

Patient Classification

MGH uses the Quadramed WinPFStm™ Productivity and Benchmarking System Inpatient Classification System (previously called Medicus) to measure patients' needs for nursing care.

Patient Classification Process

- 37 inpatient units classify patients use the Quadramed WinPFStm™ Productivity and Benchmarking System Inpatient Classification System.
- The classification tool contains critical indicators that focus on **patient needs** and not on caregiver tasks.
- Direct care staff nurses classify patients daily according to their needs for nursing care.
- Data entry results in categorizing patients into one of **six patient types**.
- Each patient type has a pre-assigned relative workload value, known as **acuity** (e.g., a Type II patient has an acuity value of 1.0)
- Each patient type also has a range of care hours associated with it. (e.g., a Type II patient requires 4-7 hours of care over a 24 hour period)
- **Workload** for a patient care unit is calculated from the census and the acuity values for all the patients.

System Security

- Patient **confidentiality is protected** through a password security system.
- The system creates an audit trail that allows access to be reviewed.

Staff Nurse Education

- Training is **required** for all nurses who classify patients.
- Education includes classification guidelines, use of indicators, and use of the electronic system.
- Training options include attendance at a 90-minute class offered twice a month or completion of a self-directed packet.
- Every staff nurse who classifies must successfully complete a competency test.

Auditing

- Patient Care Services (PCS) Information Systems nurses audit:
 - Reliability of patient type
 - Compliance with classification guidelines
 - Reporting of staffing data

Reports & Analysis

- Nurse Directors and Clinical Nurse Specialists receive weekly and monthly Workload/Productivity Reports.
- Patient classification data is used in the **budget process** to predict the daily staffing needs (the number of direct care staff) for each patient care unit.

Unit Specific Systems

- The Emerge System measures the Emergency Department workload.
- Blake 11 acuity and workload is measured using the QuadraMed psychiatric tool.
- Workload/productivity tools to measure both volumes and intensity have been/are being developed for other areas (e.g., Main Or, IV Therapy, Endoscopy, Labor & Delivery).