

Quality Report Card

Licking Memorial Health Systems



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PATIENT SAFETY

New Infectious Disease Physician Increases Patient Safety Measures

An important part of patient safety is infection prevention. Infectious Disease Physician Rachel L. DeMita, M.D., recently joined Licking Memorial Health Systems (LMHS) in order to provide timely diagnosis and treatment of acute infections. In addition to playing a major role in infection control, Dr. DeMita also will be critical to patient care and antibiotic management. The consultation and care she provides will greatly increase patient safety measures and continue the LMHS mission of improving the health of the community.

Dr. DeMita received her medical degree from the Medical College of Ohio in Toledo. She completed an internal medicine residency at Riverside Methodist Hospital and a fellowship in infectious disease at The Ohio State University Wexner Medical Center. She is board certified in Internal Medicine and Infectious Disease and is a member of the Society for Healthcare Epidemiology of America, the Infectious Diseases Society of America, and the Infectious Diseases Society of Ohio.

An infectious disease physician earns board certification in infectious medicine – a subspecialty of internal medicine that focuses on diagnosing and managing infections. These experts frequently are called upon to help diagnose unknown ailments and assist in managing difficult, unusual, or complicated infections. The discipline of infectious disease medicine

requires an extensive understanding of bacterial, viral, fungal, and parasitic infections and the symptoms that a patient may exhibit. Physicians also gain knowledge about medicines to combat infections, antibiotic resistance and vaccines to become uniquely equipped to deal with the environmental, occupational and host factors that lead to infection.

Infectious disease specialists play a vital role in patient care and safety. With her expertise, Dr. DeMita will be able to offer a timely, more informed diagnosis with appropriate therapies and treatments. The optimal treatment helps to decrease the time a patient stays in the hospital and also diminishes the use of antibiotics overall which in turn reduces the opportunities for bacteria to change in response to the use of such medicines and become antibiotic resistant. In the battle against sepsis – the body's extreme response to an infection – Dr. DeMita will be able to offer her unique insight on the cause of the infection and offer more specific treatment. Dr. DeMita also will utilize her expertise to help reduce the number of readmissions due to infection by consulting with a patient's primary physician after a procedure or injury to identify possible infection risks.

Dr. DeMita also will be an asset to the infection prevention and antimicrobial

stewardship programs at LMHS by analyzing antibiotic resistance patterns and consulting with staff regarding the appropriate use of laboratory and antibiotic susceptibility tests. Dr. DeMita possesses an array of valuable skills that will be beneficial for patient safety and ultimately will lead to a decrease in the use of expensive diagnostic tests and optimize the overall quality of care.



Patient Story – Richard Ellsworth



In May of 2018, Richard Ellsworth was referred to the Licking Memorial Wound Clinic for venous stasis ulcerations on his lower extremities, which were caused by circulation issues and abnormal vein function. These skin wounds, or sores, are chronic and typically slow to heal. Abnormal vein function may be genetic or a result of damaged veins caused by blood clots, injury, aging or obesity. Symptoms may include swelling, achiness and tiredness in the legs. Usually a red, irritated skin rash develops into an open wound. Common treatments include leg elevation, compression and wound care, but surgery may be required in some cases.

Richard visited the Wound Clinic on a weekly basis. "I am always greeted cheerfully. The employees at the front desk are so welcoming and always have a smile for me. They are like family," he explained. At each appointment, Catherine Chiodo, D.P.M., assessed his wounds and applied the appropriate treatment. During the six months he was treated at the Clinic, he received skin substitutes, antibiotics and debridement, a process in which dead, damaged or infected tissue is removed to promote faster healing of the skin. He also received multi-layer compression wraps for his legs. Compression therapy is a simple and effective means of increasing blood flow activity in the lower limbs through

strengthening vein support. It is a form of wound care that aims to gently apply pressure to the ankles and legs by wearing specially designed stockings.

"The nurses are very gentle and careful," Richard shared. "They are all extremely competent and familiar with one another, which creates a relaxing and comforting environment," he continued. Richard's visits were approximately an hour and a half in length each week. His wounds were cleaned and treated and bandages were reapplied. "The staff's considerate gestures showed me how much they cared for me as a patient and took pride in their job. I was always given a mirror so that I could appropriately see the areas that they had cared for during my visit." Richard praised Dr. Chiodo for her excellent care and expressed his utmost faith and trust in her.

Richard is a retired minister and has served as the chaplain for the Ohio State Highway Patrol for the past 27 years. He enjoys riding his motorcycle, boating and weekly breakfasts with his friends at the Highway Patrol. Two years ago, at the age of 91, he completed a 6,600-mile solo motorcycle journey across the United States. "I have been fortunate to be blessed with good health throughout my life. Aside from my recent experience, my only other encounter with a hospital in 20 years was for hernia surgery," he explained. Richard was released from the Wound Clinic in mid-November 2018. His wounds have been completely healed; however, he also is being referred to a circulation specialist for further preventative care.

An Army veteran, Richard served in the 86th Infantry Division during World War II in Europe and later was redeployed to the Pacific Theater. Originally from Cleveland Heights, he also lived in Westerville and served as pastor for Central College Presbyterian Church for more than 48 years, as well two interim

assignments in Newark and Lancaster. Richard has resided in the Newark area for the past 28 years. He has four children, ten grandchildren and eight great grandchildren and enjoys spending time with them whenever possible.

The LMH Wound Clinic provides and coordinates a convenient, complete and cost-effective wound care service for the community. The Clinic is primarily an outpatient service, supported by physicians specifically trained in chronic wound care and is staffed by registered nurses who also are specially trained and certified in wound care.

The LMH Wound Clinic serves patients in the community who require care for many types of chronic or complicated wounds, including:

- Diabetic and venous stasis ulcers
- Burns
- Wounds from injury or surgery
- Open and/or infected wounds
- Bed sores
- Irritated skin or sores around an ostomy
- Other kinds of wounds that have difficulty healing

For more information, please call (220) 564-1993, or contact your primary care physician for a referral.

Patient Safety – How do we compare?

At Licking Memorial Health Systems (LMHS), we take pride in the care we provide. To monitor the quality of that care, we track specific quality measures and compare to benchmark measures. Then, we publish the information so you can draw your own conclusions regarding your healthcare 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. Although the medication error rate at Licking Memorial Hospital (LMH) is significantly better than the national benchmark, we make continuous efforts to improve the process. LMH dispensed 1,205,513 doses of medication in 2017.

	LMH 2015	LMH 2016	LMH 2017	National ⁽¹⁾
Medication errors per 1,000 doses	0.012	0.010	0.013	0.310

2. 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 and Prevention (CDC) recommendations, LMH tracks high-risk patients, including those with an increased risk of infection due to the presence of an invasive device, such as a ventilator, catheter or central venous line. The following data reflect how many infections occurred during 1,000 patient days compared to the national benchmarks.

	LMH 2015	LMH 2016	LMH 2017	National ⁽²⁾
Pneumonia infection rate of ICU patients on ventilators per 1,000 days of usage	0.0	0.0	0.0	1.2
Urinary tract infection rate for ICU patients with urinary catheters, per 1,000 days of usage	0.6	2.0	0.6	0.6
Urinary tract infection rate for patients outside of ICU with urinary catheters, per 1,000 days of usage	0.3	1.6	1.9	0.48
Bloodstream infection rate for ICU patients with central venous catheters, per 1,000 days of usage	0.0	0.0	1.7*	1.1
Bloodstream infection rate for patients outside of ICU with central venous catheters, per 1,000 days of usage	0.0	0.0	0.0	0.18

*Throughout a period of 1,000 patient days, one bloodstream infection was recorded in LMH's ICU among patients with central venous catheters.

3. 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.

	LMH 2015	LMH 2016	LMH 2017	Goal
Inpatient falls, per 1,000 patient days	2.5	2.5	2.4	less than 3.0

4. Acute care mortality refers to patients who pass away while admitted as inpatients in the hospital. While mortality within the hospital is not uncommon, it can be a valuable indicator in determining how effectively the hospital manages crisis situations as well as its ability to rescue the patient in an emergency. Other factors, such as nurse staffing levels, staff knowledge and experience, and early recognition of patient deterioration all can have an impact on inpatient mortality. Lower rates are preferable.

	LMH 2015	LMH 2016	LMH 2017	National ⁽³⁾
Inpatient mortality	1.66%	1.17%	1.20%	2.25%

5. LMHS recognizes the importance of keeping our staff healthy and lessening the likelihood that they will infect our patients with influenza while under their care. LMHS is committed to encouraging and providing free, easily accessible flu vaccines to all employees.

	LMHS 2015	LMHS 2016	LMHS 2017	LMHS Goal	National ⁽⁴⁾
LMHS employees receiving the seasonal influenza vaccine	94%	94%	94%	greater than 80%	64.3%

Health Tips – Visitor Guidelines for Patient Safety

Licking Memorial Hospital (LMH) offers open visitation; however, in order to promote patient safety and wellness, LMH asks that anyone experiencing signs or symptoms of illness avoid visiting patients or staff members at the Hospital. During flu season, visitors who have the following symptoms are asked to wear a mask:

- Fever greater than 100 degrees
- Cough
- Nasal congestion
- Sore throat

Seasonal flu activity can begin as early as October and continue through May. Even if a person is not showing signs of illness, it is vital to employ the basic principles of infection prevention – washing hands with soap and water, or using hand sanitizer often – to kill germs and stop the spread of the flu. Other simple preventative measures include covering the mouth and nose when coughing or sneezing and avoiding touching your eyes, nose, or mouth with your hands. Finally, receiving the flu vaccine each year helps to prevent the spread of the illness.

Patient Safety – How do we compare? (continued from inside page)

6. Warfarin (trade name Coumadin) is a blood thinner, which also is called an anticoagulant. It is used to help prevent and treat blood clots. The most common side effect of warfarin is bleeding in any tissue or organ. It is important for patients to have a prothrombin time (PT) and International Normalized Ratio (INR) blood test regularly to help the physician determine the blood clotting rate and whether the dosage of warfarin should change. The testing is very important and must be accomplished at recommended intervals in order to keep the PT/INR result in the best and safest range for the medical condition. Licking Memorial Health Professionals (LMHP) has adopted this recommendation as a safety measure.

	LMHP 2015	LMHP 2016	LMHP 2017	LMHP Goal
LMHP patients on warfarin having a current PT/INR within recommended guidelines	90%	92%	93%	greater than 90%

7. Metformin (trade name Glucophage) is a medication that is used in the treatment of diabetes mellitus and polycystic ovarian disease. It is an effective medication for treatment of both of these unrelated disease processes, but must be used cautiously in patients with compromised renal (kidney) function. It is recommended to monitor renal function prior to initiation of therapy and at least annually thereafter. LMHP has adopted this recommendation as a safety measure.

	LMHP 2015	LMHP 2016	LMHP 2017	LMHP Goal
LMHP patients on Metformin with a renal function test within last year	94%	94%	92%	greater than 90%

Data Footnotes: (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) CDC National Healthcare Safety Network pooled median (ICU only) from January 2006-December 2007, issued November 2008 (3) Comparative Data from the Midas Comparative Database. (4) *Centers for Disease Control and Prevention (CDC), Interim Results: Seasonal Influenza Vaccination Coverage Among Health-Care Personnel, MMWR April 2, 2010 / 59(12); 357-362.*

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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!

The Quality Report Card is a publication of the LMHS Public Relations Department. Please contact the Public Relations Department at (220) 564-1572 to receive future mailings.

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