

# CDU<sup>1</sup> Quality Assurance and Utilization Review Metrics

Emory Healthcare

## **CDU Quality Assurance and Utilization Review**

The CDU committee for each hospital will meet on a monthly basis to review CDU utilization, CDU quality reports, clinical and administrative issues. Meetings will ideally be attended by the site director of the CDU and leadership representatives of CDU nursing, CDU Associate Providers, and an administrative assistant.

**Utilization Review Monitors** – to be reviewed by month and for prior 12 months (as available)

1. Case mix for CDU – by diagnosis (with “total” composite value as well), volume, admit rates, ED LOS, and CDU LOS.
2. Arrival and departure volumes - by hour of day
3. Unit occupancy (where available) – by hour of day
4. CDU LOS by time of arrival in the CDU – by hour of the day

**Quality Assurance Monitors** – to be reviewed monthly – when available or needed

1. Concerns voiced by staff, patients, or consultants - Reviewed monthly.
2. Return to ED or hospital within 14 days of CDU discharge – Reviewed when available.
3. Death or cardio-respiratory arrest in the unit – Reviewed monthly.
4. Length of stay over 36 hours – Reviewed periodically as needed.
5. Protocol compliance – Reviewed periodically as needed.
6. Protocol failure characteristics – Reviewed periodically as needed.
7. Documentation and transfer of care compliance – missing or incomplete charts