

# PulseGuard Pilot KPIs — ED & Urgent Care

Read-only pilot. EMR-agnostic via Redox. No PHI in demos.

## How we measure

**Baseline window:** 30–60 days pre-pilot

**Pilot window:** continuous during 60–90 day pilot

**Unit of analysis:** result-level for first five KPIs, encounter-level for "Appropriate level captured"

**Data sources:** DiagnosticReport text, Observation/micro with sensitivities, Encounter note, ICD-10, orders/referrals, patient messages, PulseGuard audit log

## KPI definitions & formulas

### Closed-loop rate

Results with documented plan plus evidence (order, referral, or patient/PCP message)

*Numerator: results with plan + evidence*

*Denominator: eligible results detected*

*Excludes duplicates and "No action required"*

### Documented disclosure rate

Results with explicit disclosure in note or patient/PCP message

*Numerator: results with disclosure*

*Denominator: eligible results*

*Codes alone do not count*

### Unreviewed in-visit rate

Reports/labs posted before discharge without acknowledgement by discharge

*Numerator: unacknowledged pre-discharge results*

*Denominator: results posted before discharge*

*Flag = "Unreviewed in-visit"*

### Culture closure rate $\leq$ threshold

Positive cultures closed with plan within site-defined threshold (eg 48–72h)

*Numerator: cultures closed within threshold*

*Denominator: positive cultures*

### Time to antibiotic adjustment

Median hours from sensitivity final to documented antibiotic change when indicated

*Report median and IQR*

### Appropriate level captured

Share of encounters where documentation supports intended E/M level (2023 rules)

*Guidance only; final coding is clinician/coder decision*

## Targets (site-defined)

Closed-loop  $\geq$  \_\_\_\_\_ % by Day 90

Documented disclosure  $\geq$  \_\_\_\_\_ %

Unreviewed in-visit  $\leq$  \_\_\_\_\_ % by Day 30

Culture closure within threshold  $\geq$  \_\_\_\_\_ % by Day 90

Median time to antibiotic change  $\leq$  \_\_\_\_\_ h

Appropriate level captured  $\geq$  \_\_\_\_\_ %

**Audit & exports:** Weekly KPI trends, Day 30 and Day 90 summaries. Exportable CSV of result-level metrics for audit. Configuration snapshot archived at pilot start and end.

**Compliance note:** Joint Commission-aligned closed-loop tracking, read-only pilot; BAAs in place; separate sandbox; no PHI in demos.

*Targets are set during pilots. Not achieved results.*