Benchmark for Excellence in Patient Safety™

A Program Designed for Critical Access, Small and Rural Healthcare Organizations

Introducing the Healthcare SafetyZone® Portal

Sponsored by
Clarity Group, Inc.
October 26, 2011
Today’s Program Presenters

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Clarity Group, Inc.
Chicago, IL

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CAH Quality Network Coordinator
Center for Rural Health, University of North Dakota School of Medicine and Health Sciences
Grand Forks, ND

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Quality Consultant
Rural Wisconsin Health Cooperative
Sauk City, WI
Clarity offers the healthcare community more than 30 years of expertise in the areas of quality, safety and risk management.

Clarity made a commitment to the development of robust technology as a means to support the management of quality, safety and risk.

- Event management across the healthcare system
- Integrated, central data base creation to turn data points into informational change agents
- The Healthcare SafetyZone® Portal is a direct extension of our overall business model
Clarity’s work with CAH and small hospital facilities…

- Individual facilities in 8 states: Washington, North Dakota, Minnesota, Illinois, Iowa, Wisconsin, Michigan and Massachusetts
- Three state wide programs in North Dakota, Wisconsin, and Michigan
- Web-based Software Application, assistance with individual data analysis, within the states – additional benchmarking opportunities
What are the needs expressed by our clients?

- Stop the paper shuffle!
- Decrease the amount of paper needed to be filed
- Increase reporting and the value of what is being reported in terms of intervention and prevention
- Increase the ability to communicate with colleagues who are closest to the patient
- Increase the ability to provide senior leadership internal transparency to processes in place
- Help in promoting a culture of safety
The Portal has been successful in helping our clients meet those needs ... and they have asked for more ...

- Help us to learn from each other in important areas of risk, quality and safety
- Help us to understand how we are doing in comparison to others like us
- Help us to get to the interventions that work in the context of my organization’s size and resources
Introducing…

Benchmark for Excellence in Patient Safety™

A National Program for CAH, Small and Rural Healthcare Organizations
Why is the Strategic Management of Data an important topic?

- Healthcare and healthcare delivery are now center stage for every American consumer
- The need to know in real time what is really happening in our organizations is central to positive change ... and can impact public awareness of the quality of your organization
- Money is tight and getting tighter ... staff are stretched at the same time internal and external risk-quality-safety-service data analysis needs to be a core business practice
- In the small and rural communities, these issues are magnified ... and the desire to share insight and resources is strong
Create a Spiral of Positive Change!

Focus on each aspect …

Awareness

Modified Risk, Enhance Quality And Safety

Intervention

…create a spiral of positive change
Benchmark for Excellence in Patient Safety™

Program Goals

- Create a national database to support the patient safety work of CAH, small and rural healthcare organizations
- Provide a forum to work with like organizations within your state and nationally on interventions to reduce potential harm
- Enhance the safety of patient care in the small and rural healthcare setting
What is included in the Benchmark for Excellence in Patient Safety™ Program?

- Unlimited license to use of the Healthcare SafetyZone® Portal for your organizations’ data management, communication and analytical needs
- Benchmark reports on events collected within the Healthcare SafetyZone® Portal
  - Quarterly Comparative Report (QCR) that shows your facility compared to those in your state (a minimum of 5 or more facilities in one state are needed), and compare to the total group of participants
  - Initially QCR to include: Falls, Medication and Infection Event Types
- Quarterly webinar where participants can learn from each other and trends will be discussed to stimulate ideas for intervention
Benchmark for Excellence in Patient Safety™
Component 1: The Healthcare SafetyZone® Portal

Web-based data collection system
Manages Events from initial report through analysis
Monitors impact of interventions
Promotes collaboration and communication
Supports a culture of safety
Current Reality … So much to monitor and so little time!

- Data being captured from events across the healthcare system: medication errors, falls, patient complaints, quality monitors, security/facility incidents, occurrence reports, employee safety events.
- Multiple systems in use.
- Written forms … paper shuffle … sequential rather than coordinated follow-up...ability for real time knowledge and action greatly hindered.
Let’s do the math!

Average events/ month 20
Follow-up (3-4 people, 2-3 hrs. ea.) ~ 7 hrs.
Average hrs. / month 140
Average hrs. / year 1680

1 FTE = 2080 hrs./year

1680/2080 = .8 FTE

Average Salary: $25/hr ... approximate annual cost

$25 x 2080 = $50,000 x .8 = $40,000/yr
A web-based data collection tool that incorporates powerful notification, investigation and analytical tools in one simple to use application for your organization

- Easy to use ... minimal training needed
- Web-based ... minimal on-site IT support needed

Data collection templates incorporating client designed and AHRQ common formats enable reporting in many areas and across the healthcare organization ... acute care, long term care, clinics and outpatient facilities

Simple ... Efficient ... Effective ... Robust
A Brief Demonstration
What event specific data will I be able to collect, investigate and perform my own analysis on?

- Basic package comes with a pre-set group of templates

<table>
<thead>
<tr>
<th>Clinical/procedure/test</th>
<th>Facility/Security</th>
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</thead>
<tbody>
<tr>
<td>Compliment, complaint, concern</td>
<td>Falls*</td>
</tr>
<tr>
<td>Dietary</td>
<td>Great Catch/Near Miss</td>
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<tr>
<td>Disruptive behavior</td>
<td>HIPAA Concern</td>
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<tr>
<td>Elopement, AMA, left</td>
<td>Infection Report*</td>
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<tr>
<td>Employee incident</td>
<td>Medication Event*</td>
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<tr>
<td>Equipment</td>
<td>Skin Integrity</td>
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<tr>
<td>Miscellaneous</td>
<td>Miscellaneous</td>
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</tbody>
</table>

*Initial QCR Report Events
Quarterly Comparative Reports

(Prepared by Clarity Group)
Quarterly Comparative Reports

- Designed to compare:
  - Your organization (Hospital)
  - The organizations participating in the Benchmark for Excellence in Patient Safety™ Program in the state: a minimum of 5 participants in one state is required for a state comparison (State)
  - The national group of participants in the Benchmark for Excellence in Patient Safety™ Program (National)
  - Relevant published benchmarks as appropriate and available
- Falls, Medication Events, Infection Reports
Benchmark for Excellence in Patient Safety™
Component 2: Quarterly Comparative Reports

Sample Quarterly Comparative Report
(Partial)

First Reporting Period: July 1 – September 30, 2011
N = 22 participants from 5 states
Comparison of Facility Versus State Versus All Participants: Activity prior to Fall
Percent of Time Patient was on Medication Known to Increase Risk for Falls

- 85.1%
- 62.2%
- 56.3%
- 95.2%
- 75.0%
- 60.0%
- 52.6%
- 0.0%
- 5.0%
- 62.9%
- 68.4%
- 98.4%
- 52.6%

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Falls and Risk Screening Assessments

<table>
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<tr>
<th>State Aggregate</th>
<th>All Facilities</th>
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<tr>
<td>60.0%</td>
<td>53.7%</td>
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<tr>
<td>31.6%</td>
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<tr>
<td>49.3%</td>
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<td>66.7%</td>
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<td>25.0%</td>
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<td>119</td>
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Medication Errors and Route of Administration

- **PO**
- **IV**
- **SQ**
- **Topical**
- **IM**
- **IVP**
- **Inhalation...**
- **Epidural**
- **Intrathecal**
- **(blank)**

**State Aggregate**

**All BFEPS Participants**

- 117
Quarter 3 (July 1 – Sept 30, 3011)
Falls: Recommendations

- **What you can do ...**
  - Assessment for risk of a fall
    - Upon admission – prior history?
    - When a change occurs in treatment or patient condition
  - Vigilance
    - Rounding
    - Patient placement

- **What can help you ...**
  - Technology
  - Family

It’s not one thing … it’s all things needed for that patient!
Benchmark for Excellence in Patient Safety™
Component 3: Quarterly Webinar

- Quarterly Webinar with Program participants to review the data, trends and potential solutions
  - Opportunity for shared learning
  - Opportunity for further refinement of the Benchmark for Excellence in Patient Safety™ program

First BFEPS Webinar Scheduled for November 9, 2011
# The Perspective of Our Clients

<table>
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<tr>
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<th>Beth Dibbert</th>
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Shawnda Schroeder, MA
CAH Quality Network Coordinator

- Role of the Network
- HCSZ software is one way to help facilitate the exchange of data, resources and best practices.
- Started with a pilot and now in our 3rd Year!
- Financial support via ND’s State Flex and SHIP programs
- Group participation in Benchmarking
Success Indicators

- CAHs find it usable and of value
- Cost savings (staff time, eliminate other system subscriptions, no need for on-site IT support)
- Reduced duplication of QI data entry and tracking
- Increased CAH engagement around quality/patient safety (e.g. run reports for board members, others)

Benchmark for Excellence in Patient Safety™
A Natural Next Step!
CAH Comments!

• Benefits
  • Awareness of safety issues and trends
  • Accuracy and timeliness of data
  • Ease of communication between departments
  • Accelerated Actions
  • Ease and time saving for staff
  • Reduced duplication of data entry
  • Ease and time saving in producing reports
  • Benchmark statewide
  • Enhanced quality of care and patient/resident safety
  • Benchmarking!!!
Beth Dibbert  
Quality Consultant  
Rural Wisconsin Health Cooperative  
Sauk City, WI  

Who we are and what we do ...  

• 34 small rural hospitals join together for  
  • Advocacy  
  • Shared Services (QI, coding, credentialing, etc)  
  • Collaboration and Networking  
• QI Coordinators “roundtable” quarterly  
  • Idea borne out of common frustration  
  • Sent the RWHC on an RFP search  
  • 10 hospitals on board with the Portal!
Then we…

- Formed a workgroup
  - Meets bi-monthly
  - Builds common event types
  - Uses Clarity’s expertise and flexibility
- WI-ORH Flex Grant now supporting Year Two!
- Started the analytics
  - Increased reporting
  - Attention from the C-suite!
  - Complete, objective, and timely information
Next steps…

- Add hospitals – RWHC members or not
- Considering the PSO
- Re-administering AHRQ culture survey
- Getting serious about using the data
  - Critical mass for trend reporting
  - The Benchmark for Excellence program!
  - Eliminating patient safety barriers
What is needed to join the Benchmark for Excellence in Patient Safety™ Program?

- License to use the Healthcare SafetyZone® Portal for data collection that will be shared with the Program
- Business Associate Agreement with Clarity to share event information for the program
- Data Use Agreement for the QCR to be generated

✓ No special data submission required on your part
✓ No extra reporting steps
What will it cost to participate in the Benchmark for Excellence in Patient Safety™ Program?

- There is no additional fee to participate in the Program ... it is a service provided by Clarity Group, Inc. for our CAH, small and rural clients who purchase the Healthcare SafetyZone® Portal
What will it cost to purchase the Healthcare SafetyZone® Portal?

- Two Subscription Packages for the Healthcare SafetyZone® Portal are available:
  - Base Package (pre-set data collection templates), personalized to your staff and locations
  - Fully customized data collection templates (those in benchmark program can be modified beyond the pre-set questions), personalized to your staff and locations
  - Each package includes set up, implementation, training and on-going Help Desk support AND participation in the Benchmark for Excellence in Patient Safety™ Program
Next Steps …

- Clarity will send you a description of the Benchmark for Excellence in Patient Safety™ Program
- Clarity is hosting Healthcare SafetyZone® Portal demonstrations ... you will be notified of the times of the sessions and registration opportunity
- Implementation of the Healthcare SafetyZone® Portal can be accomplished in as little as 30 days
- The next Benchmark for Excellence in Patient Safety™ QCR is scheduled for January 2012, for data collected in October, November and December 2011 (new participants may enter at any time)
Join your colleagues!

- Implement a web-based strategic data management system for your organization --- affordable, personalized, easy to use!
  - Stop the paper shuffle!
  - Increase reporting!
  - Gain efficiencies and reduce duplication – save money!
  - Accelerate follow-up and interventions!
- Be a leader in the management of patient safety in CAH, small and rural facilities!
- Join the first of its kind national benchmark program in patient safety in the CAH, small and rural setting!

Benchmark for Excellence in Patient Safety™
Thank you for your time!

Please join us for a demonstration of the Healthcare SafetyZone® Portal and to learn about the Program!
Registration Information to Follow.
Congratulations to all Rural Health Providers! Thank you for your contributions to the health of the nation!