Patient Safety Exchange 2013

The Case for Staying the Course: Hospital Patient Safety Improvement Stories

Hospital Council of Northern and Central California
November 14, 2013

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The California Hospital Engagement Network (CalHEN)

- A Partnership for Patient’s initiative supported by the Centers for Medicare and Medicaid (CMS) to hospitals in 2012 and 2013.

- CalHEN is subcontracted with the Health Research, Education and Trust (HRET), a subsidiary of the American Hospital Association (AHA).
  - AHA is contracted with CMS.
Goals

• **1\textsuperscript{st} Goal:**
  o Engage hospitals to commitment to reducing hospital acquired conditions by 40% and preventable readmissions by 20% by December 31, 2013 in order to attain CMS goals.

• **2\textsuperscript{nd} Goal:**
  o Accelerate and spread patient safety strategies systematic with different implementation models across the United States. CMS funded 26 Hospital Engagement Networks (HENs).
Project Overview: Harm Topics

Hospital Acquired Conditions (HACs)

1) Adverse Drug Events (ADE)
2) Catheter Associate Urinary Tract Infections (CAUTI)
3) Central Line Associated Blood Stream Infection (CLABSI)
4) Early Elective Delivery (EED)
5) FALLS- with and without injury (FALLS)
6) OB Harm (OB)
7) Pressure Ulcers (PU)
8) Surgical Site Infections (SSI)
9) Ventilator Acquired Pneumonia (VAP)
10) Venous Thromboembolism (VTE)

11) Elective Readmissions (READ)
California HEN Hospitals (170)
The CalHEN Model

• Six Network Facilitators

• Supports geographic defined area to provide:
  
  o Technical support, coaching and consulting:
    o Principles and tools of process improvement
    o Test of change and spreading successful strategies
    o Evidence based strategies and tactics using HRET harm topic change packages
  
  o Encourage and facilitate hospitals to share their lessons learned and success stories to others to support their improvement

  o Collaboration with state, county, federal and private organizations to affect hospital improvement to achieve patient safety goals
Opportunities To Discover, Learn, Share and Spread Improvement Success

- **HRET**
  - Collaborative in person and virtual education and hospital sharing calls
  - Listserv networking
  - Process Improvement **Fellow Leadership training**
  - CEO and Medical Leadership opportunities
  - **Affinity Groups** conference calls- rural/critical access, psy, LTC, OB and readmission and medication management
  - Hospital **Progress Improvement Reports**
  - Hospital Progress and CEO Dashboard **Reports on Progress**

- **CalHEN**
  - **Webinars** on harm topics, PI principles and tools and patient and leadership engagement
  - **Weekly Updates**
  - **Sharing Success Stories**, cross pollination across the state
  - **Community meeting collaboration** with HSAG and Regional Hospital Associations
  - Small hospital **group sharing calls** targeted to discuss topic measure they are struggling with a hospital that has been successful reducing harm
  - Hospital PI Team **site visits and conference calls**
  - **Progress/AIM Reports**
Types of Hospitals Participating

- General Medical / Surgical: 106
- Rural*: 33
- Long-Term Care: 11
- Sub Acute: 9
- Long Term Acute Care: 8
- Psychiatric: 3
- Rehab and Surgical: 1
- Cancer Specialty: 1

*Note: Rural hospitals with broadband.
Hospitals Reporting
By Harm Area and Readmission

* Represents reporting for December 2012 and October 2013

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<tr>
<th>Measure</th>
<th>Outcome Measures Only</th>
<th>All Measures</th>
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<tbody>
<tr>
<td>ADE</td>
<td>36%</td>
<td>49%</td>
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<tr>
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<tr>
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<td>99%</td>
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<td>78%</td>
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<tr>
<td>VTE</td>
<td>73%</td>
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Percent of Hospitals Who Have Achieved PfP Goals
(October 2013)

Level of Progress
- # of Hospitals submitting data with zero at baseline, zero for last 6 to 11/23 or 12/24 months
- >20%
- >40%
- 30%-39%

Level of Progress (Readmissions)
- >20%
- 15%-19%

California Hospital Engagement Network
Working to reduce patient harm by 40 percent and readmissions by 20 percent by the end of 2013.
Achievements in Level of Progress Over Time (October 2013)

Graph Compares December 2012 LOP Scores to October 2013 LOP Scores

- **ADE**: 13, 9, 12, 12, 7, 14, 4, 10, 25, 7, 42, 9, 11, 6, 6, 13, 3, 7, 6, 9, 12, 26, 17
- **CAUTI**: 8, 24, 111, 73, 10, 14, 6, 2, 7, 6, 13, 3, 7, 6, 9, 12, 2, 2

**Legend**:
- **Orange**: 5 - Potential mentor hospital; broad engagement within the AEA with a goal of related care improvement
- **Blue**: 4 - 40% improvement from a national benchmark
- **Purple**: 3 - 20% improvement in an outcome measure (10% for readmissions)

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QUESTIONS
Introductions

Harm Across the Board Hospital
Success Stories

An Interactive Experience
Adverse Drug Events

San Gorgonio Memorial Hospital
Banning, California

Presented by

Prince Nnah, PharmD
Director Pharmacy
Catheter Associated Urinary Tract Infection (CAUTI)

Shasta Regional Medical Center
Redding, California

Presented by

Darlynn Dodd, RN
Infection Prevention and Control Officer
Central Line Associated Blood Stream Infection (CLABSI)

Palmdale Regional Medical Center
Palmdale, California

Presented by

Mary Siemantel, RN
Clinical Quality Analyst
Early Elective Delivery (EED)

Kern Medical Center
Bakersfield, California

Presented by

Jonathan Aquino,
Chief Quality Officer

and

Juan M. Lopez, MD
Interim Director of Ob/GYN
FALLS With And Without Injury (FALLS)

Palmdale Regional Medical Center
Palmdale, California

Presented by

Suzette Creighton, MA, CPHRM, CPHQ
Director of Quality Management
Obstetrical Harm (OB): Antenatal Steroids

Sharp Chula Vista Medical Center
Chula Vista, California

Presented by

Bernadette M. Balestrieri-Martinez, RNC-OB, MSN, CNS, EFM-C
Perinatal Clinical Nurse Specialist
Pressure Ulcers (PU)

Kindred Hospital San Francisco Bay Area
San Francisco, California

Presented by

Aileen De Mucha Flores, RN, MSN, PCCN
Director Quality Management
Surgical Site Infection (SSI)

Sharp Coronado Hospital
Coronado, California

Presented by

Kerry Forde RN, BSc, MSc, CPHQ
Director of Quality and
Patient Safety Officer
Ventilator Associated Event And Ventilator Associated Pneumonia (VAE/VAP)

Kern Medical Center
Bakersfield, California

Presented by

Toni Smith, RN, MSN
Director Inpatient Care Operations

and

Cindy Norville, BSN, RNC
Clinical Director Acute Care Services
Keeping Patients Safe Across All Harm Areas

Hi-Desert Medical Center
Joshua Tree, California

Presented by

Avelina Ortiz, MA, CPHQ
Director Quality Resource Management
Keeping Patients Safe Across All Harm Areas

Sharp Chula Vista Medical Center
Chula Vista, California

Presented by

Laurie Godfrey, RN, MBA, CPHQ
Director of Quality Improvement and Care Management