



Non-Profit Org.  
U.S. Postage  
**PAID**  
Columbus, Ohio  
Permit No. 8757

Please take a few minutes to read this month's Report on **Patient Safety**. You'll soon discover why Licking Memorial Hospital is measurably different ... for your health!

Visit us at [www.LMHealth.org](http://www.LMHealth.org)

A publication of the LMHS Public Relations Department at (740) 348-1572. Please contact the Public Relations Department to receive future mailings.



**Community Report Card**  
**Licking Memorial Health Systems**  
(740) 348-4000 (phone) • [www.LMHealth.org](http://www.LMHealth.org)

Volume 7, Number 1 January 2006

## Patient Safety ... a community report on patient care quality.



### HEALTH TIPS

Medications can be harmful – even deadly – if not taken properly. Follow your physician's orders, and always ask any questions you have. The American Society of Health-Systems Pharmacists also offers this tip: Keep a list of all medications that you take – including prescribed drugs, non-prescription medicines, herbal supplements, home remedies and medical foods – as well as medicines that you cannot take due to allergic reactions, and share the list with your physician and/or pharmacist.

## Patient Safety: How Do We Compare?

At Licking Memorial Hospital, we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare them to benchmark measures. Then we publish them so you can draw your own conclusions regarding your health care choices.

**1** The Institute of Medicine published a report in 2000 that highlighted the stunning effects of medication errors. The report set forth a national agenda for reducing errors and improving patient safety by designing a safer health system. LMH has dispensed more than 1.1 million doses of medication so far this year.

% Medication errors	LMH 2003 0.026%	LMH 2004 0.016%	LMH 1/05-9/05 0.024%	National <sup>(1)</sup> 0.310%
---------------------	--------------------	--------------------	-------------------------	-----------------------------------

**2** Although all adverse drug reactions cannot be anticipated, a thorough assessment of a patient's allergies and past drug reactions can help ensure appropriate use of medications. An adverse drug reaction is a response or a problem that sometimes arises when taking medication. Some examples include (but are not limited to): hives, swelling, asthma or shock.

% of patients with an adverse drug reaction	LMH 2003 2.1%	LMH 2004 1.0%	LMH 1/05-9/05 2.4%	LMH Goal less than 3%
---	------------------	------------------	-----------------------	--------------------------

**3** Protecting patients from hospital-acquired infections is a primary patient safety goal. LMH has an ongoing program to prevent and treat infections in patients. Per the Centers for Disease Control recommendations, LMH tracks high-risk patients, including those with an increased exposure to infection due to the presence of an invasive device, such as a ventilator, catheter or central venous line.

Infection rate for pneumonia in ICU patients on ventilators	LMH 2003 2.7	LMH 2004 2.5	LMH 1/05-10/05 2.8	National <sup>(2)</sup> 5.1
Urinary tract infection rate for ICU patients with urinary catheters	3.3	5.5	4.1	3.1
Bloodstream infection rate for ICU patients with central venous catheters	0.0	3.3	0.0	3.1

**4** A study published in the New England Journal of Medicine reported that patients are safer and less likely to experience serious complications when they are treated in hospitals with more registered nurses on staff. LMH recruits experienced nurses and clinical graduates from area nursing schools for open positions at the Hospital. A vacancy shows how many nursing job openings need to be filled.

Vacancy Rate for Nurses	LMH 2003 3.9%	LMH 2004 3.1%	LMH 1/05-9/05 -1.1%	State <sup>(3)</sup> 4.8%
-------------------------	------------------	------------------	------------------------	------------------------------

**5** LMH conducts a comprehensive assessment to determine if a patient is at risk for a fall at admission and during the Hospital stay. Personal alarms and bed sensors help alert staff to a potential fall.

% of Inpatient Falls per 100 patient days	LMH 2003 0.30%	LMH 2004 0.24%	LMH 1/05-9/05 0.18%	National <sup>(4)</sup> 0.26%
---	-------------------	-------------------	------------------------	----------------------------------

Patient Safety: How Do We Compare? (continued on inside)

## Patient Safety: How Do We Compare? (continued from front)

- 6** Coumadin is a blood thinner (anticoagulant) used to help prevent and treat blood clots. The most common side effect of Coumadin is bleeding in any tissue or organ. It is important for patients to have their blood tested regularly. The blood test, called protime (PT) and International Normalized Ratio (INR), helps the physician determine how fast the blood is clotting and whether the dosage of Coumadin should change. The testing is very important and must be accomplished at recommended periodic intervals in order to keep the PT/INR result in the best and safest range for the medical condition.

	LMHP 1/05-9/05	LMHP Goal
% LMHP patients on Coumadin with PT/INR in last two months	95%	100%

- 7** Accutane is used to treat a type of severe acne that has not been helped by other treatments. A serious possible side effect of Accutane is birth defects (deformed babies) if it is taken by pregnant women. A safety measure that is taken to prevent birth defects is pregnancy testing for female patients every 30 days. The pregnancy test must be resulted as negative before the physician provides the patient with the 30-day Accutane prescription.

	LMHP 1/05-9/05	LMHP Goal
% LMHP dermatology patients on Accutane with appropriate pregnancy testing	100%	100%

- 8** Depakote and Lithium are two different drugs used to control manic episodes or periods of abnormally high spirits and energy that occur in bipolar disorder (manic depression). Measuring the level in the blood of each drug is crucial to the safe use of the drug.

	LMHP 1/05-9/05	LMHP Goal
% LMHP behavioral health patients on Depakote tested within six months	91%	100%
% LMHP behavioral health patients on Lithium tested within six months	87%	100%

### Data Footnotes:

- (1) "To Err is Human – Building a Safer Health System," National Academy Press, Washington D.C., 2000.
- (2) CDC National Nosocomial Infections Surveillance System pooled median (ICU only) from January 1992 through June 2004, published December 2004.
- (3) Ohio Hospital Association – "HealthBeat" – March 2005.
- (4) Midas Comparative Database for second quarter 2004 for over 300 hospitals.

## Patient Safety Feature



Sally Larry

Rhonda Maddern, Director of Acute Care Services of Licking Memorial Hospital (LMH).

When Sally Larry went to the Emergency Department at LMH with severe stomach pain, she recognized immediately the high level of care she was receiving. "From the time I entered the Emergency Department to the time of my surgery, the physicians and nurses would introduce themselves, verify my information and answer any questions," said Sally. She came to Licking Memorial because of stomach pain and ended up needing to have her gallbladder removed. "I was so grateful for

the timely care that they gave me. While waiting for surgery, everyone would come in to check on me and make sure that I was doing well. It was very comforting," said Sally.

Debbie Young, R.N., M.S., C.C.M., LMH Vice President of Patient Care, said the Hospital has taken extensive measures to promote safe experiences for all patients. "It is vital that we continue working with our staff, patients and families to keep patient safety at the forefront of all we do," Debbie commented.

Licking Memorial has implemented several measures for patient safety. Verifying patient name and birth date, surgical site verification, Pyxis Veri5 systems and fall risk assessments are just a few ways that the Hospital protects our patients' safety. Safety is the driving force behind the addition of the measures at LMH. "Patient safety is our number one concern," said Debbie.

"Overall my experience at Licking Memorial was great. I was very happy with my care and steps taken to provide me with good quality care," said Sally.

(continued on next page)

## Patient Safety Feature (continued from previous page)

We urge you and your family to become part of our patient safety team. For our patient safety program to be truly effective, we need you to be fully informed and actively involved in your care. What does your involvement in patient safety mean to you and your family?

- It means we need you to provide detailed information about your condition.
- It means that you should clearly understand your diagnosis and treatment plan and know what to expect.

- It means keeping us informed of any changes in your condition, good or bad, such as an allergic reaction to a drug.

- It means we want you to speak up when you have a question about any aspect of your care.

At LMH, we want you to become a partner in the development of a safe care plan. Your active involvement will help us to do the right thing at the right time consistently for the right person — you.

## Patient Safety: LMH First Priority



In 2005, the Institute for Healthcare Improvement (IHI) launched the 100,000 Lives Campaign as an initiative to hospitals nationwide to make organizational changes to improve health care and reduce patient harm. Licking Memorial Hospital (LMH) has completed more than nine months of this 18-month campaign.

The 100,000 Lives campaign enlisted more than 2,800 hospitals across the country to commit and implement changes in care that have been proven to prevent avoidable deaths. IHI started with six primary changes to ensure patient safety. The key interventions that will be measured by LMH and other hospitals nationwide include:

- Deploy a rapid response team at first sign of patient trouble;
- Prevent acute myocardial infarction (AMI) deaths by ensuring the reliable delivery of the seven AMI interventions;
- Prevent adverse drug events by implementing medication reconciliation (Medication reconciliation is a process of obtaining a complete and accurate list of each patient's current home medications including name, dosage, frequency and route, and comparing the physician's admission, transfer, and/or discharge orders to that list. Discrepancies are brought to the attention of the prescribing physician and, if appropriate, changes are made to the orders.);
- Prevent central line infections by implementing a series of interdependent grounded steps called the Central Line Bundle;
- Prevent surgical site infections (SSI) by implementing a series of interdependent, scientifically grounded steps called the SSI Bundle; and
- Prevent ventilator-associated pneumonia by implementing a series of interdependent, scientifically grounded steps call the Ventilator bundle.

The rapid response team concept is the centerpiece of IHI's campaign, and this intervention alone is anticipated to provide 60 percent of the benefit. Craig Cairns, M.D., M.P.H., Vice President of LMH Medical Affairs, said, "The goal of the rapid response team is to intervene before a patient develops severe heart or respiratory irregularities known as a code blue. Nationally, patients who get into a code status, have only a 15 percent survival-until-discharge rate." LMH's rapid response team has taken several calls since its inception. The team consists of physicians, intensive-care nurses and respiratory therapists.

"Patient Safety is our number one priority as we want to provide a safe environment for our patients, visitors and staff," said Bill Andrews, President of Licking Memorial Health Systems. Dr. Cairns noted that participating in a campaign, such as 100,000 Lives, encourages hospitals to make patient safety a priority. "We are pleased and excited to be participating in a national campaign to provide our patients with the best care possible, every day," said Dr. Cairns.