

Quality Improvement & Patient Safety 2014 Update

Presented by,

*Maralyn Spittler BSN, MPA
David P. Hughes MD, MPH*



Kaleida Health

Quality Improvement & Patient Safety

- Quality Committee of the Board approved the 2015 Quality Improvement and Patient Safety Plan (QIPS).
- The overall strategic goal for Kaleida Health is to be top decile in all CMS publically reported quality and patient safety measures.



Imperatives of the 2014 QIPS Plan

- **Patient-Centered** - Every provider and staff member at Kaleida Health will behave and act with the patient at the center of their concerns.
- **Continual Improvement** - Every provider and staff member at Kaleida Health will have a working knowledge of continuous quality improvement based upon the rapid cycle process of PDCA, or Plan, Do, Check, Act.
- **Evidenced-Based** - Every provider and staff member will understand that the approach to patient care and interactions at Kaleida Health is based upon best practice, best evidence, and the reduction of unexplained variation.



4 Pillars within the QIPS Plan

- Clinical Quality & Patient Safety
- Accreditation Readiness
- Utilization Management
- Patient Experience

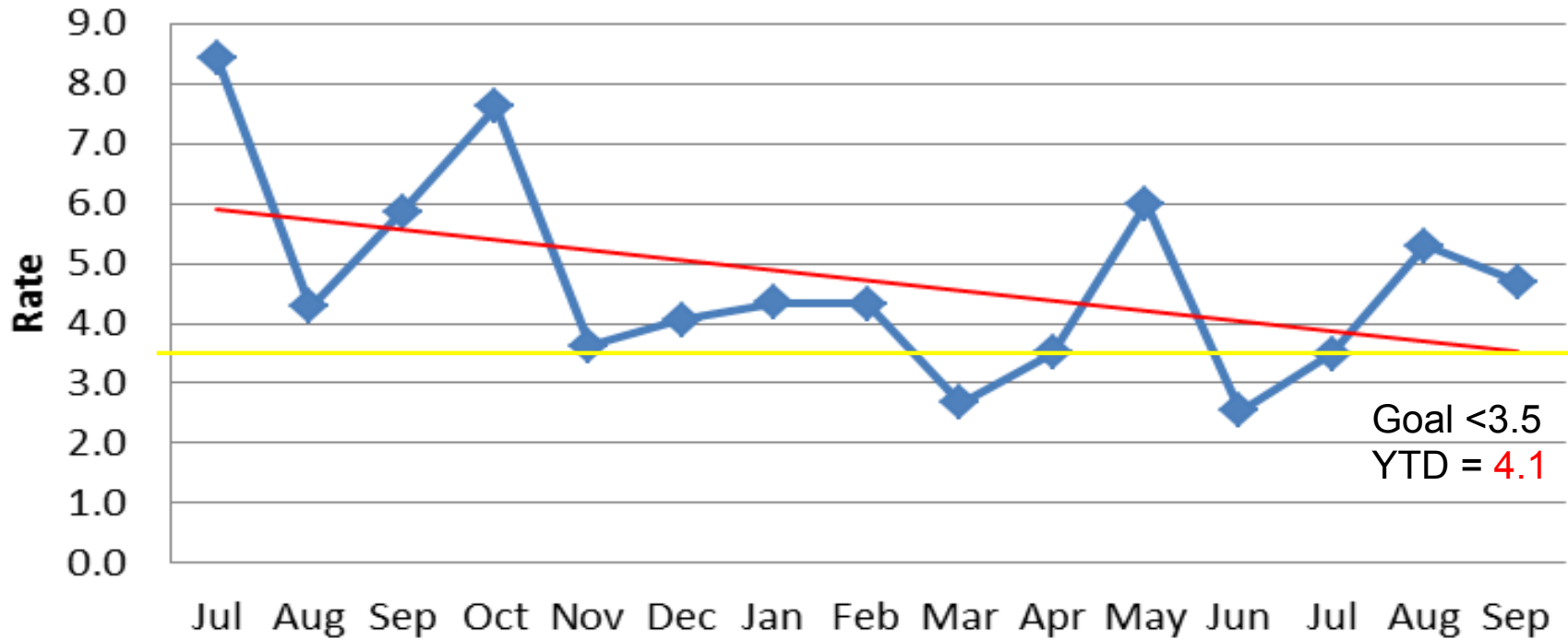


Hospital Acquired Infections = Patient Harm

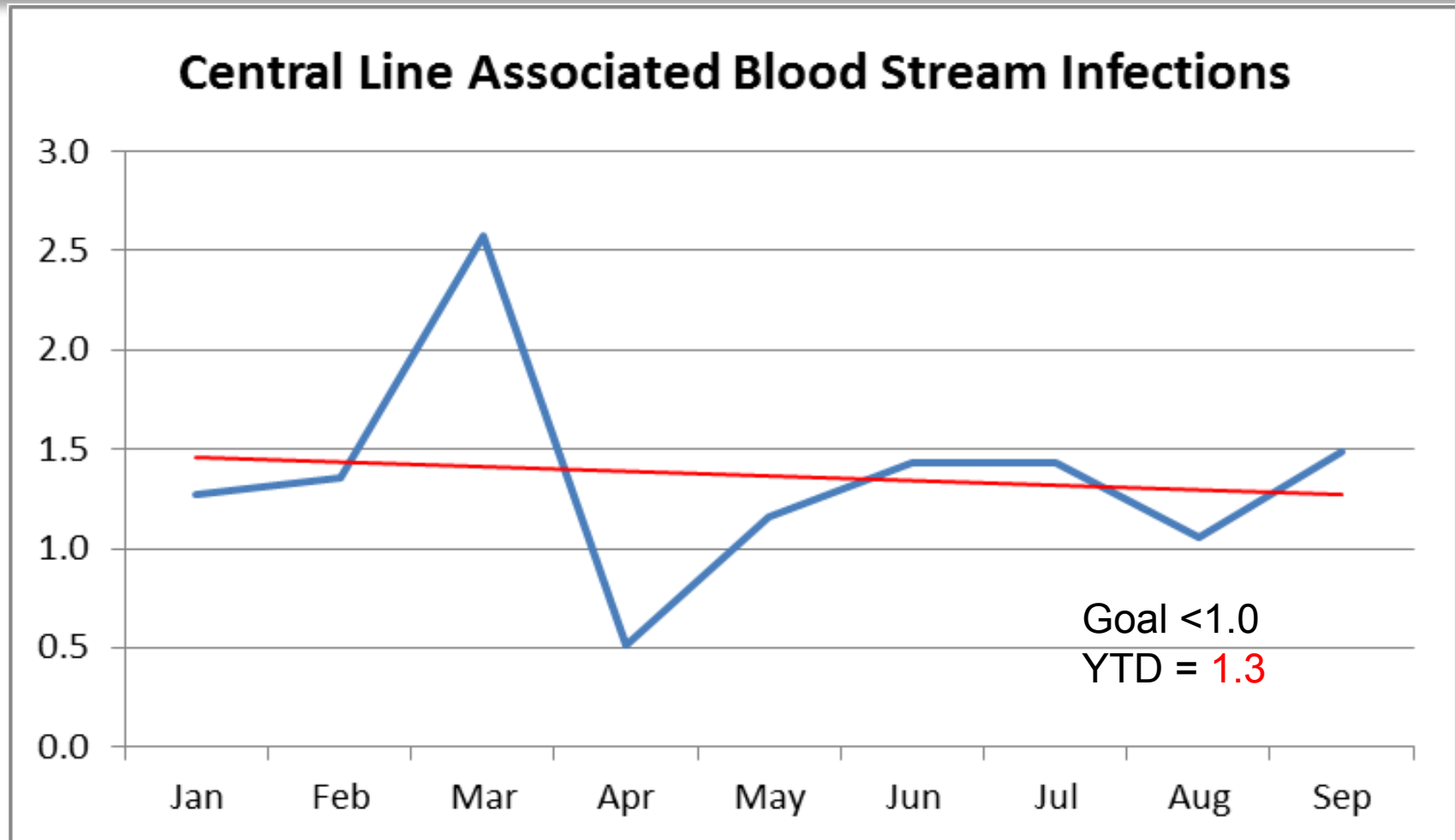


Hospital Acquired Infections

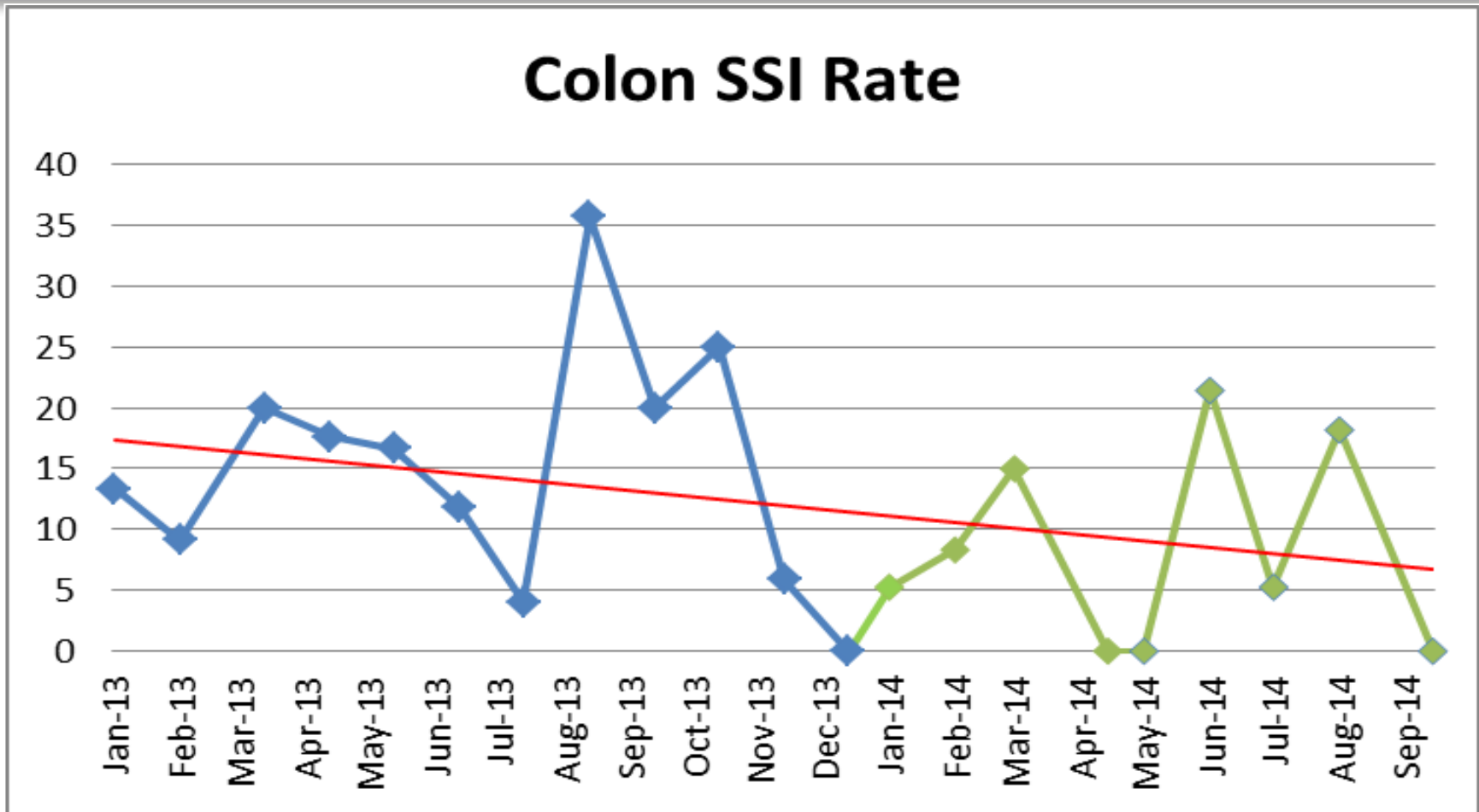
CAUTI Rate July 2013 - September 2014



Hospital Acquired Infections



Surgical Site Infections



Goal <7.6

YTD = 8.21

CY2013 Rate = 14.97



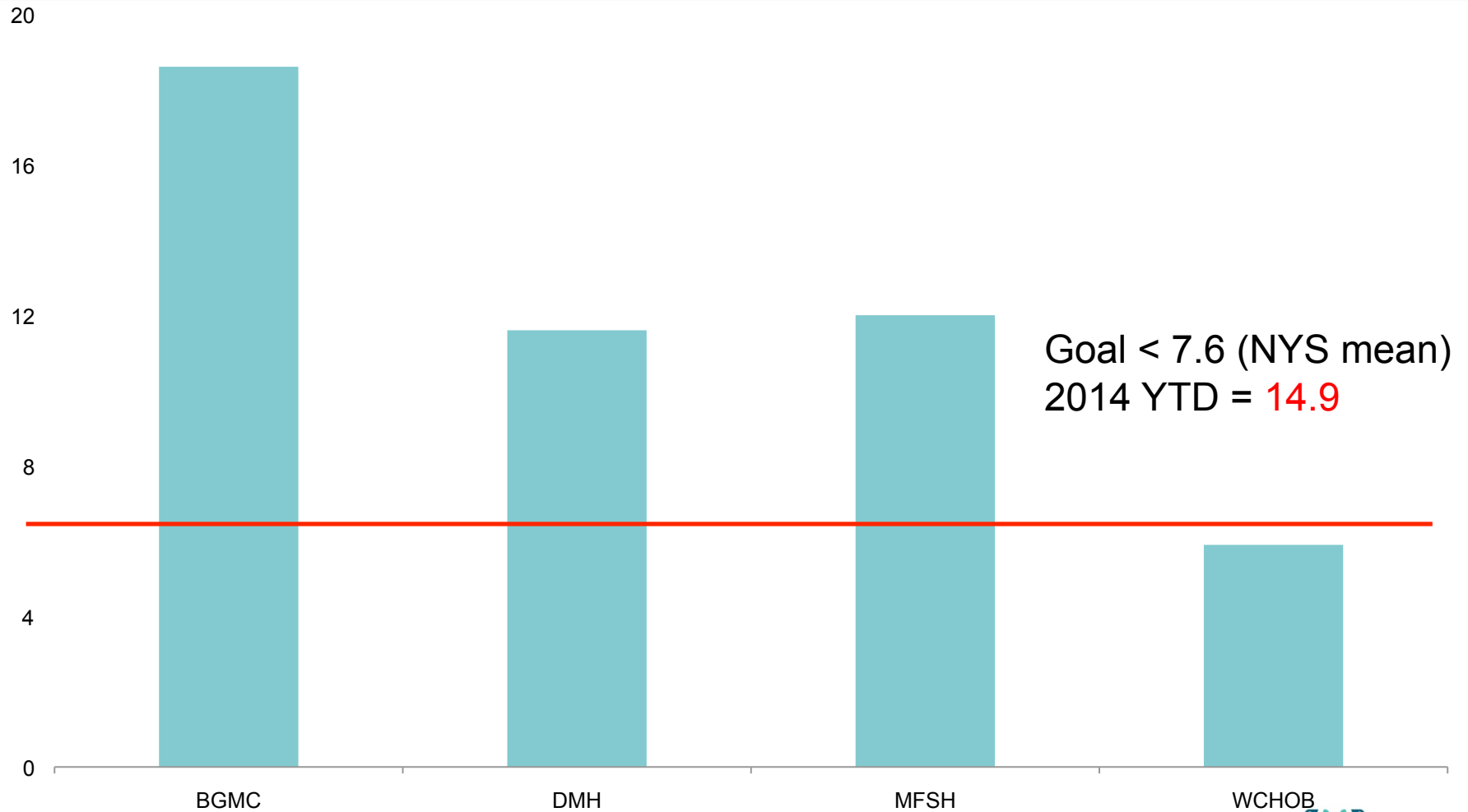
Kaleida Health

Actions

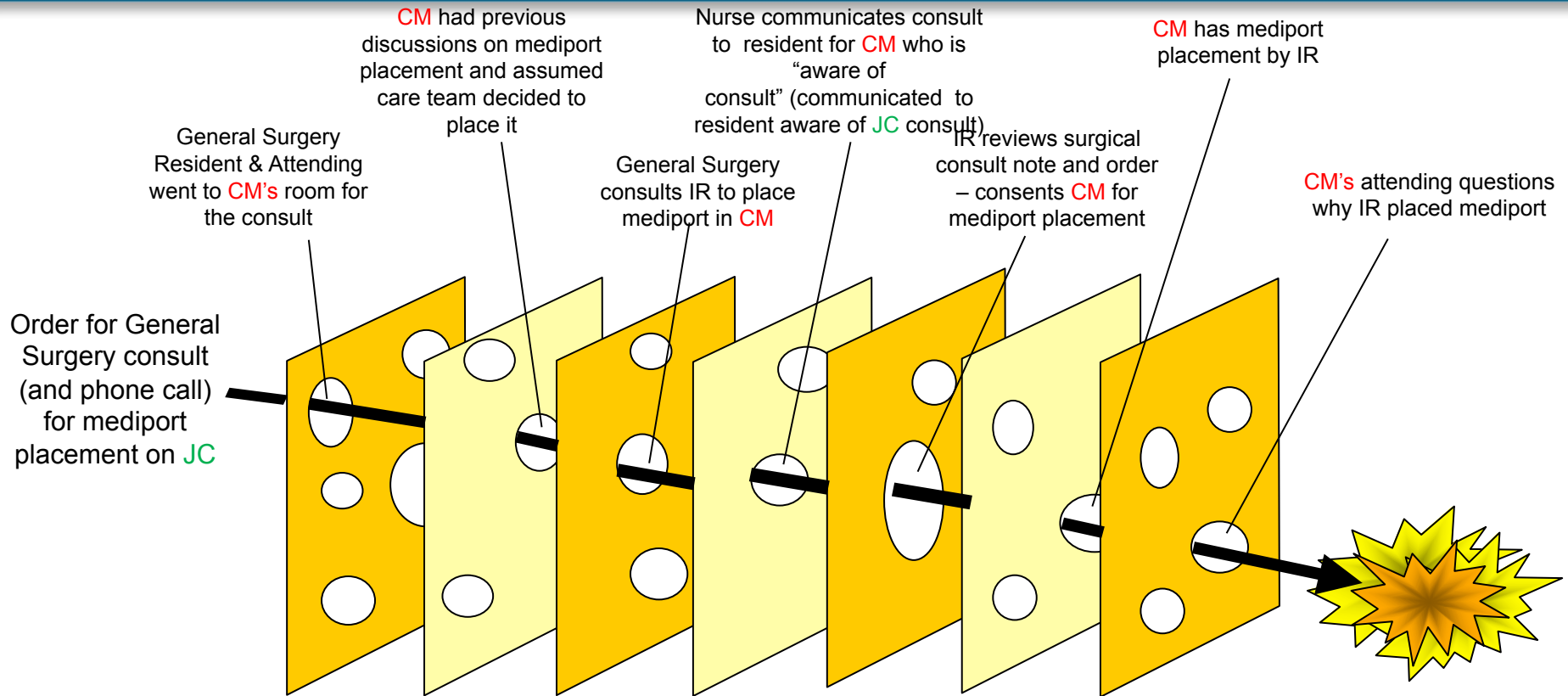
- Evidence-based Practices (bundles)
 - Rounding to ensure we've implemented best practices at the patient-level
 - Starting deep-dives to identify opportunities for improvement
- Necessity of ordering cultures
- Surgical technique for colon procedures



2015 Focus will also be on C-Difficile



A New View of Patient Safety Events



Mediport placement on incorrect patient



Kaleida Health

2014 DNV Survey

- 11 non-conformances (compared to 28 on the 2013 survey)
- A surveyor commended, *“Physician engagement at Kaleida Health is unparalleled from anywhere we have been across the country.”*



2014 DNV Survey

- Opportunities for improvement
 - **Individual physician profiles**
 - Incorporate into the reappointment process
 - Ensure all of the profiles have the required elements, including department-specific indicators
 - **Consents**
 - Ensure all sections are completed
 - Some consents missing moderate sedation
 - **Restraints**
 - Document the management of restraints



Ebola Update – Kaleida Health Actions

- Key stakeholders involved in the biological management plan met to ensure Kaleida Health is meeting the expert guidance for Ebola.
 - Placement of signs & stands with masks at all entry points
 - “Ebola carts” 2 carts at each site (will start with one when supplies are available)
 - Dr. Sellick will be providing a Grand Rounds on Wednesday
 - WCHOB to evaluate L&D patient flow & triage
 - Team that is meeting weekly to ensure preparedness
- Early identification and isolation of a potential Ebola case have been evaluated at all of the Kaleida sites (3 drills and one actual event), and have demonstrated a state of readiness in the Emergency Departments .

