



# ***CLINICAL AND SAFETY PERFORMANCE METRICS***

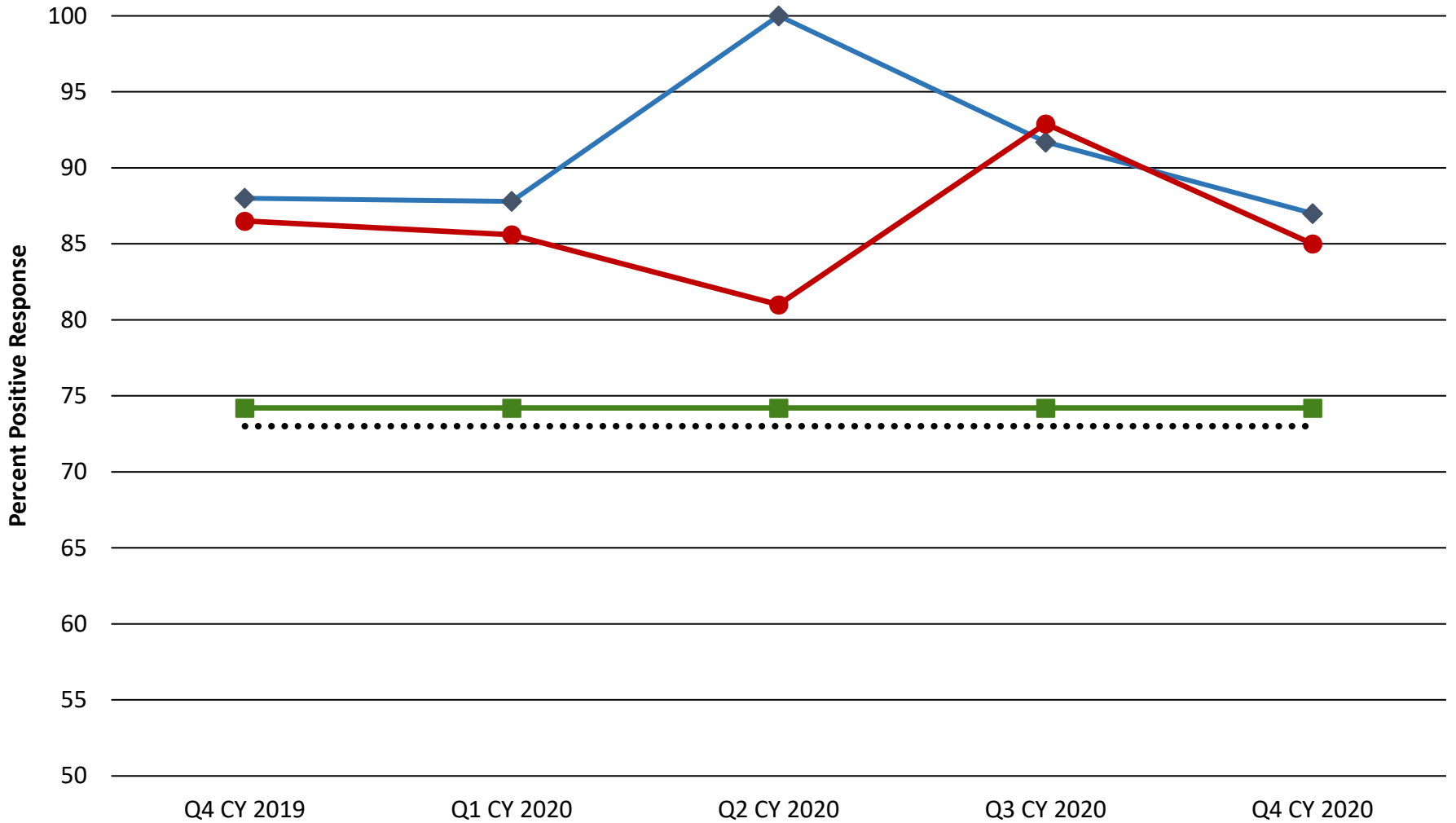
Executive Dashboard

NIH Clinical Center  
April 2021

# Patients' Perceptions

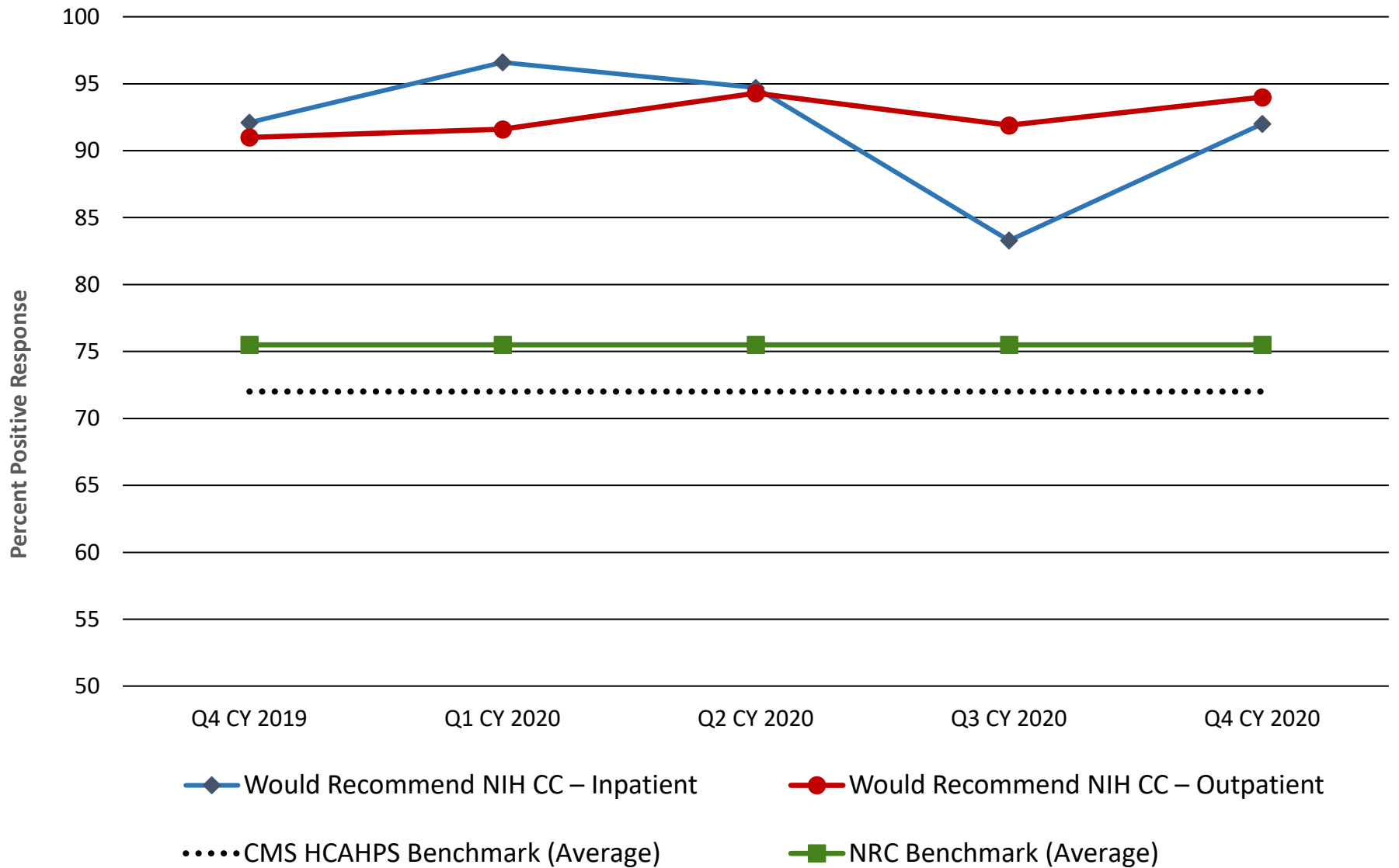
- Overall Hospital Rating
- Would you Recommend the NIH CC?

# Overall Hospital Rating



◆ Overall Rating of NIH CC - Inpatient    ● Overall Rating of NIH CC - Outpatient  
..... CMS HCAHPS Benchmark (Average)    ■ NRC Benchmark (Average)

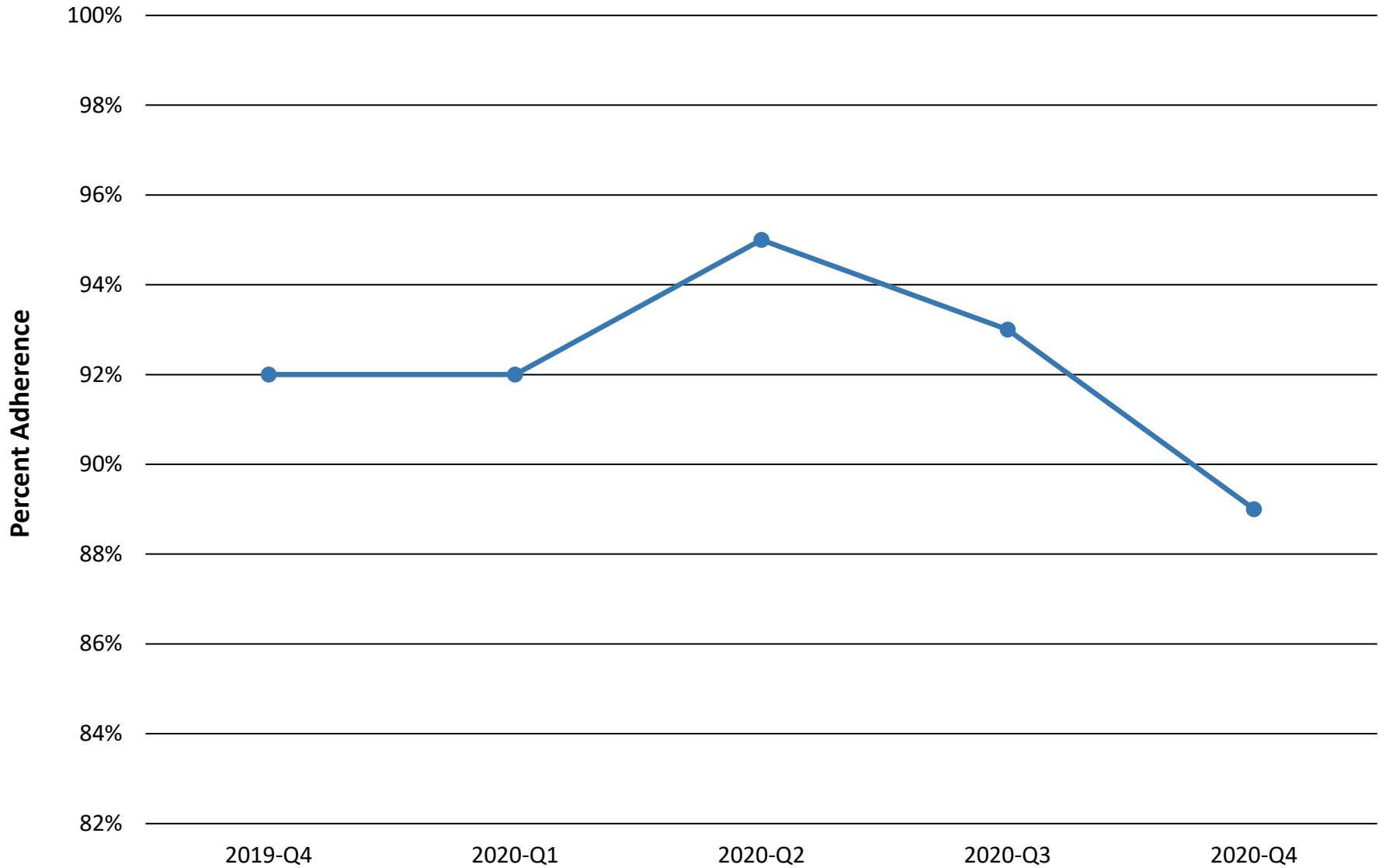
# Would You Recommend the NIH CC?



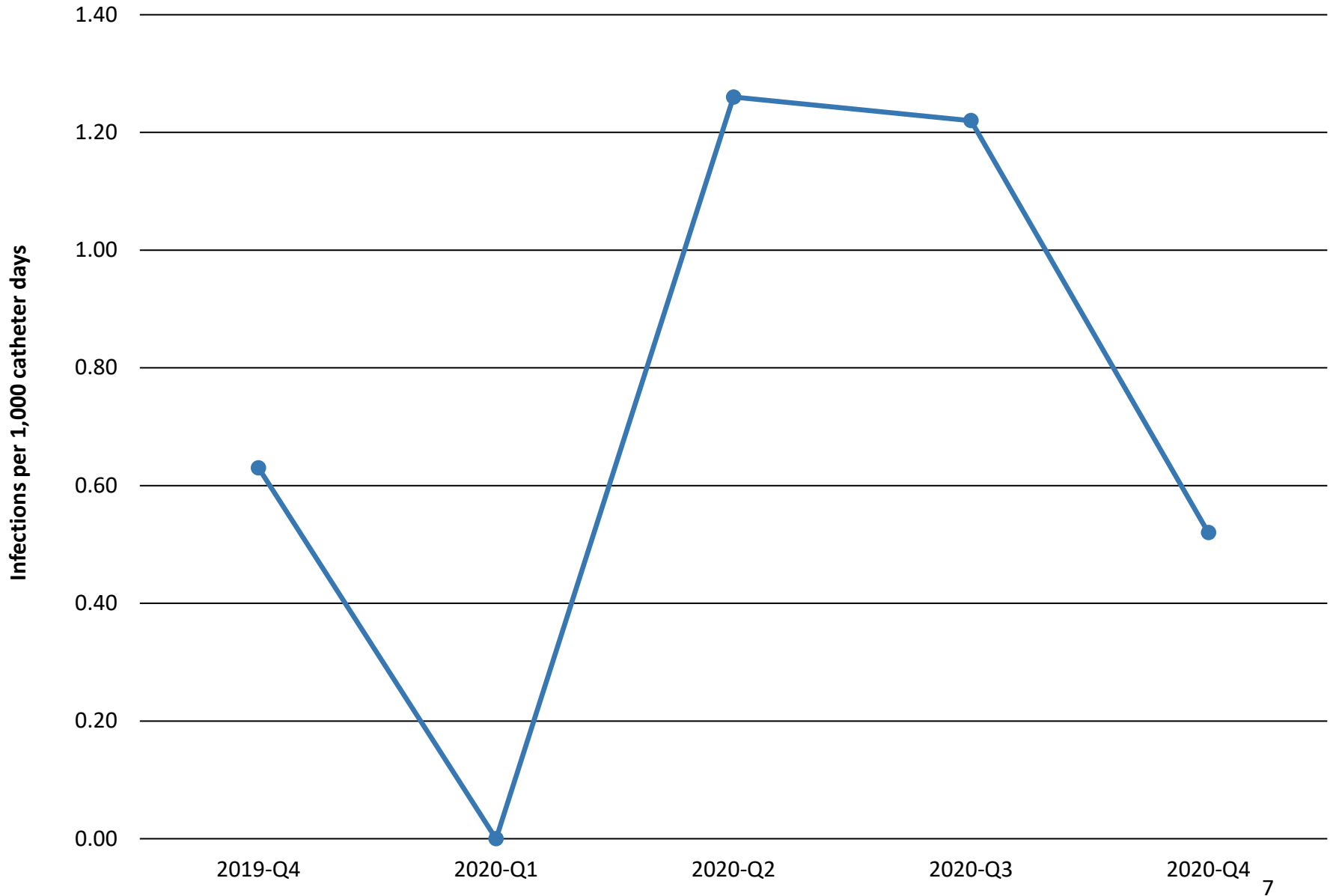
# Infection Control Metrics

- Hand Hygiene
- Central-Line Associated Bloodstream Infections
  - Whole-house
  - Intensive Care Unit
- Catheter Associated Urinary Tract Infections
  - Intensive Care Unit
  - Surgical Oncology

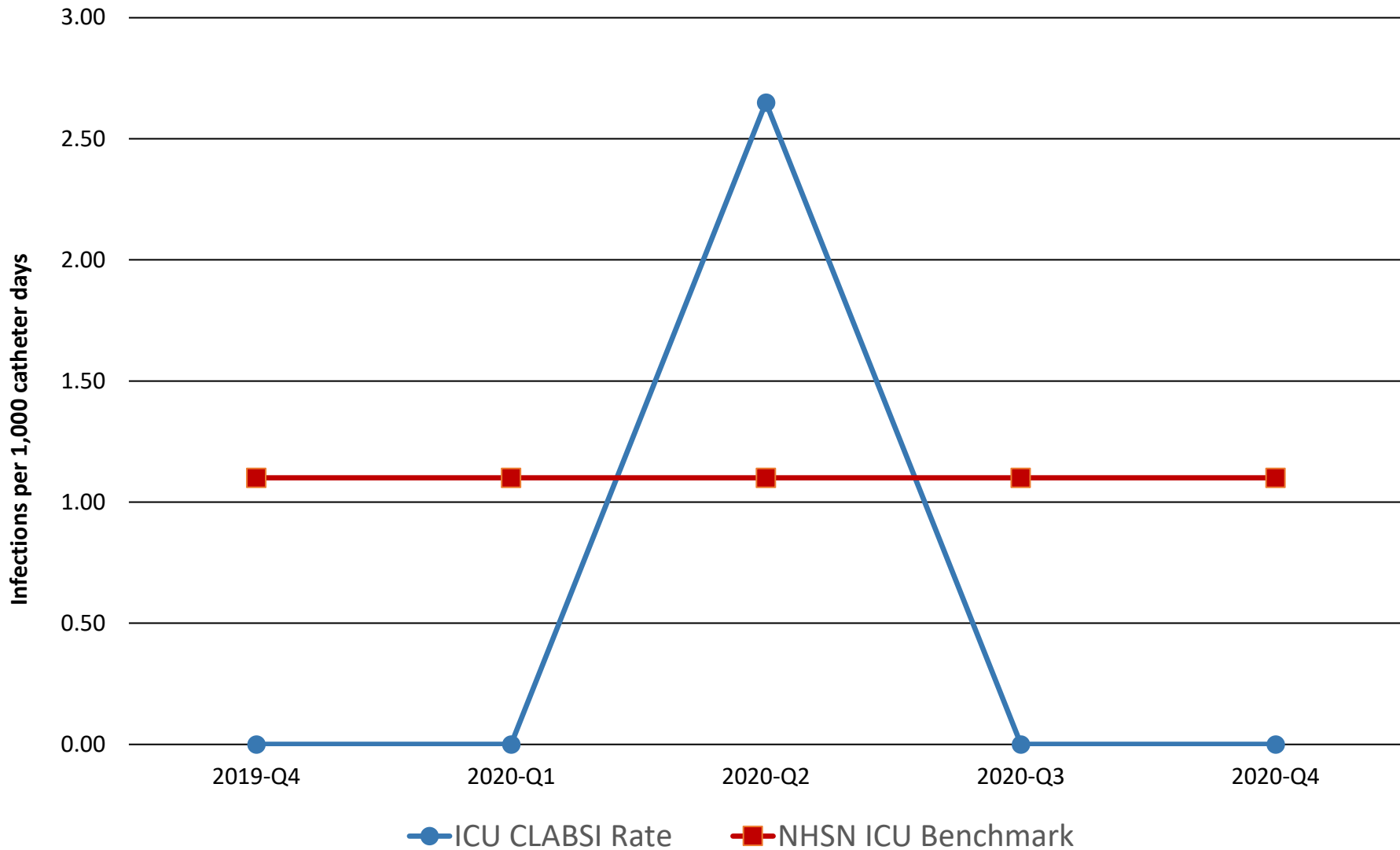
# Hand Hygiene Compliance



# Wholehouse Central-Line Associated Bloodstream Infection (CLABSI) Rate



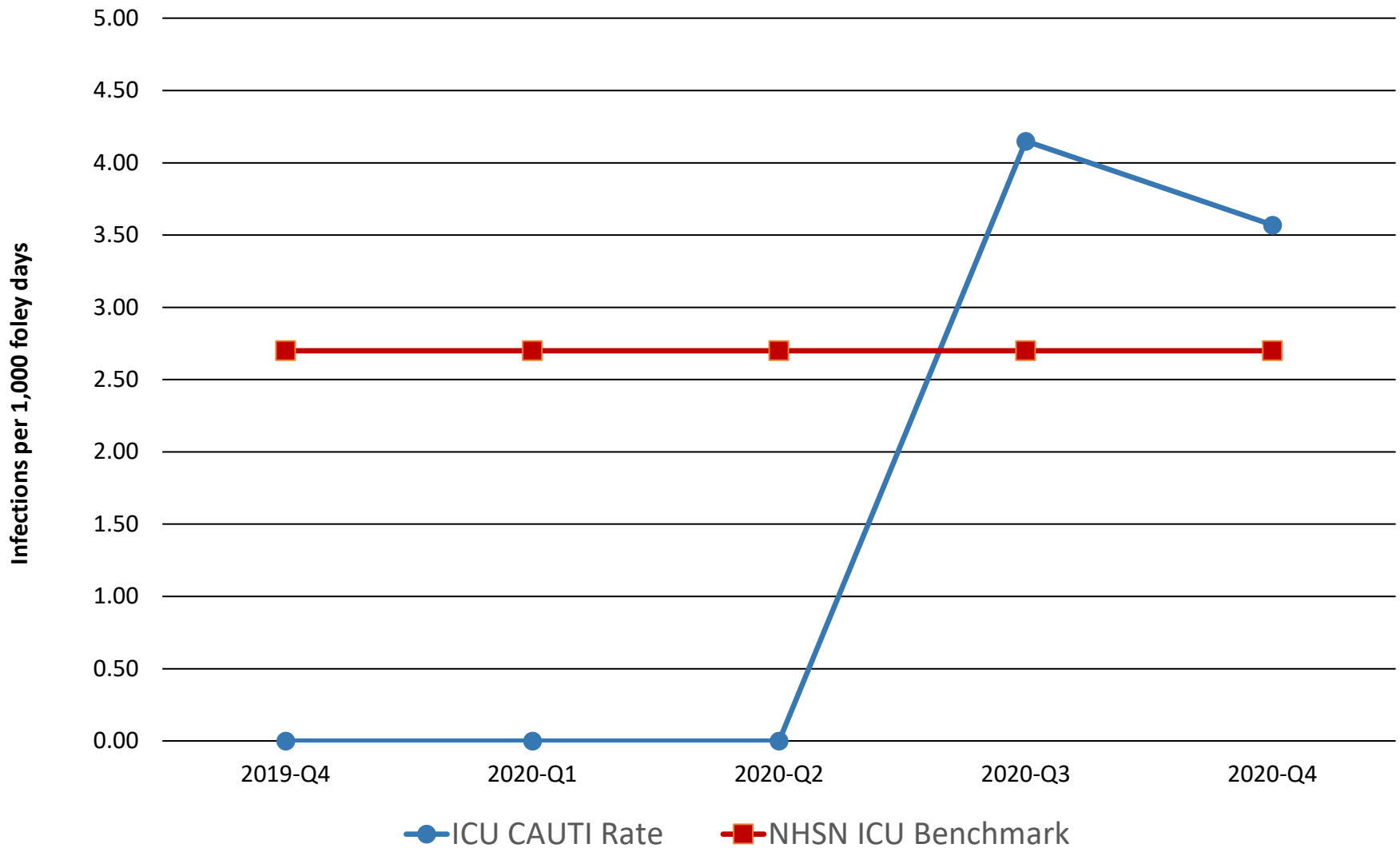
# ICU Central-Line Associated Bloodstream Infection (CLABSI) Rate



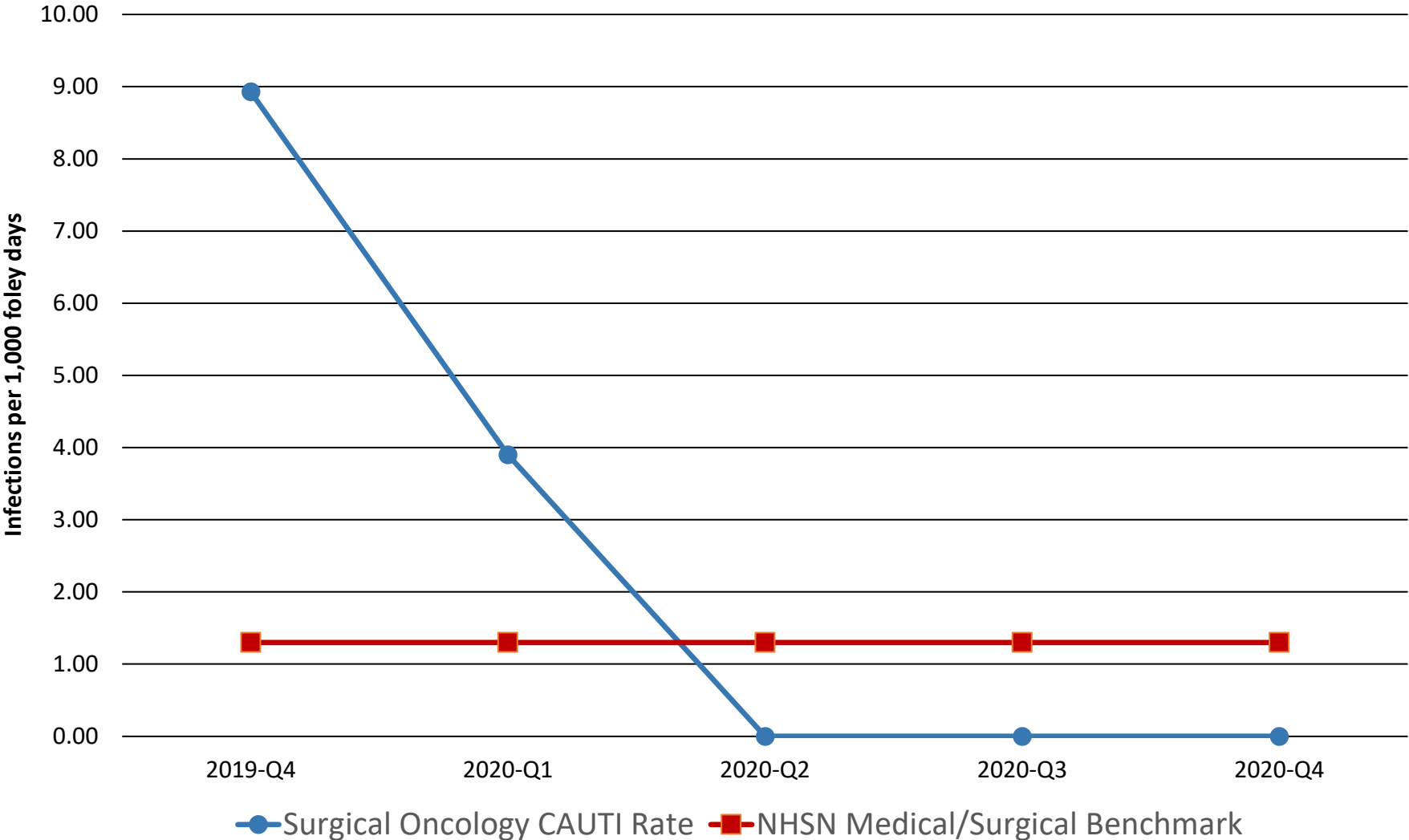
2013 CDC National Healthcare Safety Network (NHSN) Benchmark: Critical Care Units, Medical/Surgical -major teaching mean 1.1



# ICU Catheter-Associated Urinary Tract Infections (CAUTI) Rate

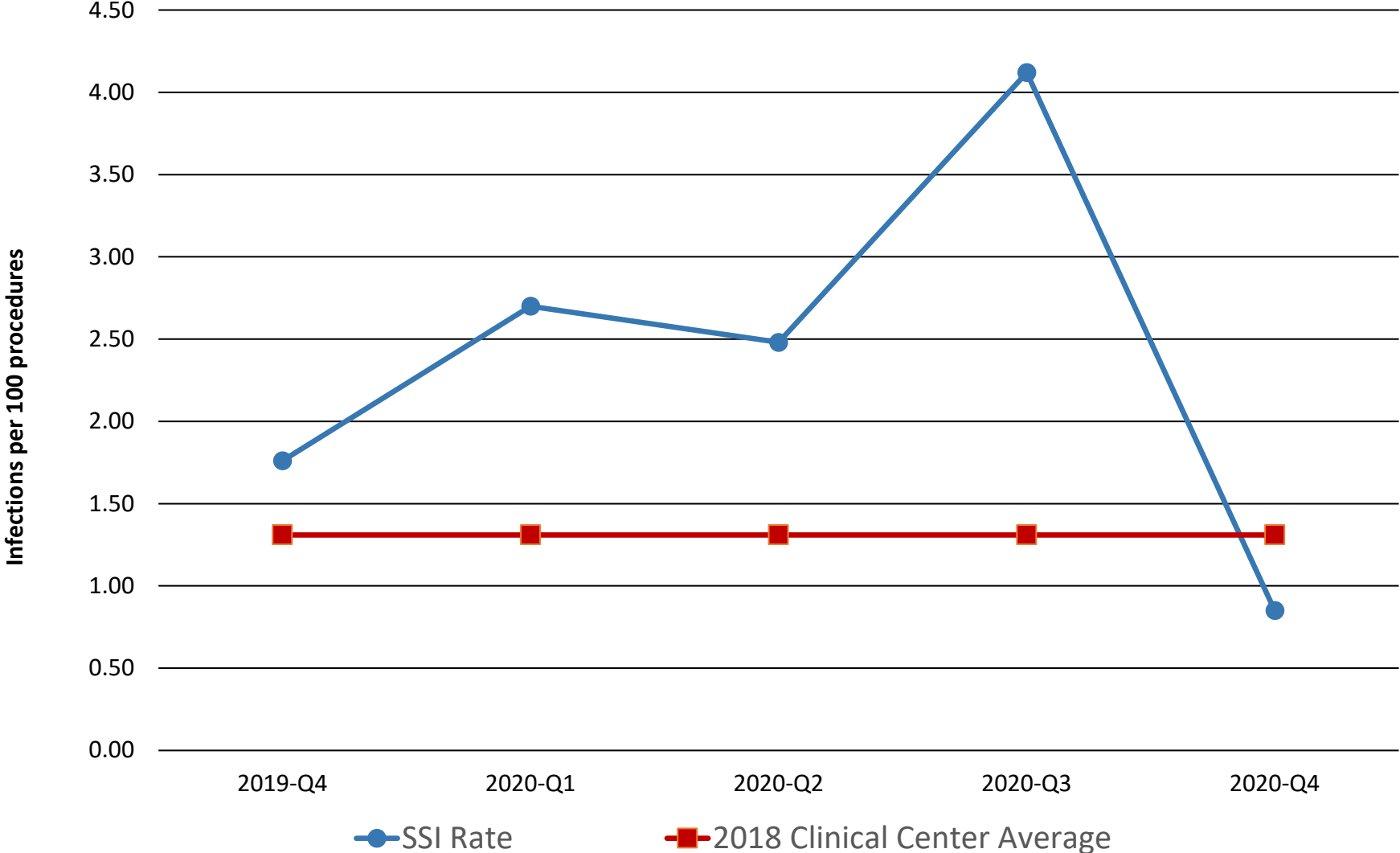


# Surgical Oncology Catheter-Associated Urinary Tract Infections (CAUTI) Rate



2013 CDC National Healthcare Safety Network (NHSN) Benchmark: Inpatient Wards, Medical/Surgical mean 1.3

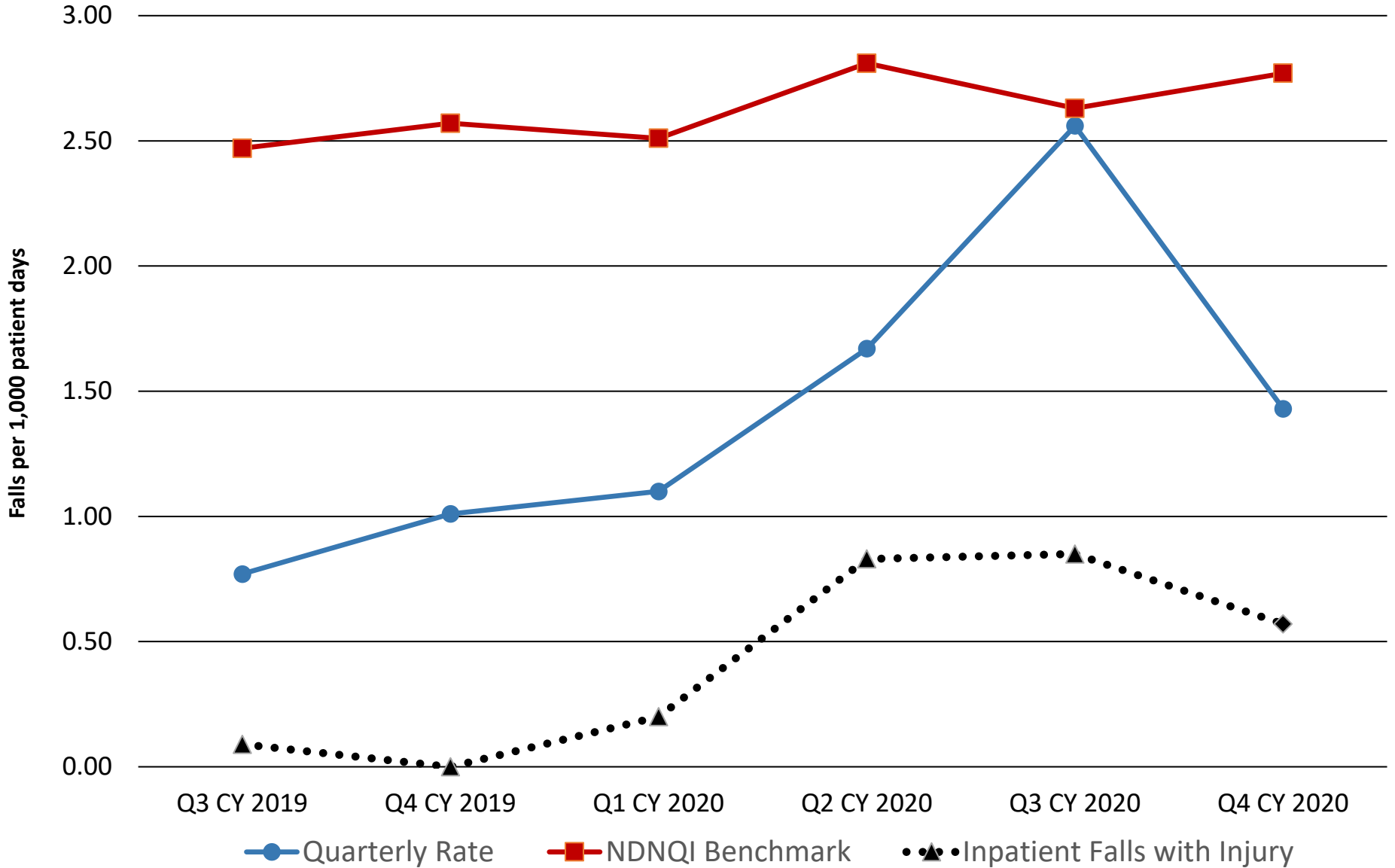
# Surgical Site Infections (SSI) Rate



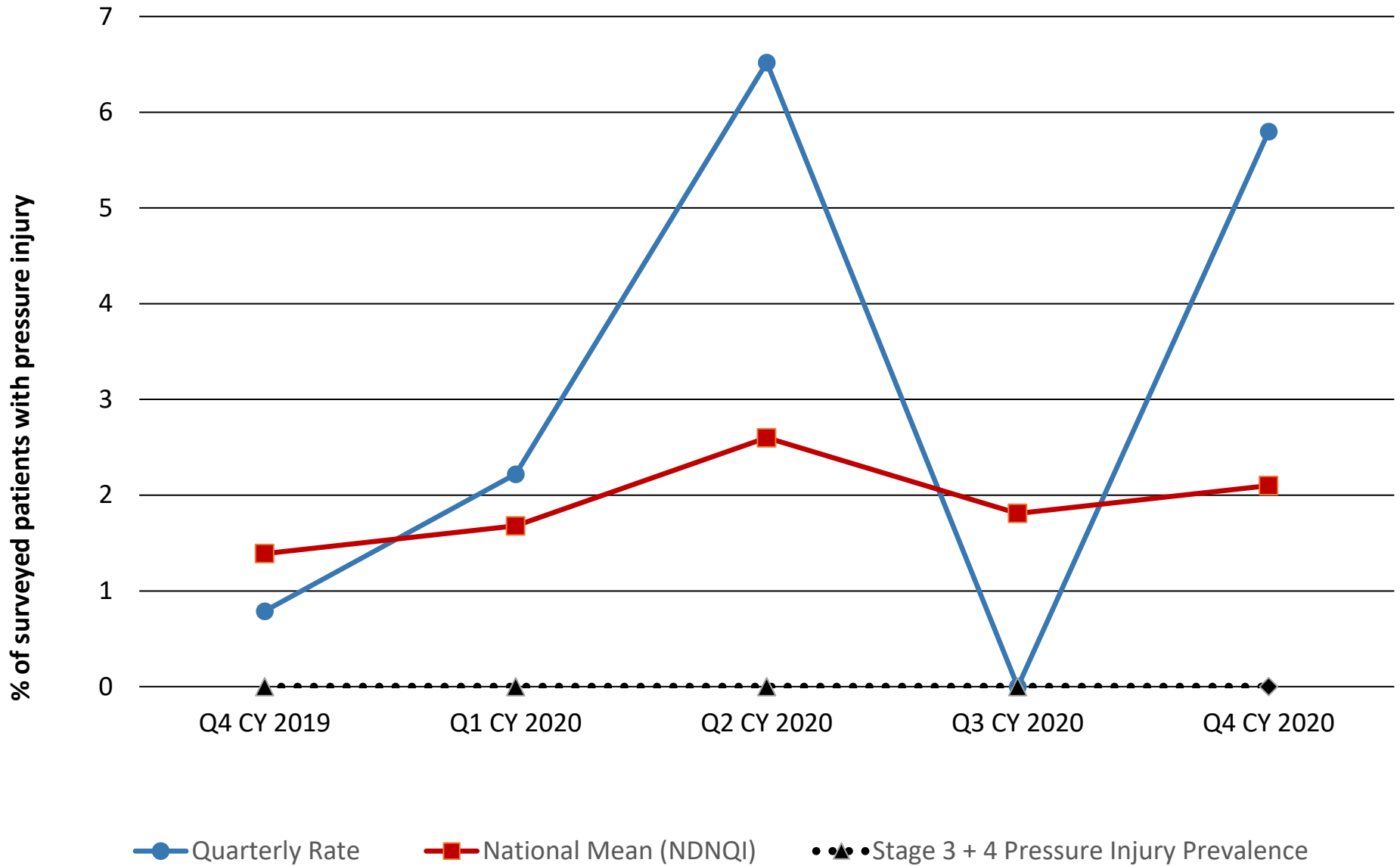
# Nursing Quality Metrics

- Falls
- Pressure Injury
- Medication Administration Barcoding

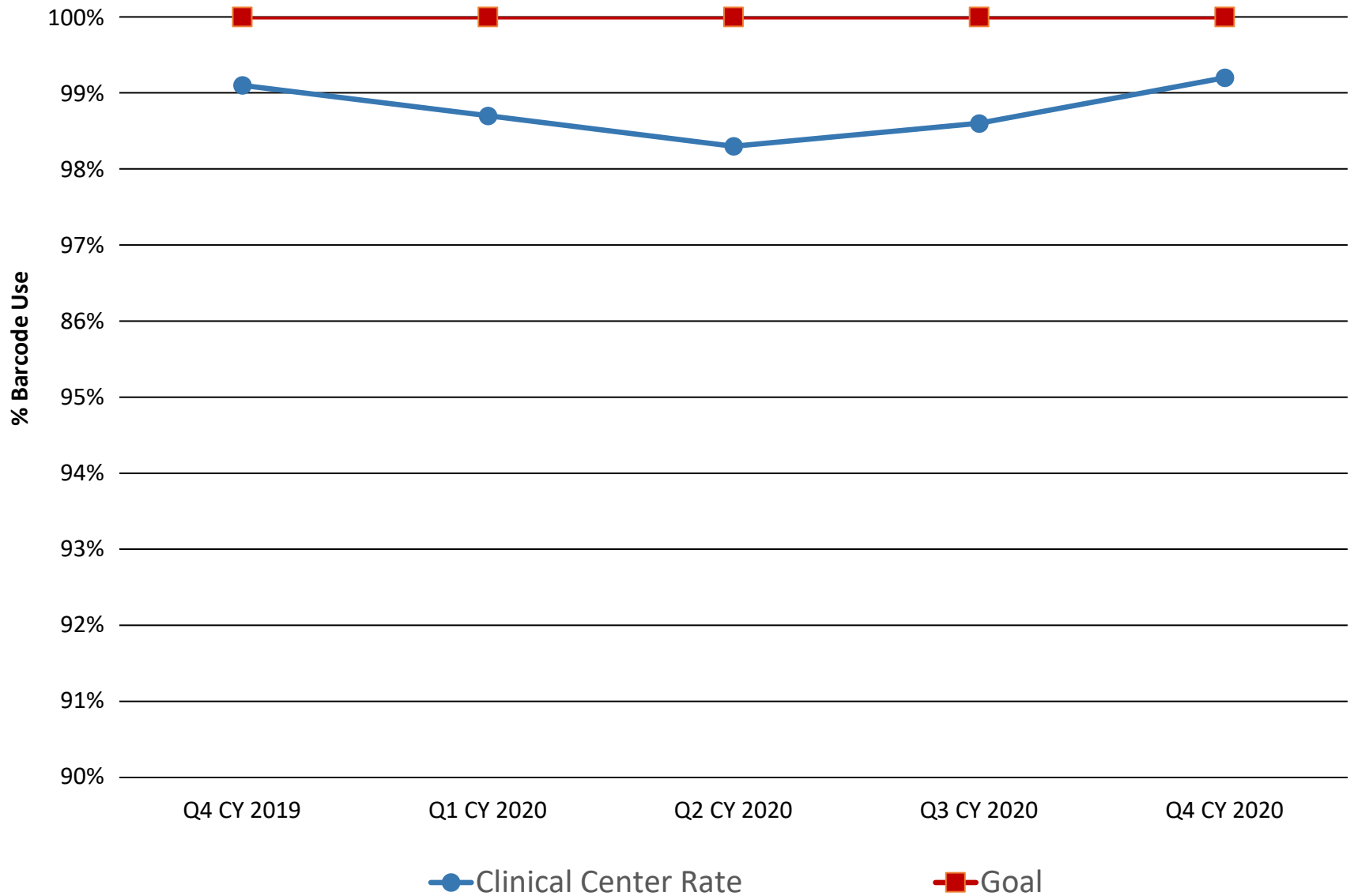
# Inpatient Falls Rate



# Pressure Injury Prevalence



# Medication Administration Barcode Use

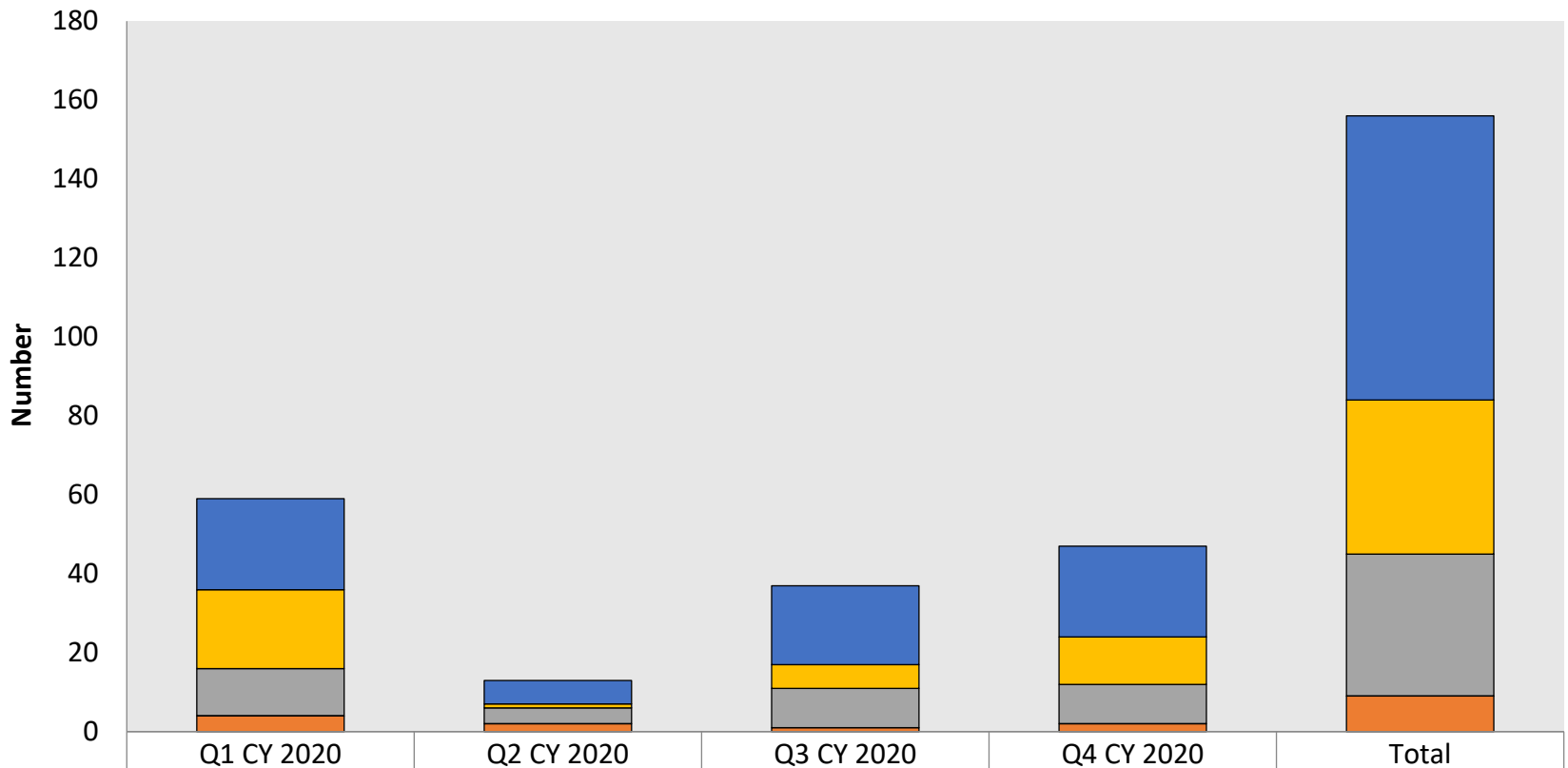


# Emergency Response

- Code Blue and Rapid Response
  - Types of Patients
  - Types of Events
  - Patient Disposition

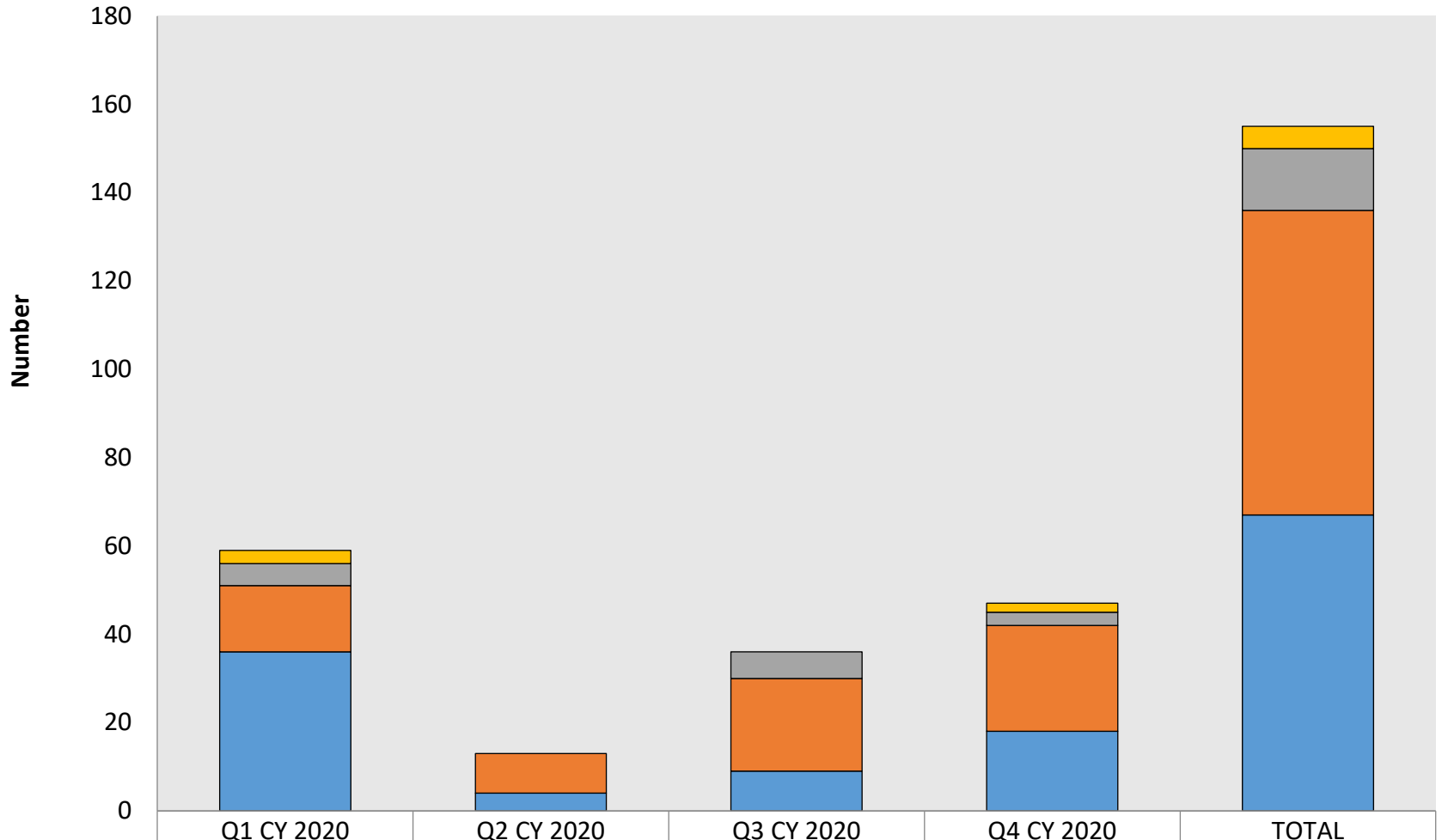


# Code Blue Response: Types of "Patients"



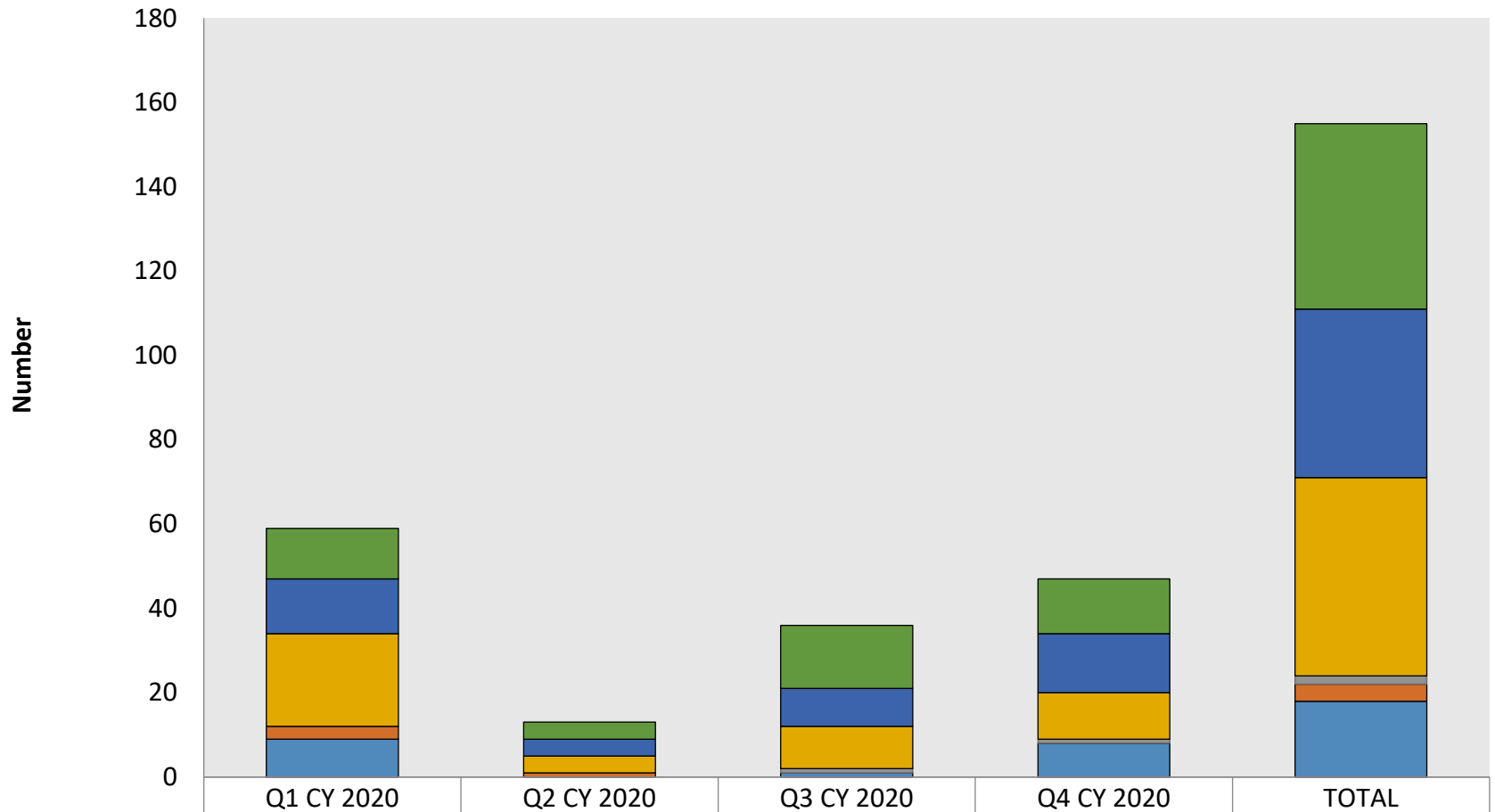
Inpt	23	6	20	23	72
Outpt	20	1	6	12	39
Employee	12	4	10	10	36
Visitor	4	2	1	2	9
Incorrect Calls	0	0	0	0	0

# Code Blue Response: Type of Event



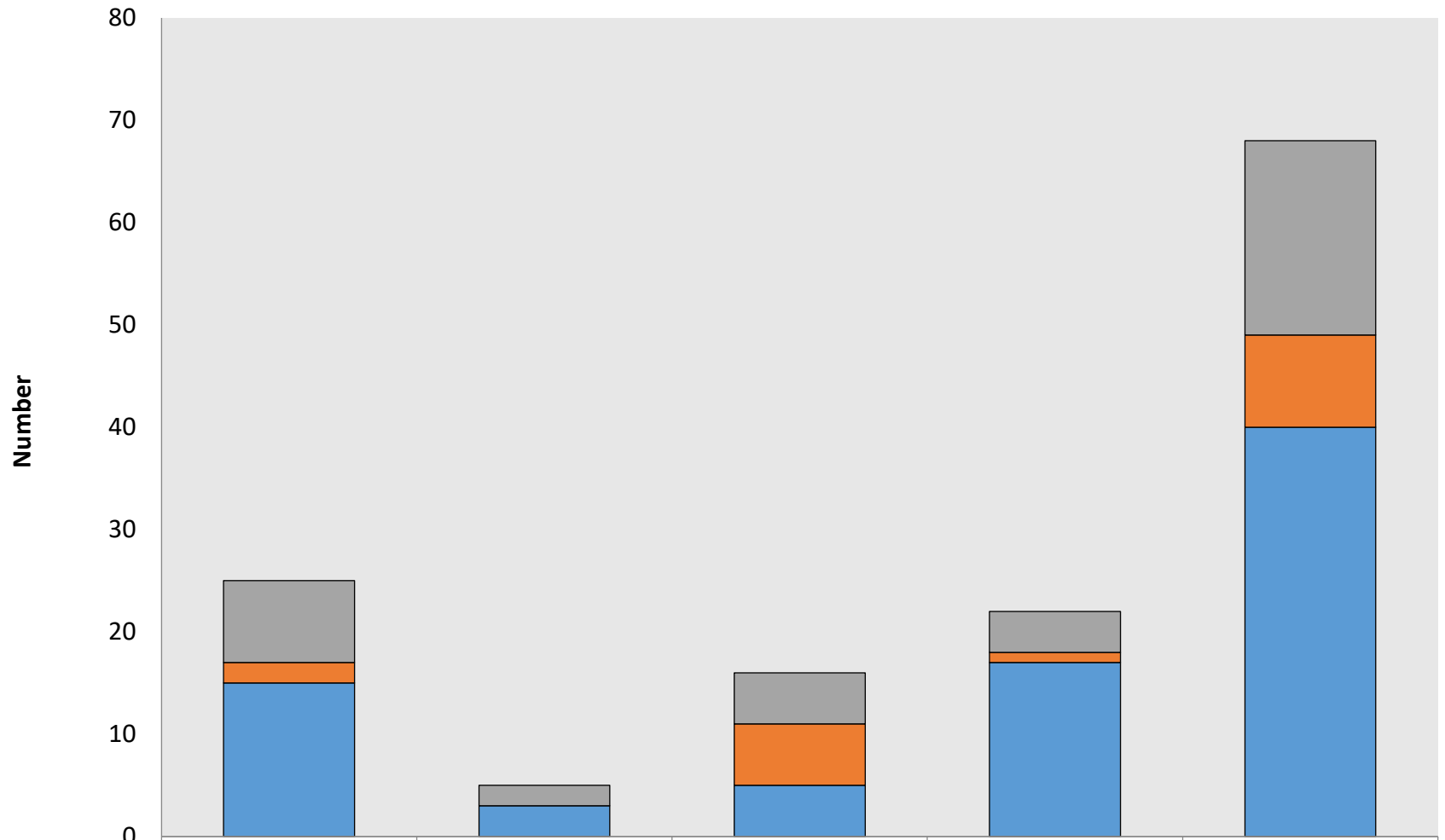
Brain Code	3	0	0	2	5
Arrest	5	0	6	3	14
Acute Emergency	15	9	21	24	69
Stable Event	36	4	9	18	67

# Code Blue Response: Patient Disposition



Transfer to ICU	12	4	15	13	44
Transfer to OSH	13	4	9	14	40
Remained on Unit	22	4	10	11	47
Expired	0	0	1	1	2
Released	3	1	0	0	4
Other	9	0	1	8	18

# Rapid Response Team: Patient Disposition



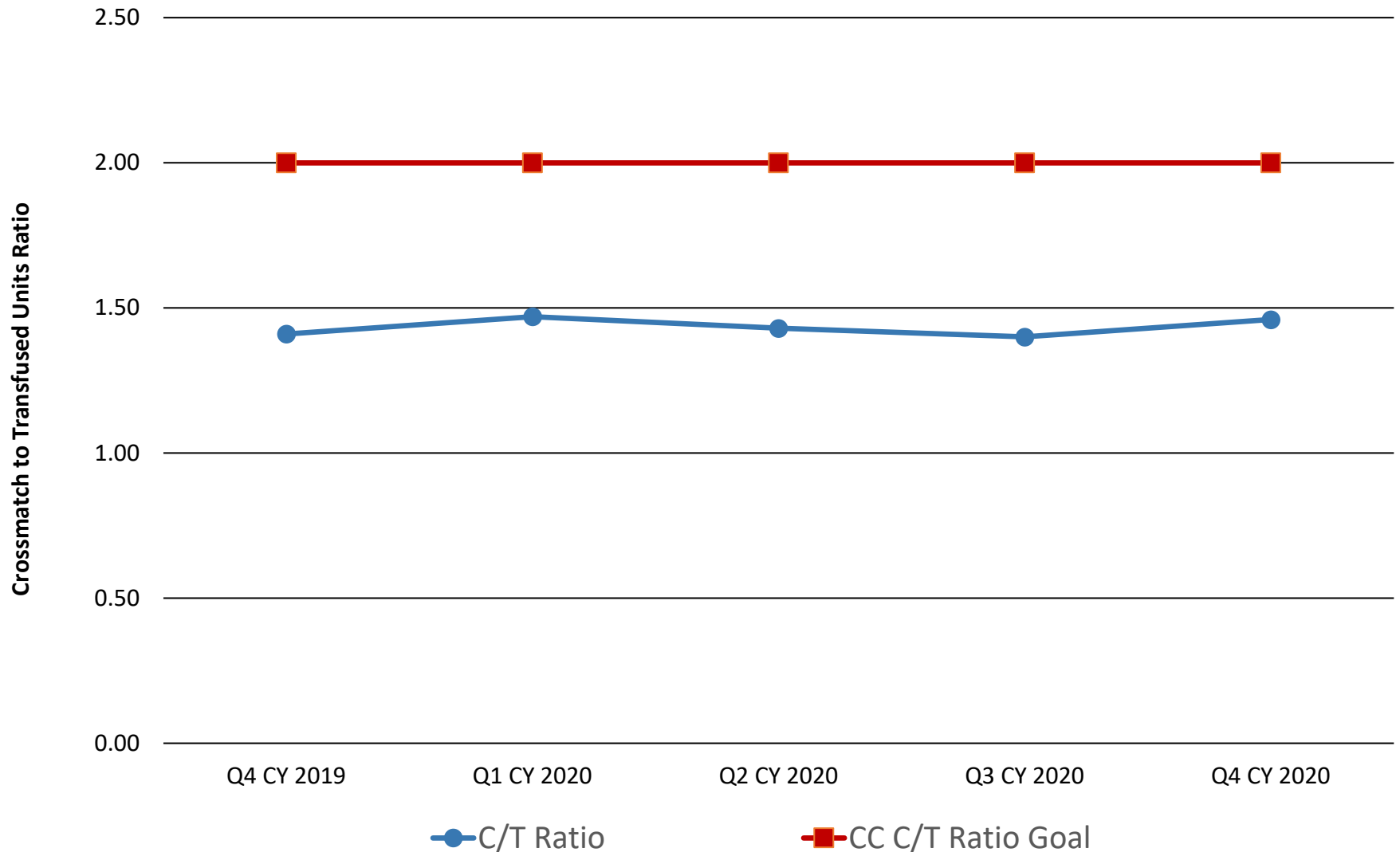
■ ICU	8	2	5	4	19
■ Unit/Other	2	0	6	1	9
■ Remained on Unit	15	3	5	17	40

# Blood and Blood Product Use

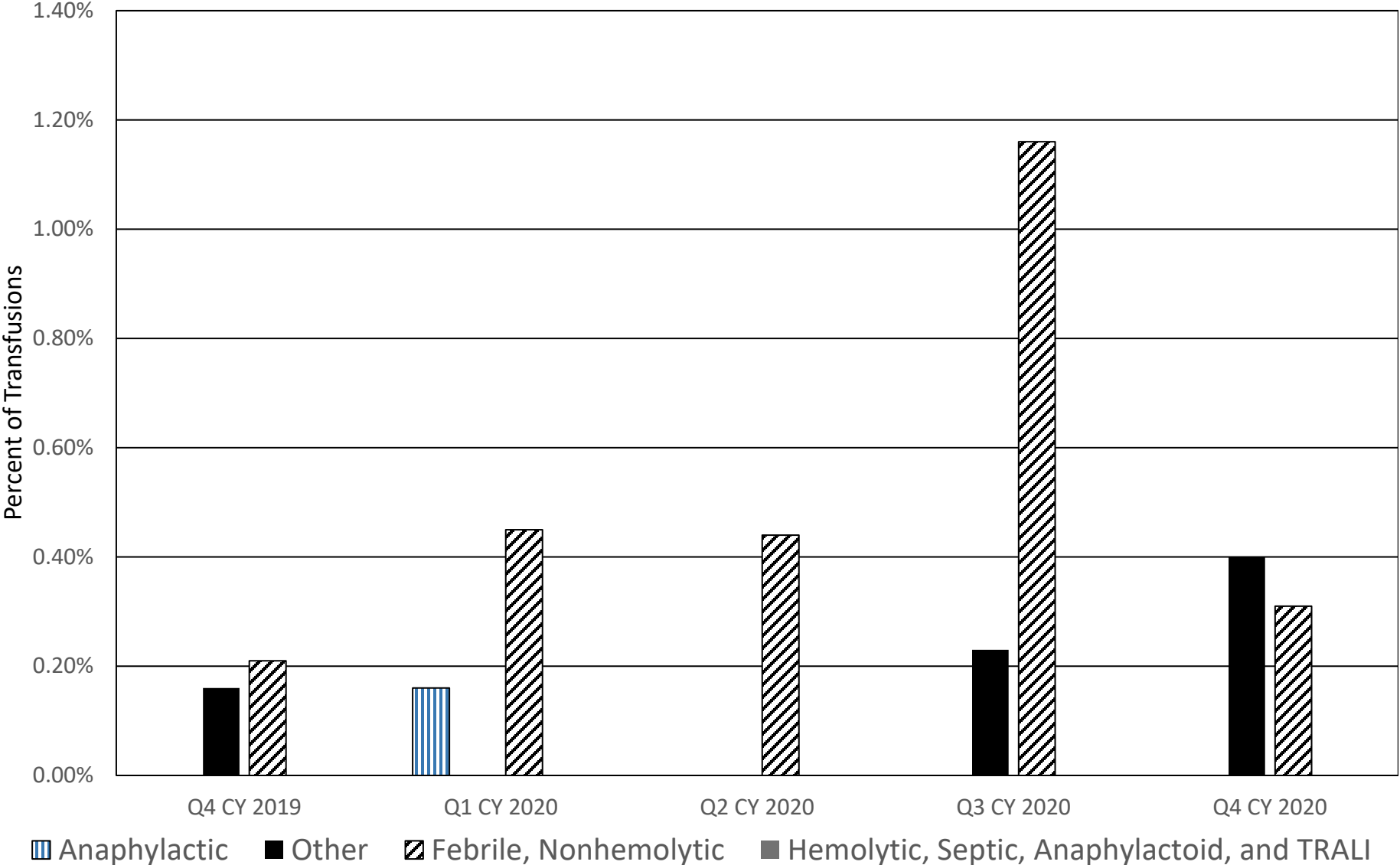
- Crossmatch to Transfusion (C:T) Ratio
- Transfusion Reaction by Class
- Unacceptable Blood Bank Specimens

# Crossmatch to Transfusion (C/T) Ratio

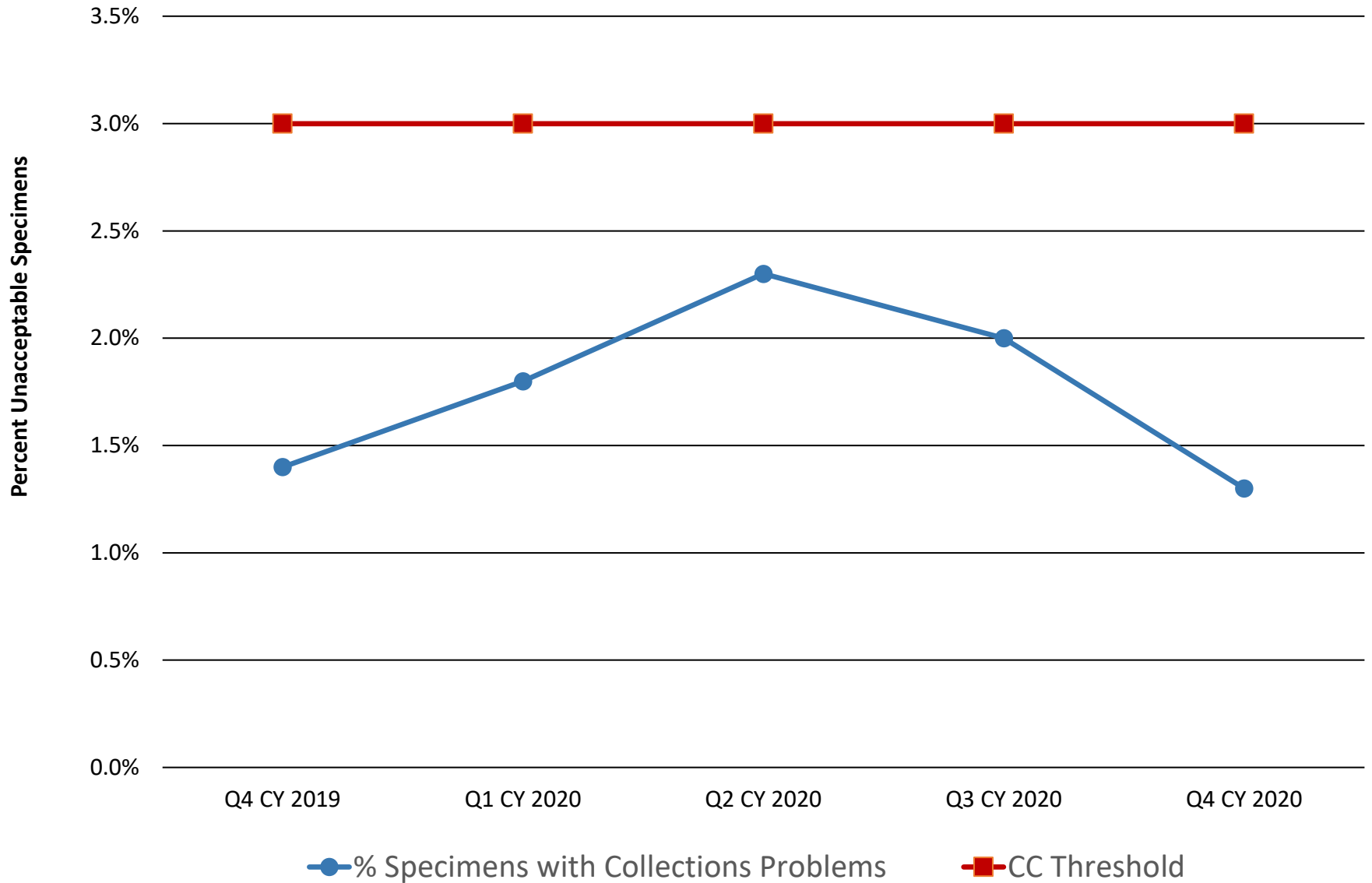
*(The NIH CC goal is to have a C:T ratio of 2.0 or less. Monitoring this metric ensures that blood is not held unused in reserve when it could be available for another patient.)*



# Transfusion Reactions by Class



# Unacceptable Blood Bank Specimens

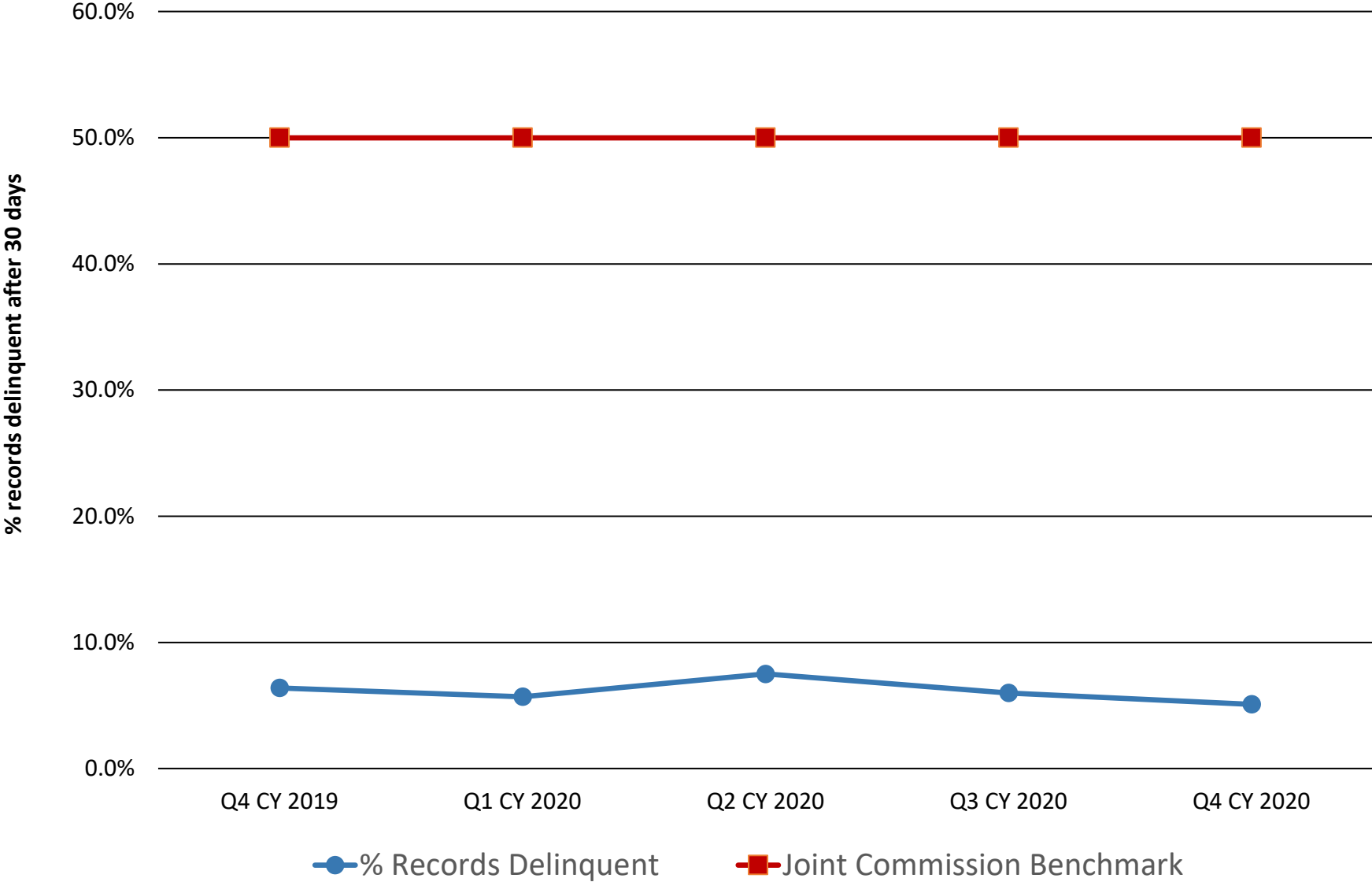




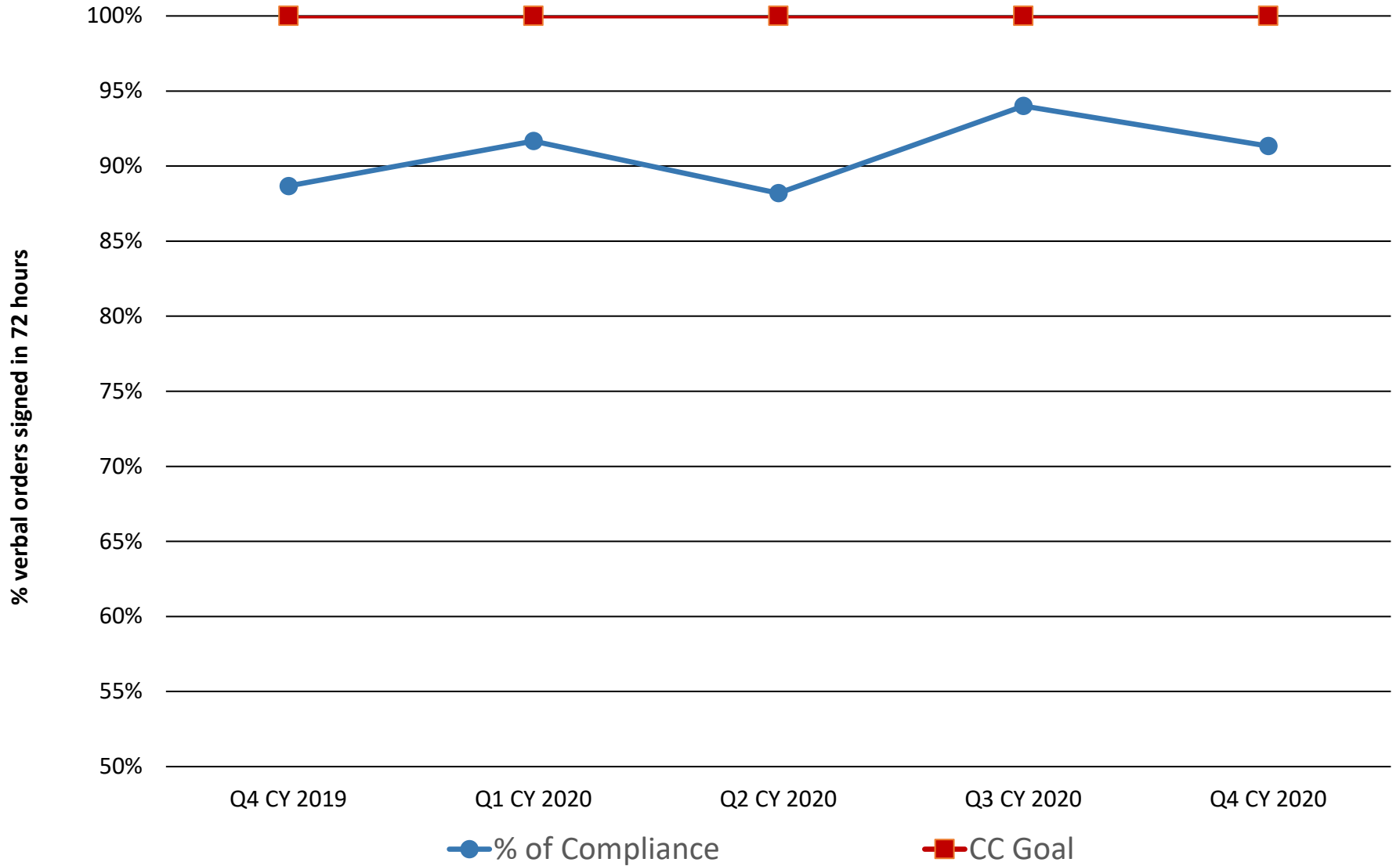
# Clinical Documentation

- Medical Record Completeness
  - Delinquent Records
  - “Agent for” Countersignature Adherence
  - Unacceptable Abbreviation Use
- Accuracy of Coding

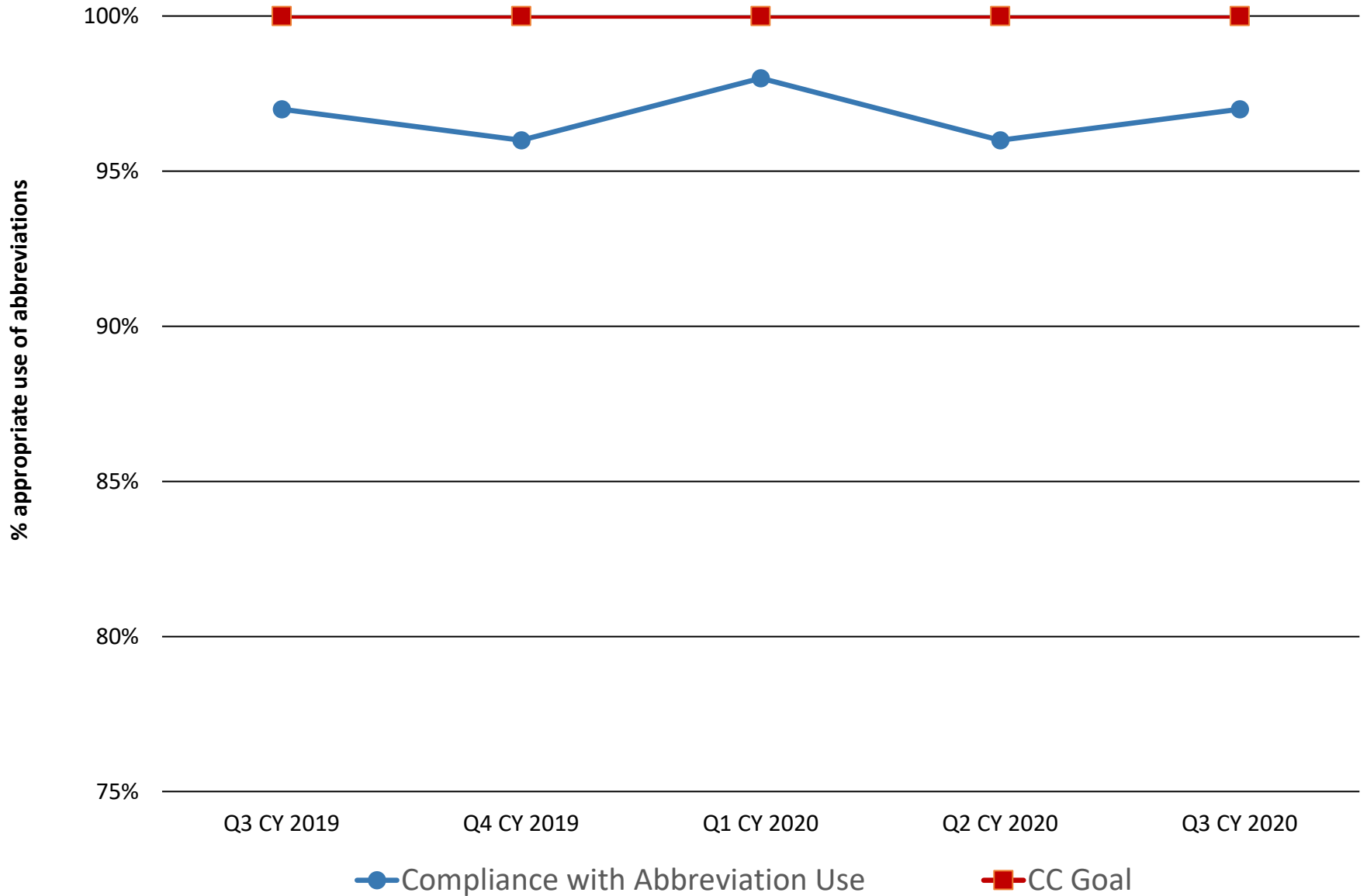
# Delinquent Records (>30 days post discharge)



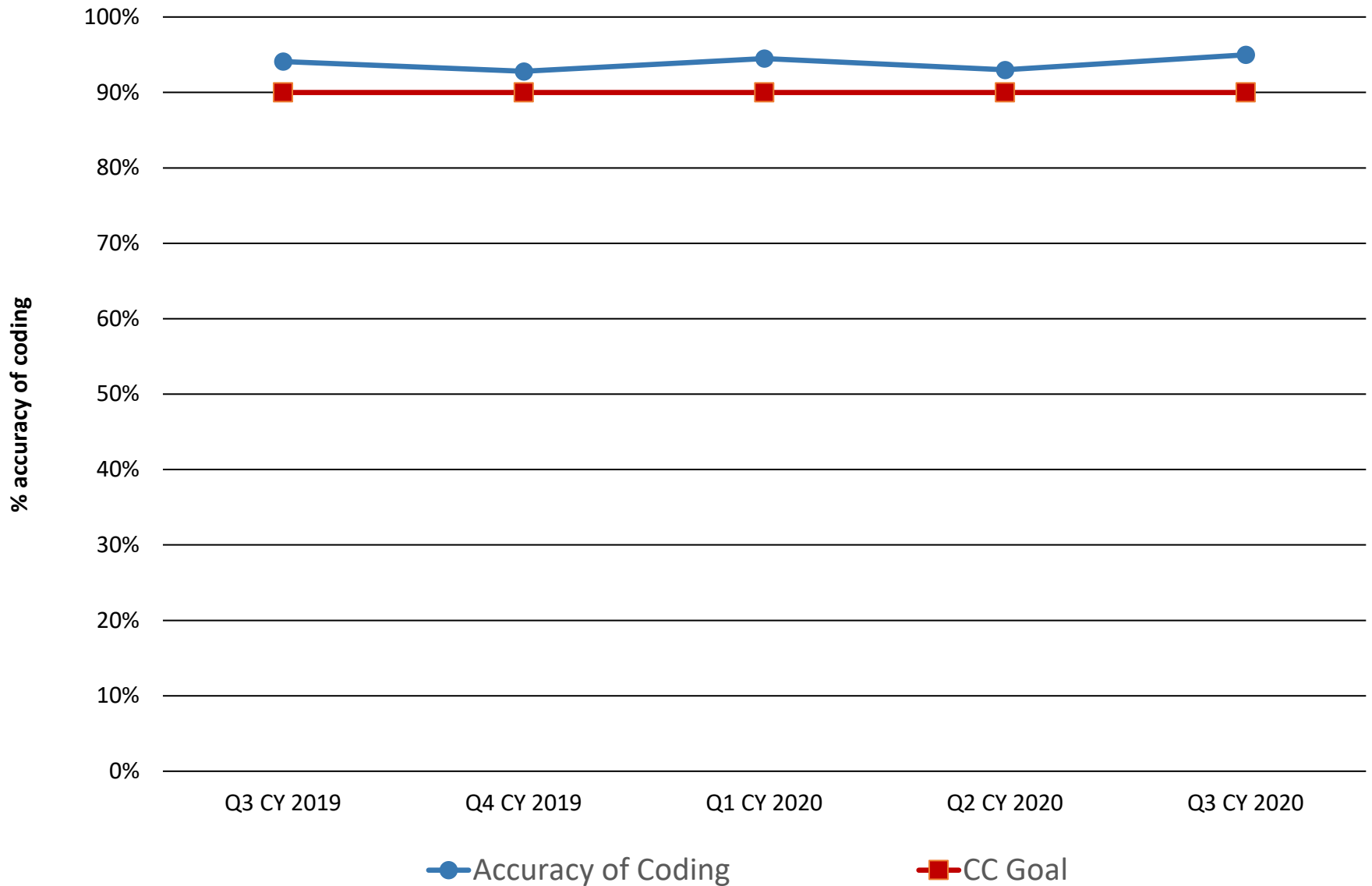
# "Agent for" Orders Countersignature Compliance



# "Do Not Use" Abbreviation Adherence



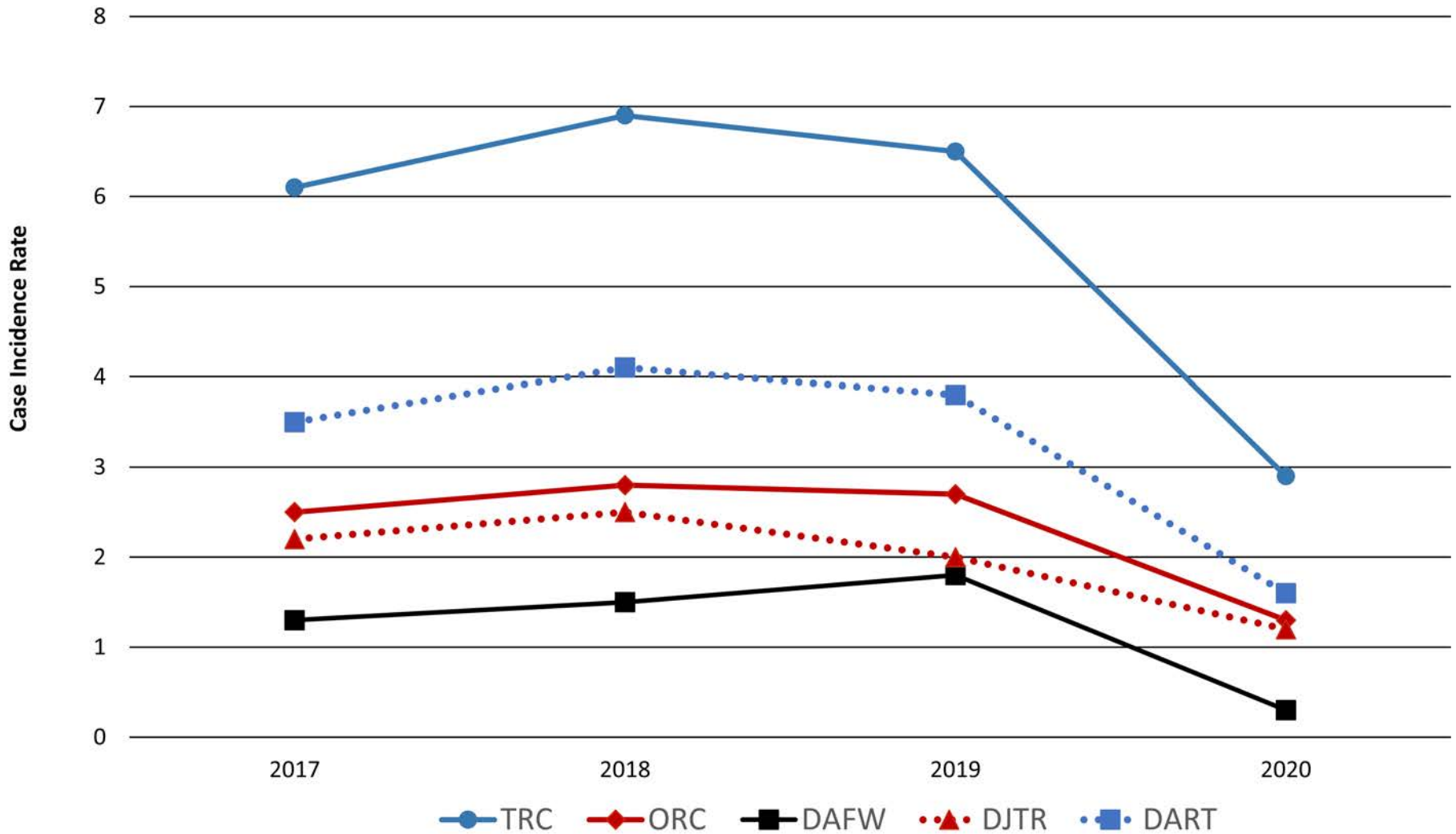
# Accuracy of Record Coding



# Employee Safety

- Occupational Injury and Illness

# Occupational Injuries and Illnesses for CC Employees



**TRC:** Total Recordable Cases; **ORC:** Other Recordable Cases; **DAFW:** Days Away From Work; **DJTR:** Days Job Transfer, Restriction; **DART:** Days Away, Restricted or Transferred (DAFW + DJTR)