The Practical Application of
LogicStream Clinical Process Measurement

The common metric for success is outcomes data

The EHR offers tremendous opportunity to improve the quality of care delivery at a lower cost. Yet health systems are failing to fully capitalize on it. Clinical leadership teams recognize this potential and are working to leverage EHR supported protocols to drive care standardization and eliminate unnecessary variation. Critical to their success is the ability to measure these processes at scale and maintain them over time.
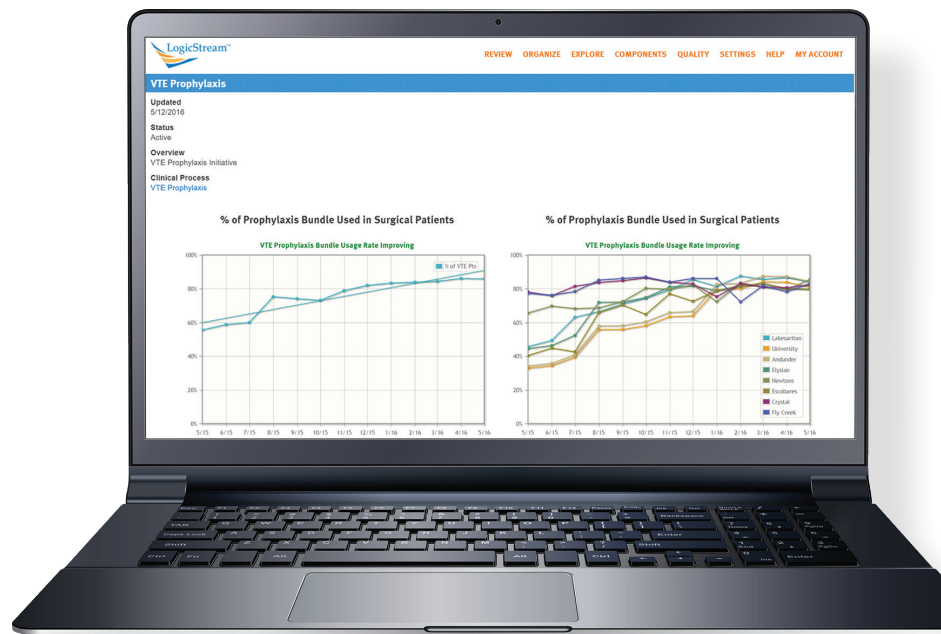
Unfortunately, EHR technology is not intended to facilitate self-service Clinical Process Measurement. The common metric for success is outcomes data; a lagging indicator that does not speak to process effectiveness. In addition, clinical teams tasked with operationalizing protocols lack process measurement tools, and are forced to leverage broad education to drive process compliance. As a result, quality improvement and cost reduction is reliant on the past experiences and gut intuition of clinicians. This inability to measure and drive adoption around clinical process has led to a lack of standardization in care delivery.

But there is good news. Through **Clinical Process Measurement with LogicStream**, health systems can effectively standardize care processes, understand and drive adoption of best practices to reduce unnecessary care variation, and ensure the processes they implement are truly improving clinical outcomes.

About LogicStream Health

LogicStream Health is trusted by all types of healthcare providers across the United States. We are dedicated to helping health systems fully leverage their clinical quality improvement efforts and investment in EHR technology to improve the lives of the patients they serve and the caregivers they employ. The LogicStream Solution is designed to assist in the analysis, evaluation and management of a hospital or health system's clinical processes and standardization efforts.

Standardize Process through Clinical Knowledge Management

The key to driving better outcomes is to implement clinical processes that ensure appropriate care standardization across the organization. Typically, a multidisciplinary team determines the standard and EHR teams help design clinical tools and workflows in the EHR to support the protocol. While the intention is to make the appropriate thing the easiest thing to do, there are fundamental issues with this approach:

- Clinical teams have little or no insight into the current workflows and clinical content that influence care
- Health systems have no way to effectively organize the enormous amount of content in their clinical libraries designed to improve clinical outcomes

LogicStream addresses these key issues by:

- Providing clinical teams self-service access to critical workflow and process information responsible for current outcomes
- Facilitating the organization of all clinical content in the EHR that impacts a given process

Drive and Measure Adoption

Adoption of clinical protocols currently relies on education of all caregivers across an organization and faith they will comply with the new process. Clinical leaders responsible for adoption and tracking success with outcome metrics have no insight into where unnecessary variation from the standard occurs. While some impact may occur, there are many challenges to this approach:

- Outcome metrics tell an organization how they did. They provide no insight into the adoption of the desired standard and the impact adoption has on patient care
- Clinical operations teams have no mechanism to track adoption and identify care variation
- Without understanding adoption levels, leadership has no way to understand the impact a care standard is having on outcomes

LogicStream addresses these key issues:

- Leadership can track adoption of a protocol across all levels of the organization
- Clinical operations can identify exactly where the protocol is being adopted, but more importantly identify where the variation in care is occurring, and target those individuals with the appropriate education
- Self-service access to process measurement ensures all clinical stakeholders have the information they need, when they need it

Binding Clinical Process to Improved Outcomes

As detailed above, outcome metrics are the current standard for measuring effectiveness of a given clinical process. Health systems can only assume if outcomes improve, their new process is working. If outcomes don't change, or get worse, then the process does not. Given the complexity of healthcare delivery, this is clearly flawed:

- Organizations have no ability to tie clinical process adoption to improved outcomes
- If outcomes don't improve, there is currently no way to understand the workflow of clinicians who deviate from the standard
- Reworking protocols is a manual and uneducated process, which inhibits scalable quality improvement and comes at a high cost for health systems

LogicStream facilitates an organization's ability to directly tie compliance to better processes with better outcomes:

- Determine if compliance to the new protocol has a direct impact on the clinical outcomes of those patients
- As outcomes improve, LogicStream ensures continued compliance to maintain a high level of adoption to a protocol
- If outcomes remain unchanged, educated changes can be made quickly and their impact can be understood

Visit www.logic-stream.net for more information and to schedule your demonstration today!

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