



Quality of Care Investigations

Virginia Premier defines quality of care as, "the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge."

Per our "Responding to Identified Quality of Care Issues" policy, the following events will be investigated to ensure our members receive the highest quality to care available to them during their health care interaction with practitioners and/or providers.

- Treatment in the Emergency Department (ED) within 7 days of discharge of an inpatient (IP) facility for the same diagnosis
- Readmission to the hospital within 7 days of discharge
- Unplanned return to the operating room during one inpatient stay
- Post surgical infections
- Unplanned admission to the hospital after outpatient test or procedure
- Prematurity
- Asthma readmissions
- Ketoacidosis Admissions (exclude if new onset of Diabetes)
- ED treatment or IP admission for Hypertensive crisis/Malignant hypertension
- Any other occurrence that would impede care or access to care
- Trauma or injury suffered while in a health care facility or provider's office
- Surgery on wrong body part
- Surgery on wrong patient
- Loss of function not related to illness or condition
- Rape in 24 hour care facility
- Suicide in 24 hour care facility
- Infant abduction or discharge to wrong family
- Hemolytic transfusion reaction related to wrong blood type or incompatible blood products
- All deaths (**sentinel event**)
- Falls
- Infectious disease outbreaks
- Pressure ulcers that are unstageable or staged III or IV
- Traumatic injuries (including third degree burns over more than 10 percent of the body) that results in death, requires hospitalization, or results in loss of function
- Restraint use that results in death, requires hospitalization or results in loss of function
- All elopements in which a member with a documented cognitive deficit is missing for 24 hours or more
- Media-related event
- Willful use of offensive, abusive, or demanding language by a caretaker that causes mental anguish
- Knowing, reckless, or intentional acts or failures to act which cause injury or death to an individual or which places that individual at risk of injury or death
- Rape or sexual assault
- Corporal punishment or striking of an individual

- Unauthorized use or the use of excessive force in the placement of bodily restraints on an individual
- Use of bodily or chemical restraints on an individual which is not in compliance with federal or state laws and administrative regulations

For further information regarding quality of care investigations please review our [“Responding to Identified Quality of Care Issues” policy.](#)

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