

Quality Report Card

Licking Memorial Health Systems



Volume 18, Issue 1

January 2017

PATIENT SAFETY

LMH Earns Top Grade for Patient Safety

New Leapfrog Hospital Safety Grades, which assign letter grades to hospitals nationwide based on adopted patient safety practices and provides the most complete picture of patient safety in the U.S., were recently announced by The Leapfrog Group, a national patient safety watchdog. Licking Memorial Hospital (LMH) was one of 844 hospitals to receive an "A" grade, ranking among the safest hospitals in the U.S.

"Protecting patients from harm is the most important charge for any hospital," said Rob Montagnese, President & CEO of Licking Memorial Health Systems. "We continuously strive to be vigilant and dedicated to keeping our patients safe. High expectations for patient safety and a strict focus on our patients' best interests lie at the heart of our mission to improve the health of the community."

Developed under the guidance of an expert panel, the Leapfrog Hospital Safety Grade uses 30 measures incorporating both hospital-reported and publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. Scores are calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public.

About The Leapfrog Group

Founded in 2000 by large employers and other purchasers, The Leapfrog Group is a national nonprofit organization driving a movement for giant leaps forward in the quality and safety of American health care. The flagship Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions.

NATIONALLY RECOGNIZED

A

FALL 2016

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Patient Story – Sharman Meyer

Sixty-five-year-old Sharman Meyer had been tolerating painful knees for a couple of years until she decided in September 2015 that she had endured the discomfort long enough. “I had arthritis in my knees, and I was having trouble walking. I wanted to be able to be more active and play with my grandchildren. I also wanted to be able to go to Ohio State football games again,” she explained.

Sharman visited Robert W. Mueller, M.D., of Licking Memorial Orthopedic Surgery, who ordered X-rays to assess the extent of her knees’ deterioration. “The X-rays showed that the cartilage in both knees that normally cushions the joints had worn away, and the knees were basically bone-on-bone,” Sharman described.

Dr. Mueller recommended total knee replacement surgery for both legs, one at a time. “I was looking forward to having the surgery because I had been in intense pain for the past year,” Sharman said, “but I wanted to wait until after Christmas.”

In January 2016, Dr. Mueller performed total knee replacement surgery on Sharman’s left knee at Licking Memorial Hospital (LMH), using a titanium artificial joint. She said, “It was great – I was up and walking around that night. There was some discomfort from the surgery, but the Hospital staff kept my pain well controlled.”

A couple of days after the surgery, Sharman transferred to LMH’s Acute Inpatient Rehabilitation Unit (ARU) to receive therapy for a week as she recovered. Patients who have knee surgery are at increased risk for falls and injuries during their recovery, but Sharman felt that she was always safe due to the ARU staff’s attention to detail. “They showed me the correct ways of getting in and out of bed. At first, I was using a walker, and they always ensured that it was near my bed where I could reach it. Later, when I was able to get around

without the walker, they used a gait belt around my waist and walked with me. With all those precautions, I was not fearful at all and felt very confident about exercising. They were always right there beside me.” Sharman’s exercise routine in the ARU included three hours of exercise each day. “It was pretty intense,” she remembered. “But I recovered from the surgery quickly, and I think the rehabilitation definitely made a difference.”

Sharman noted that many details throughout her stay at LMH were designed with the safety of patients in mind. “Whenever staff members walked into my room, they’d ask how I was doing and type any comments I made into the computer right away. With every shift change, the current staff would introduce me and give my background to any members of the new shift who did not know me.”

Sharman, a retired teacher and intervention specialist at Newark Middle School, is married to Chris Meyer, a Newark attorney who serves as legal counsel for Licking Memorial Health Systems, as well as an LMH Development Council member. He also noticed various steps that the Hospital staff took to ensure Sharman’s safety. “Sharman and I have observed shift changes at other hospitals that were performed at the nurses’ station – out of the patients’ earshot,” he said. “At LMH, the staff conducts bedside rounds, and the patient, as well as any family members who are present, are able to add a comment. That’s important because the healthcare staff may not be aware of something in the patients’ medical history that could affect their care. Sharman and I both appreciated being included in these bedside rounds as an additional patient safety factor.”

Following her discharge from LMH, Sharman made regular visits to Licking Memorial Physical Therapy to continue her rehabilitation. By the end of July, she

was eager to have surgery performed on her right knee. “The second surgery also went really well,” she said. “I already knew what to expect, and there were no surprises. For the first surgery, my non-surgical (right) knee was in pretty bad shape, so I needed the extra support of inpatient rehabilitation during recovery. However, with the second surgery, my (left) knee now was strong and functioning very well, so I could move around much more easily. I was able to go home a couple of days after the surgery, and the Hospital’s Home Health staff brought therapy to me at home for four weeks.” The Home Health staff also assessed the Meyers’ home for any hazards that could jeopardize Sharman’s recovery, such as poorly lit walkways, loose throw rugs and slippery bath and shower areas.

Sharman is thrilled with her improved mobility. “I believe that everything went so smoothly because the Hospital staff did everything possible to prevent any complications from developing. I can go places, even Ohio Stadium, and walk long distances. I am back to normal,” she marveled.

LMH recently received an “A” in the Leapfrog Hospital Safety Grade. LMH also has received other safety-related awards in the past, including Healthgrades Patient Safety Excellence Award, and Consumer Reports’ Hospital Ratings for Surgery Safety.

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 them to benchmark measures. Then, we publish them 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 988,388 doses of medication in 2015.

	LMH 2013	LMH 2014	LMH 2015	National ⁽¹⁾
Medication errors per 1,000 doses	0.010	0.013	0.016	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 2013	LMH 2014	LMH 2015	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	1.8*	0.0	0.6	1.3
Bloodstream infection rate for ICU patients with central venous catheters, per 1,000 days of usage	2.6**	2.8**	0.0	0.9

*Throughout a period of 1,000 patient days, two urinary tract infections were recorded in LMH's ICU.
 **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 2013	LMH 2014	LMH 2015	Goal
Inpatient falls, per 1,000 patient days	2.9	3.0	2.5	less than 3.0

4. Venous thromboembolism (VTE) is a serious condition that results when a blood clot forms within a vein. These clots can travel to the lungs and cause serious harm or even death. In fact, VTE is the most preventable cause of death and accounts for more annual deaths than those from breast cancer, AIDS and traffic accidents combined. VTE is 100 times more common in hospitalized patients compared with the community at large. Without prophylaxis, up to 20 percent of high-risk surgical patients develop DVT, and up to 26 percent of all medical patients are affected. High-risk groups include: up to 34 percent of heart attack patients and up to 40 percent of patients with heart failure. Cancer and stroke patients are particularly at risk with VTE complicating as many as 75 percent of these hospitalizations. Often, patients will have no symptoms when a clot has formed. By using preventive measures, such as blood thinners or mechanical devices, the risk for developing a clot can be significantly reduced. Due to the great risk of blood clots for patients, LMH has adopted a prevention protocol that applies to nearly all patients admitted to the Hospital to reduce their risk.

	LMH 2013	LMH 2014	LMH 2015	National ⁽³⁾
Medical patients receiving VTE prophylaxis by end of Hospital day 2	94%	97%	95%	96%

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. The Health Systems is committed to providing and encouraging free, easily accessible flu vaccines to all employees.

	LMH 2014-2015	LMH 2015-16	LMH 2016-17	LMHS Goal	National ⁽⁴⁾
LMHS employees receiving the seasonal influenza vaccine	88%	94%	94%	greater than 80%	64%

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 2013	LMHP 2014	LMHP 2015	Goal
LMHP patients on warfarin having a current PT/INR within recommended guidelines	90%	90%	92%	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 2013	LMHP 2014	LMHP 2015	Goal
LMHP patients on Metformin with a renal function test within last year	91%	94%	94%	greater than 90%

Data Footnotes: (1) *To Err Is Human – Building a Safer Health System*, National Academy Press, Washington D.C., 2000. (2) 2010 CDC National Healthcare Safety Network Summary Report. (3) *Hospitalcompare.hhs.gov* national benchmarks. (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.

Check out our Quality Report Cards online at www.LMHealth.org.



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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!

Visit us at www.LMHealth.org.

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Health Tips – 10 Tips to Be a Safe Patient

1. Bring a list of all medications that you currently take, including the names, dosage amounts, and dosage intervals. Also be sure to include any over-the-counter drugs, vitamins or supplements that you take.
2. While in the hospital, do not take any of your home medications without checking first with your nurse or physician.
3. If possible, have a family member or friend present to act as an advocate when speaking with your physician. This person may be helpful in answering the physician's questions and remembering details of the physician's conversation.
4. Prevent falls by asking for assistance before arising from bed if you feel lightheaded or weak. Also, keep your bedrails in the upright position while in bed.
5. Wash your hands frequently to prevent the spread of germs, and ask your visitors to wash their hands when they enter your room. Speak up if any of your caregivers forget to wash their hands before making physical contact with you.
6. Stop smoking before any hospital admission – especially if you are having surgery. Smoking increases the risk of infection and slows the body's ability to heal.
7. Adjust your position in bed at least every two hours to prevent the development of pressure ulcers.
8. Complete all Advance Directives forms to ensure that your medical preferences will be followed in the event that you are unable to speak for yourself. Patients may receive assistance in completing Advance Directive forms by contacting the Hospital's Case Management Department.
9. Comply with your food and beverage restrictions. It is especially important that you follow instructions to avoid all food and drink before surgery to reduce the possibility of dangerous complications.
10. Keep up to date on all recommended vaccinations.