



OPERATIONAL DEFINITION MEASUREMENT: Touch Time

I. Description and Rationale

This measure answers the question:

What portion of time do caregivers spend directly caring for patients versus dealing with daily job hassles?

The James M. Anderson Center for Health Systems Excellence (AC) measures “touch time” as the portion of time that caregivers spend in patient and treatment rooms relative to the total time of caregivers’ work shifts. AC tracks time using each inpatient unit’s Hill Rom system. This system exists on each inpatient floor, and it monitors caregivers’ locations and time spent in those locations through wireless connection to an electronic badge.

II. Population Definition (Inclusions/Exclusions)

The measure includes direct care providers who wear Hill Rom locator badges. Specific job titles included are:

- Charge Nurse
- Nursing Assistant
- Certified Nursing Assistant
- Personal Care Assistant
- Patient Care Facilitator
- Registered Nurse
- Respiratory Therapist
- LPN
- Licensed Social Worker
- Mental Health Specialist

The measure includes inpatient units on A7, A6, A4, A3, and B5. Hematology, Oncology, and the ICUs are not currently included because the amount of time nurses spend with patients is much higher in these units.

III. Data Source(s)

Data comes from reports pulled from each inpatient unit’s Hill Rom system.

IV. Sampling and Data Collection Plan

Currently, data is collected for one week of each month and aggregated to compute a quarterly percent. The entire population of caregivers noted above for the included units comprise the measure.

V. Calculation

The measure is calculated as $(PR+TR)/TST$ where:

- PR = total minutes spent in patient rooms
- TR = total minutes spent in treatment rooms
- TST = total shift minutes including all rooms

VI. Analysis Plan and Frequency of Reporting

Data is collected monthly and the measure is reported quarterly.

VII. Reporting Venues

The measure is reported on the System Level Report Card.

VIII. Limitations

Since caregivers certainly spend time with patients outside of their rooms and treatment rooms, the measure will tend to underestimate the actual amount of time physically spent with patients. This bias, however, is small as evidenced by the following pilot initially conducted on 3 units.

AC conducted initial observations on A6C, A3N, and B5E. These initial observations led to two important conclusions:

1. Physical observations of caregivers tended to match well with data in the Hill Rom system.
2. Of all rooms where caregivers work, patient rooms or procedure rooms most regularly related to activities considered direct patient care or “touch time”. Examples of activities by location are below.

Location	Activities Observed	Percent of Time
Patient Rooms	Patient care, checking vitals Settling new patient into room Talking with parent/family Talking with MD & family Talking with next shift nurse & family Administer medication, IV, formula Set-up, administration & clean up of medication/procedure (ie: bloodwork, saline flush) Medication checks Diapers/formula to patient Delivering supplies/medication Monitoring med alarms Preparing room for admit Discharge preparation/instructions with parent Equipment maintenance Demonstration of equipment Checking equipment Charting Surgery Rounds Clean room	33%
Nurses Station	Talking with other staff, discussing patient Talking with MD Checking alarm/pager Administrative tasks Ordering supplies/fluids Resolving issues (ie: insurance) Phone report on admit New admit lookup on computer Charting, both computer and paper Counting medication machines Paging ENT, asking for staff help Phone call Orientation of new staff Online education	30%
Hallway	Walking to other locations Transporting patient/parent Talking with parent, tour of floor Talking with staff, discussing patient Charting – paper Computer - checking discharge orders, charting Moving equipment	14%

	Finding staff to strip room	
Hallway Computer	Charting – computer, reviewing chart Ordering supplies	14%
Conference Room	Break, lunch	3%
Med Supply Room	Getting medication Getting/returning diapers Getting supplies Talking with staff about supplies	2%
Location	Activities Observed	Percent of Time
Kitchen	Tray clean-up Getting ice water/chips for patient	1%
Breakroom	Break	1%
Procedure Room	Prepping patient for procedure With patient during procedure by surgeon Getting bloodwork supplies	1%

IX. Experts/Resources

For more information regarding the pilot study conducted at CCHMC, contact Jonathan LaBare with the James M. Anderson Center for Health Systems Excellence.

X. Revision History

Version	Primary Author(s)	Description of Version	Date Completed
Final Draft	Jonathan LaBare		6/14/2007
Version 1.1	John Barth	HPCE references changed to Anderson Center. Job titles updated.	2/12/2011