Tracers Workshop

Abstract

Title: Performing Tracers in Healthcare Settings

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Duration: 90 minutes

Audience: Healthcare Professionals

There are several ways by which healthcare leaders can assess the quality of care and related services in healthcare facilities. Besides, observations, interviews, surveys, measuring performance indicators, etc. But one of the most effective and certainly most realistic form of assessment is tracing the care the process or the service rendered. Tracing processes is a method of evaluating activities and services carried out in a care or operation process retrospectively. The surveyor would trace back all the steps in a process that occurred recently to a patient, department or unit and assess the extent of compliance of the activities associated with each step to known standards, policies to their potential to achieve desired care outcomes. The tracer would be concentrating on a care activity, a clinical process, or an environmental issue. There are clinical tracers assessing clinical care for one patient at a time. There are also system tracers assessing one individual patient or group of patients regarding a specific system such as infection control, medication safety, data management or environmental safety.

Tracers are usually performed by one person of the survey team but will affect several staff members of the organization in one or several departments or units. It involves a medical records review, staff interviews, observations, and documents review. Each tracer may take anywhere from 60-90 minutes to complete and may be continued or overlapped with other tracers related to the issue being assessed.

In this workshop, we will make an overview presentation on tracers; their types, methods, tools used, and steps. Participants are then divided into small groups and will be given a short case to review and then are shown how to perform a tracer in such a scenario and the type questions to be asked and the kind of documents to be reviewed. There will be tracers on safety (patient, medication and environmental), clinical care, data management and infection control.