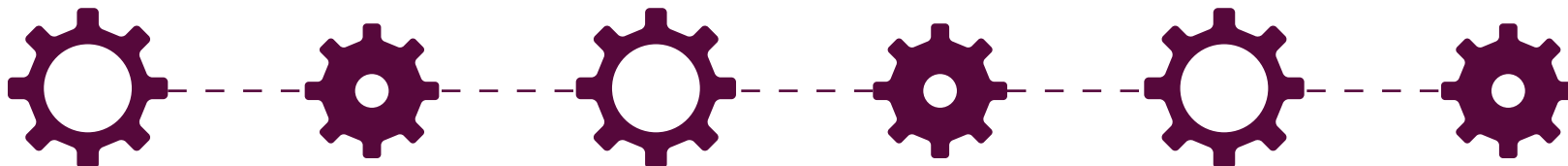| COMPLETE	TIMELY	ACCURATE	CONSISTENT	RELIABLE	DETAILED	VALID
making sure that all data fields are completed	ensuring patients are entered in your registry within 60 days of discharge	accurate data leads to positive changes	pull data from the same location in medical records	relay data to administration and other departments involved	work with your registry to be as detailed as possible	ensure an accurate depiction of your program and patient care

TIP #4

Build through analysis and reporting

Your data set is defined.

Now, you can build your program with the ability to analyze and report on your hard earned findings to understand what your data is telling you. Key indicators can be identified to review and show deficits in your program and discuss methods for improvement, but also, to acknowledge hard work and program successes.

Findings can be big and broad like a full review of patient care, or small and specific with a deeper dive into hospital subspecialties to better understand trends in certain injuries. Regardless, data leads to knowledge, which can be used to identify trends and drive research projects to create performance improvement initiatives, education opportunities and most importantly, advanced patient care.

Learn from your bad data

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I used to be reluctant to share or talk about our bad data, but I've learned over the years that it's important to discuss what is not working well and how we can fix our problems, Sullivan said. **By talking about our bad data, we've been able to form a degree of accountability by showing our performance improvement plans during our operations meetings and reviewing our key indicators on a monthly basis.**
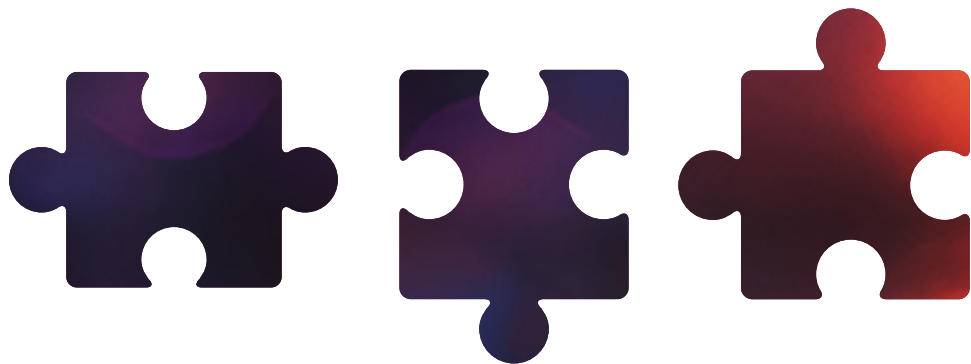
TIP #5   Connect

Data is the crux of your trauma program, but sometimes there are gaps in pre-hospital patient data, which means crucial details that could be used to make better assessments and provide advanced patient care could be missing.

Registries can utilize bi-directional information exchange with other health networks to automatically send and receive secure patient data to attain missing electronic patient care records (ePCR), trauma flow sheets and more for enhanced pre-hospital health information and patient outcomes.

Integrating your data streamlines the record matching and data entry process saving valuable time and allowing you to gain a perspective of the full spectrum of patient care. EMS agencies and trauma centers can mutually benefit from a more data-rich patient record to optimize treatment during the cycle of care, helping improve your program's patient throughput.

CONCLUSION

Whether you are looking at implementing a new trauma program for your hospital or looking to refine your current registry processes, Sullivan's five tips to maximize your registry can help ensure you're supporting an efficient team and using your data to its fullest potential.

Understanding how data can benefit your program and developing goals for your registry are important first steps. Next, capturing quality data that is a reflection of your program's daily operations and performance is key to realizing successes and building from downfalls through data analysis and reporting. Lastly, being able to automatically send and receive patient health data securely between networks can opens doors to new possibilities. To hear these tips in Sullivan's own words, you're invited you to view this on demand webinar, where Sullivan dives into the specifics of how New York Presbyterian Queens hospital uses their patient registry and what key performance indicators their program relies on to make data-driven decisions on a daily basis.

ABOUT IMAGETREND PATIENT REGISTRY

Patient Registry is a multi-discipline registry solution that collects and analyzes information for trauma, stroke and cardiac, all with a single system. Evaluate the incident and the health system's response with detail on the severity, causes and outcomes. It allows you to gather information more efficiently to better analyze treatment methods to reduce morbidity and mortality. Beyond included modules and advanced reporting, integrations with EMS services and the hospital EMR help your department get to the next level. Its scalable architecture and relational database makes it perfect for stand-alone hospitals, health care networks, countywide and statewide systems.

ABOUT US

ImageTrend, Inc. is dedicated to connecting life's most important data in the healthcare and emergency response community. ImageTrend delivers software solutions, data analytics and services for EMS, Fire, hospitals, community paramedicine (CP), critical care and preparedness to enable fully integrated patient-centric healthcare and public safety. ImageTrend's commitment to innovation, our clients, and providing world-class implementation and support is unsurpassed. Based in Lakeville, Minnesota, ImageTrend combines business analysis, creative design and data-driven architecture to offer scalable solutions and strategies for today and the future.

www.ImageTrend.com/PatientRegistry
sales@imagetrend.com | (888) 469-7789