



Licking Memorial
Health Systems

Taking Quality To Heart

...a community report on patient care quality



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Take a few minutes to read this month's quality report. You'll soon discover why Licking Memorial Hospital has been named one of the nation's 100 Top Hospitals for three consecutive years.

Emergency Care... How do we compare?

1. When a person goes to an emergency department for care, they expect to get prompt and efficient care.

	LMH 2000	LMH 2001	LMH Goal
Average length of stay in the ED	2.3 Hours ¹	2.3 Hours ²	< 2 Hours
% of patients in the ED for more than 6 hours	1.6% ³	3.6% ⁴	< 2.6% ⁵

2. There are many tasks to be performed when you come to the emergency department before you see the physician. These include a nursing assessment, registration, room assignment and possible test initiation. One goal for LMH is to have all patients seen by a physician within 30 minutes.

	LMH 2000	LMH 2001	LMH Goal
Average "door-to-doc" time	52 Minutes ¹	51 Minutes ²	<30 Minutes

3. When a person leaves the ED against medical advice, "AMA", it means they left the ED even though the medical reason indicated they should stay. Sometimes people leave the ED before they are seen by the physician for various reasons including the disappearance of symptoms.

	LMH 2000	LMH 2001 ²	National ⁵
% of ED patients who leave AMA	1.5%	2.2%	1.3%

4. For patients experiencing a heart attack or stroke, timing is critical in the emergency department when delivering a clot-busting (thrombolytic) drug.

	LMH 2000 ¹	LMH 2001 ²	National Goal ⁶
"Door-to-drug" time - heart attack	28.9 Minutes	38 Minutes	<30 Minutes
"Door-to-drug" time - stroke	1.5 Hours	1.3 Hours	<3 Hours

5. Patient satisfaction in the emergency department is assessed by nurses calling a random sample of patients and asking questions about the experience. Also, a survey is available in the department that can be sent back to the hospital.

	LMH 2000	LMH 2001 ²	National ⁷
Overall patient satisfaction with the ED	87%	87%	81%

¹ LMH data from March, 2000 through December, 2000.

² LMH data from January, 2001 through May, 2001.

³ LMH data from January, 2000 through March 2000 published in the 2000 ED Community Report Card.

⁴ LMH data from January, 2001 through March 2001.

⁵ Benchmark from the most recent Maryland Hospital Association data from fourth quarter, 2000 representing 466 organizations.

⁶ Recommendations of the American Heart Association.

⁷ Benchmark from the Press Ganey Satisfaction Measurement Company's highest national score in March 1999.

SUCCESS STORY

Life saving call to EMS...

It was his brother-in-law's birthday, and Richard Trager was having a good time at the party. Unfortunately, he had to leave early to get some sleep because he works the midnight shift.

But when Richard tried to lie down, he couldn't get comfortable. "I thought: 'Holy cow, this is the worst case of indigestion I've ever had.' So I asked my mother, who is 82 and lives with my family, for some antacid tablets. That helped my stomach a bit, but not my chest. My chest felt as if I'd been hit hard with a football. So mom gave me an aspirin. She said she'd seen on television that it was a good thing to do."

Richard then called his wife, Stephanie, and tried to relax in his recliner. But when Stephanie walked in the door, she knew that relaxing wasn't the answer. "He was gray and sweaty, was taking very deep breaths and had a panicked look on his face," she recalled. "I didn't understand how he could have gotten so sick so quick. I called the squad."

When the EMTs arrived, they asked Richard to rate his pain on a scale of one to 10, with 10 being the worst. "I gave it a seven," Richard said. The EMTs told Richard they suspected he was at risk for a heart attack and wanted to transport him to the Emergency Room at Licking Memorial Hospital.

"When they loaded me on that gurney and put me in the ambulance, I remember thinking 'I can't die now! I'm only 54, my daughter is just 14, my mother is living with us, and I'm going to close on a new home in two weeks.'"

Upon arrival to the ER, Richard was treated with a new thrombolytic agent known as TNK. This powerful clot-busting drug is administered in a one-time intravenous dose. TNK travels to the heart vessels and actually breaks apart any clots, allowing improved blood flow to the heart muscle, thereby reducing your chance of heart muscle injury or heart muscle death.

Within minutes, Richard felt relief. "They asked me to rate my pain again; this time, I said it was a two. It was a miracle. I can't say enough about the wonderful care I received," he said. "From the minute I walked in the door, the staff was on me like flies on a piece of cake. My doctor never left my side; she stood right by me and talked me through everything that was happening."

"I really appreciated the way Rick's doctor was there for us," added Stephanie. "She put her arm around me several times to comfort me. And the rest of the staff was wonderful, too. They included the family and never made us feel as if we were in the way. Our experience was very good."

In fact, Richard's treatment went so well that he was able to move into his new home right on schedule. "I'm mowing the grass, playing badminton in the backyard, and enjoying the summer."



Pictured from left to right: Susan Whitt, PAC; Penni McClain, RN; Richard Trager; Patty Yeknich, RN; and Eve Smith, RN, CEN.

**"They included the family and never made us feel as if we were in the way."
- Richard Trager**

Keeping close ties with EMS

Licking Memorial Hospital is dedicated to providing support and education to the "first responders" in our community. The rapid response and immediate communication from the emergency medical squad (EMS) to the emergency department gives LMH ample opportunity to prepare for the incoming patient.

"They radio ahead and let us know what the situation is," explains Debbie Maharg, RN, Director of Critical Care Services at LMH. "When the patient arrives, we already have the necessary resources, such as radiology or respiratory staff waiting to treat the patient" she explains.

Because of the many advances in pre-hospital medicine, the education and training needed for emergency caregivers is ongoing. LMH has begun the process to become a certified EMS continuing education center, and soon will be able to locally offer classes that are required by law. By being able to offer credit for the education provided, it will be much more convenient for the EMS providers and they won't have to travel somewhere else.

It takes a lot of coordination, communication, training and education of all emergency medicine staff, inside and outside the hospital. "The dedication of the EMS providers and their teamwork with LMH is vital to the health of the community," states Debbie.

FAST FACTS

- LMH had 45,760 ED visits in 2000 which is slightly less than Ohio State University Hospitals (51,054) and Grant Medical Center (51,366).
- In 2001 LMH radiology purchased a second CT scanner for approximately \$700,000 to help with the increase in volume, including ER radiology tests.
- At LMH, 98% of the emergency department Registered Nurses are ACLS (Advanced Cardiac Life Support) certified.
- According to the Centers for Disease Control, patients arrived via ambulance in nearly 14.2% of all emergency department visits. LMH had over 8,000 patients arrive by squad in 2000 which accounts for 17% of all ER visits.

Visit www.lmhealth.org to review other LMHS quality report cards. Also, if you have a suggestion on how we can improve our care, please call our Performance Improvement Line, 348-4641.