Hospital Quality Institute’s

3 Quality & Patient Safety Programs: CHPSO, PSF, CalHEN

The California Hospital Association established the Hospital Quality Institute (HQI) in April 2013 to realize statewide impact of improving patient safety and quality care for all Californians, to accelerate the rate of improvement, and to advance California as a national leader in quality performance. Each of our three regional hospital association CEOs are members of the HQI board of directors as well as hospital members. [Link to HQI Website] which includes PSF, CHPSO and CalHEN.

For the purpose of seeing the whole of HQIs activity I’ve included this graph. However, I will only be describing the core quality and patient safety programs.

**Patient Safety First (PSF)**

This is a statewide collaborative (peer to peer learning) of 165 hospitals working together by region (HC, HASC, HASDIC) and is considered one of the largest collaboratives in the United States. There is no cost to join. We have 60 participating members in the HC region and I provide clinical expertise at in-person trainings in the Sacramento, Bay Area and Central Valley sections each year with webinars in between. I invite all hospitals (PSF and non-PSF) to our trainings in order to spread learning throughout the region.
PSF is funded by Anthem Blue Cross (ABC) and we are in our 5th year. We’ve seen significant improvement that has been nationally recognized and ABC has been able to calculate that 3,750 lives have been saved and over $63 million in costs saved. The initiatives that hospitals are working to improve are hospital acquired infections, perinatal risk and surgical safety. Data submission is quarterly and voluntary and about 90% of our hospitals are submitting quarterly data to the National Healthcare Foundation. I am able to provide, at no cost, additional trainings such as TeamSTEPPS (team communication) and hospital OR rounds with our project consultant from UCSF, Dr. Gibbs, regarding retained surgical items. List of Hospital Council PSF members

**California Hospital Engagement Network (CalHEN)**

This collaborative has approximately 148 participating hospitals and is less regional and more statewide in approach. There is no cost to join. CaHEN doesn’t offer a lot of in-person trainings and instead they bring one-on-one quality improvement and clinical expertise directly to the hospital. Additionally, they provide a 9 month leaders fellowship training and webinars.

It is funded by the Center for Medicare and Medicaid Services, through HRET, which is the foundation arm of the American Hospital Association. Each state in the US has multiple Hospital Engagement Networks including 26 hospital associations. It will likely not be refunded after December 2014 but this could change.

Data submission is mandatory and has been very onerous on our hospitals but for the most part they are making great strides towards the goal of 40% reduction in harm. There are too many initiatives to mention, however hospital associated infections, pressure ulcers, and reducing avoidable readmissions are a few. It’s important to know that PSF and CalHEN have only one overlapping measure and that’s the perinatal improvement work. There is about 10 staff dedicated to this work, housed in Sacramento on the 9th floor.

**California Patient Safety Organization (CHPSO)**

Patient Safety Organizations were established by Federal law in 2005. CHPSO provides their 311 members with a safe harbor. Reported medical errors and near misses become patient safety work product and protected from discovery. Members collaborate freely in a privileged and confidential environment.

CHPSO is able to identify clinical patterns that cause medical errors; develops and conveys best practices; and shares lessons learned. CHPSO also offers a no-cost, root cause analysis to their members. Another great resource is the Safe Tables Forum where people from multiple hospitals can share and support each other in legally protected venue. A particular issue of interest is in clinical alarm management. CHPSO is the oldest and largest PSO in the nation and they too are located in Sacramento on the 9th floor.