



Patient Safety and Clinical Quality Update

NIH CC Research Hospital Board

October 19, 2019

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Agenda

- Accreditation Activities
- Performance Metrics
- A Year in Review
- Looking Forward

Accreditation Update

Joint Commission Update

› Unannounced Survey Follow-Up

- Two findings
 - Ligature risks
 - Electrical wiring risks
- All issues resolved; no further action necessary
- Will continue with ligature risk mitigation strategies

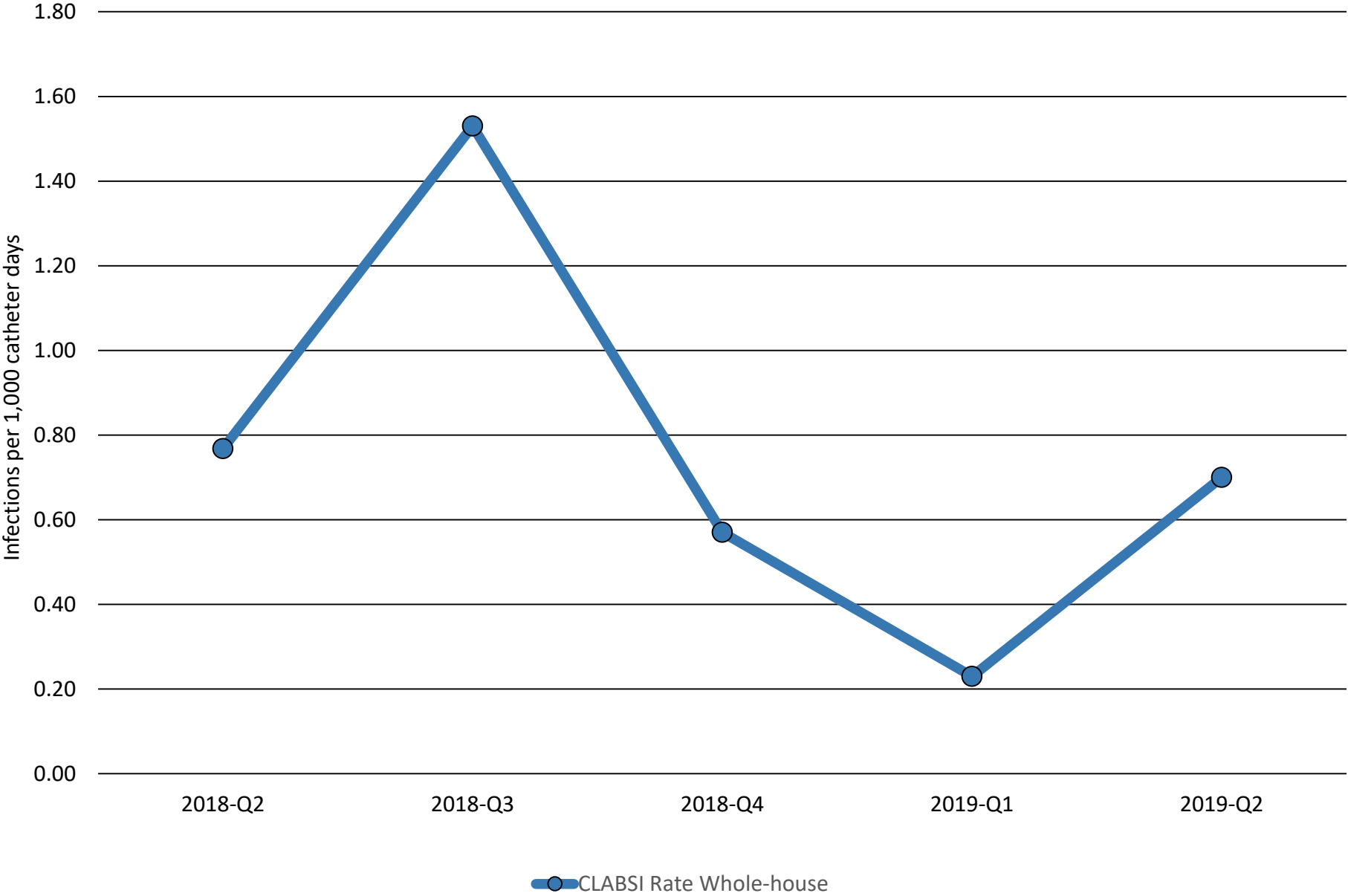
› Sentinel Event Reporting

- *Spark in the Blood Donor Center* (accepted by TJC)
 - Root Cause Analysis, conference call, Improvement Plan accepted
- *Operative Event* (not accepted by TJC as a sentinel event)
 - Root Cause Analysis conducted for organizational learning
 - Systems-based Morbidity and Mortality Rounds presentation

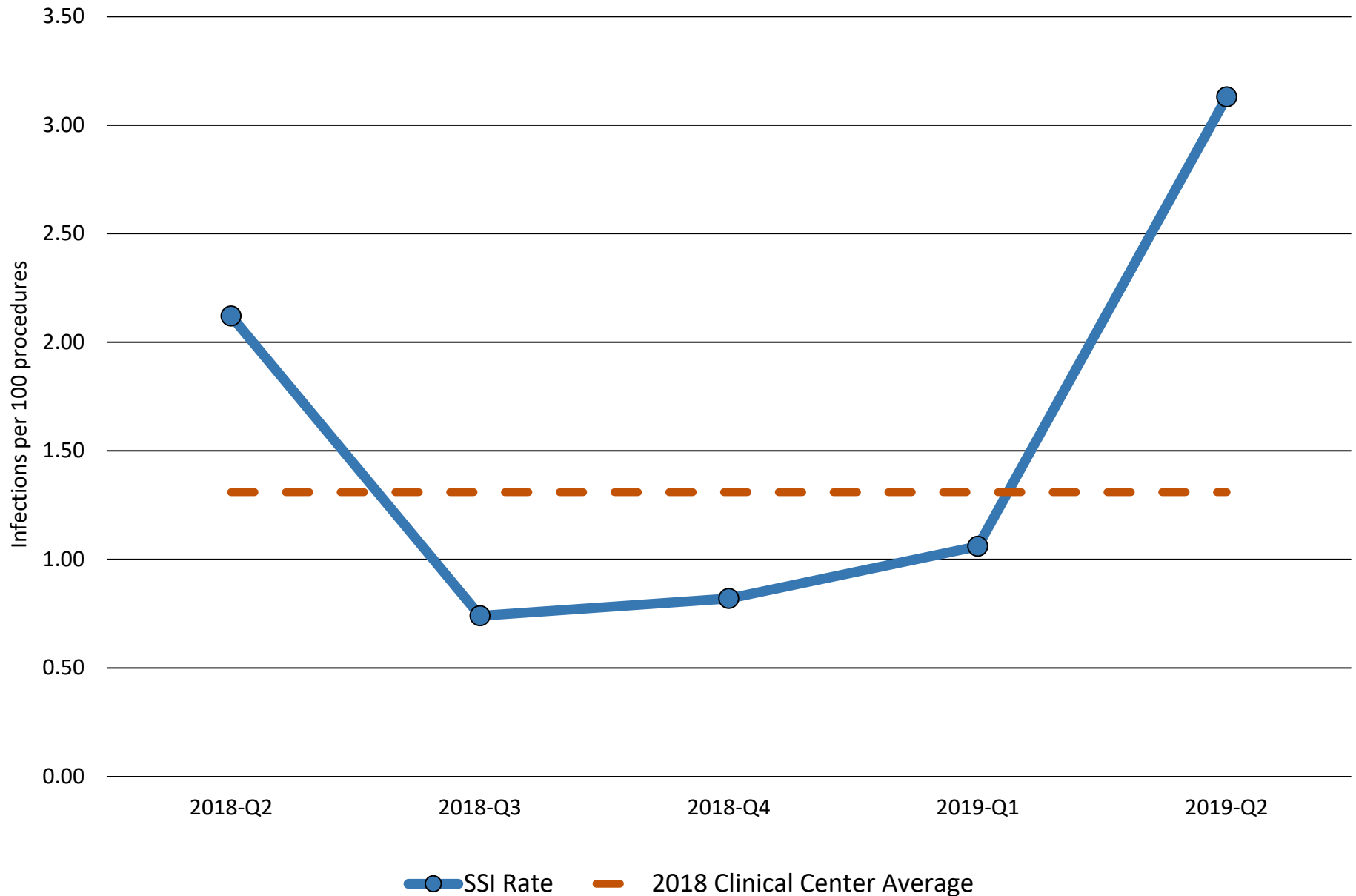


Performance Metrics

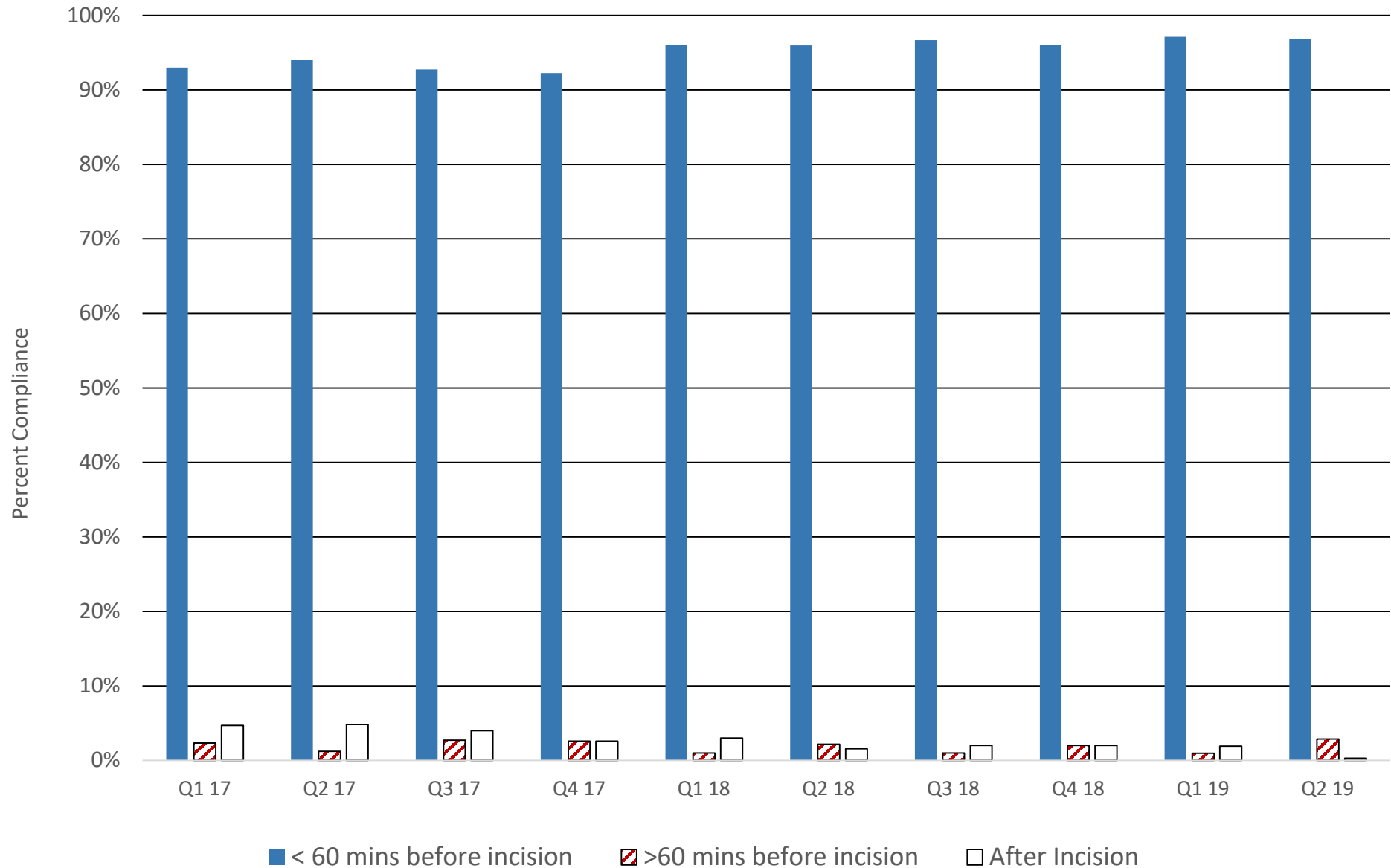
Wholehouse Central-Line Associated Bloodstream Infection (CLABSI) Rate



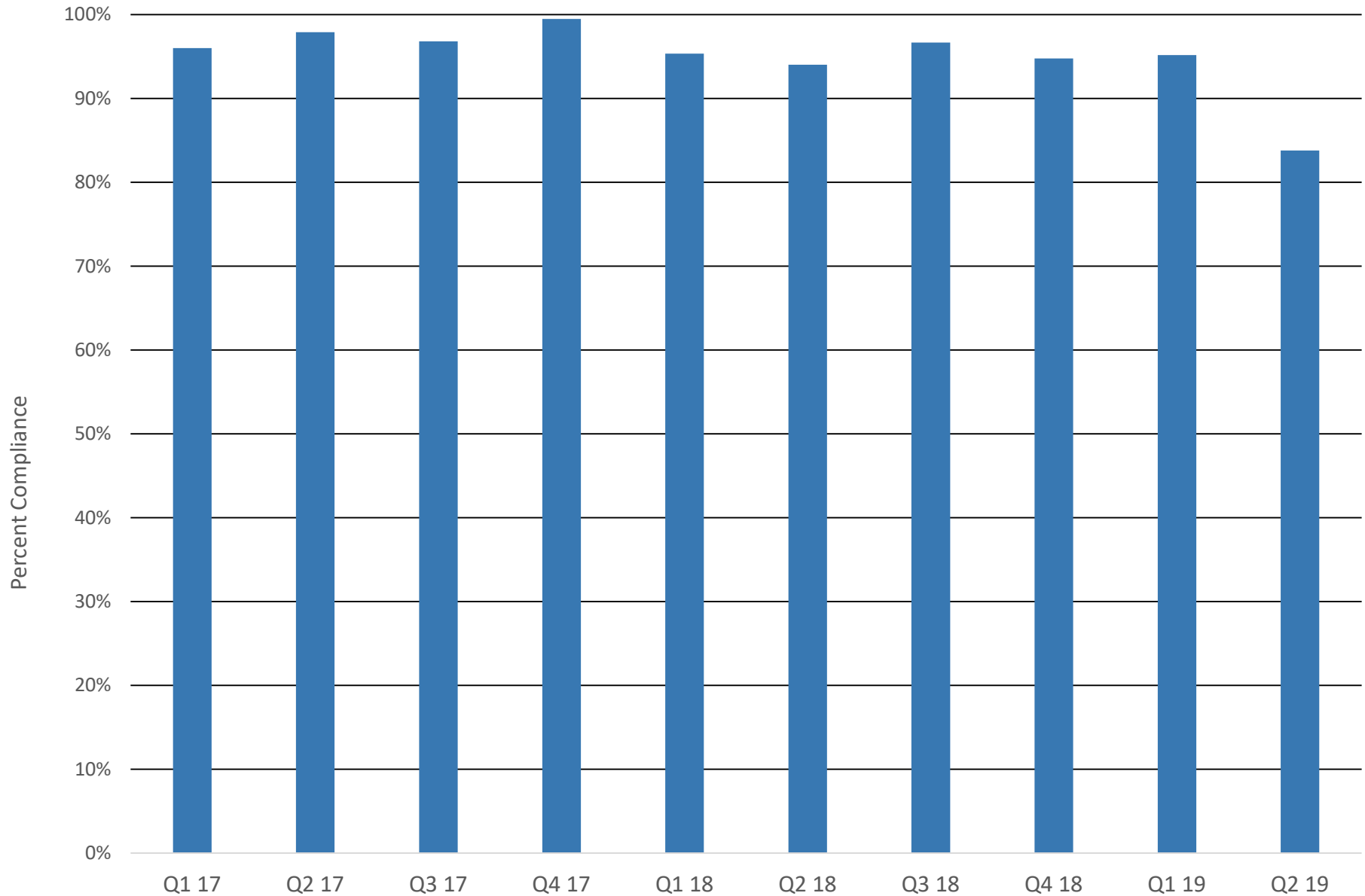
Surgical Site Infections (SSI) Rate



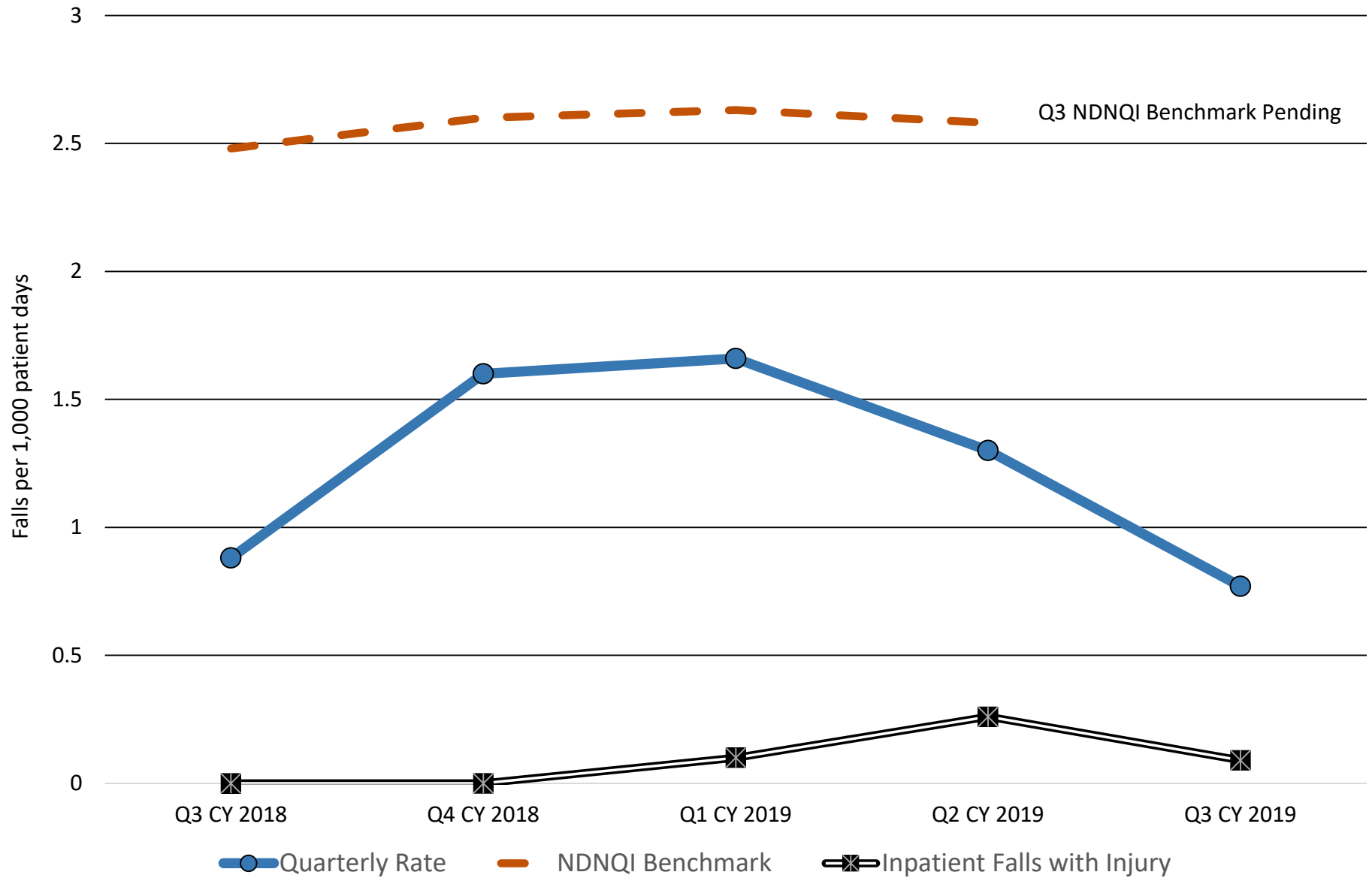
Perioperative Antibiotic Administration Relative to Incision Time



Postoperative Antibiotic Discontinuation Within 24 Hours

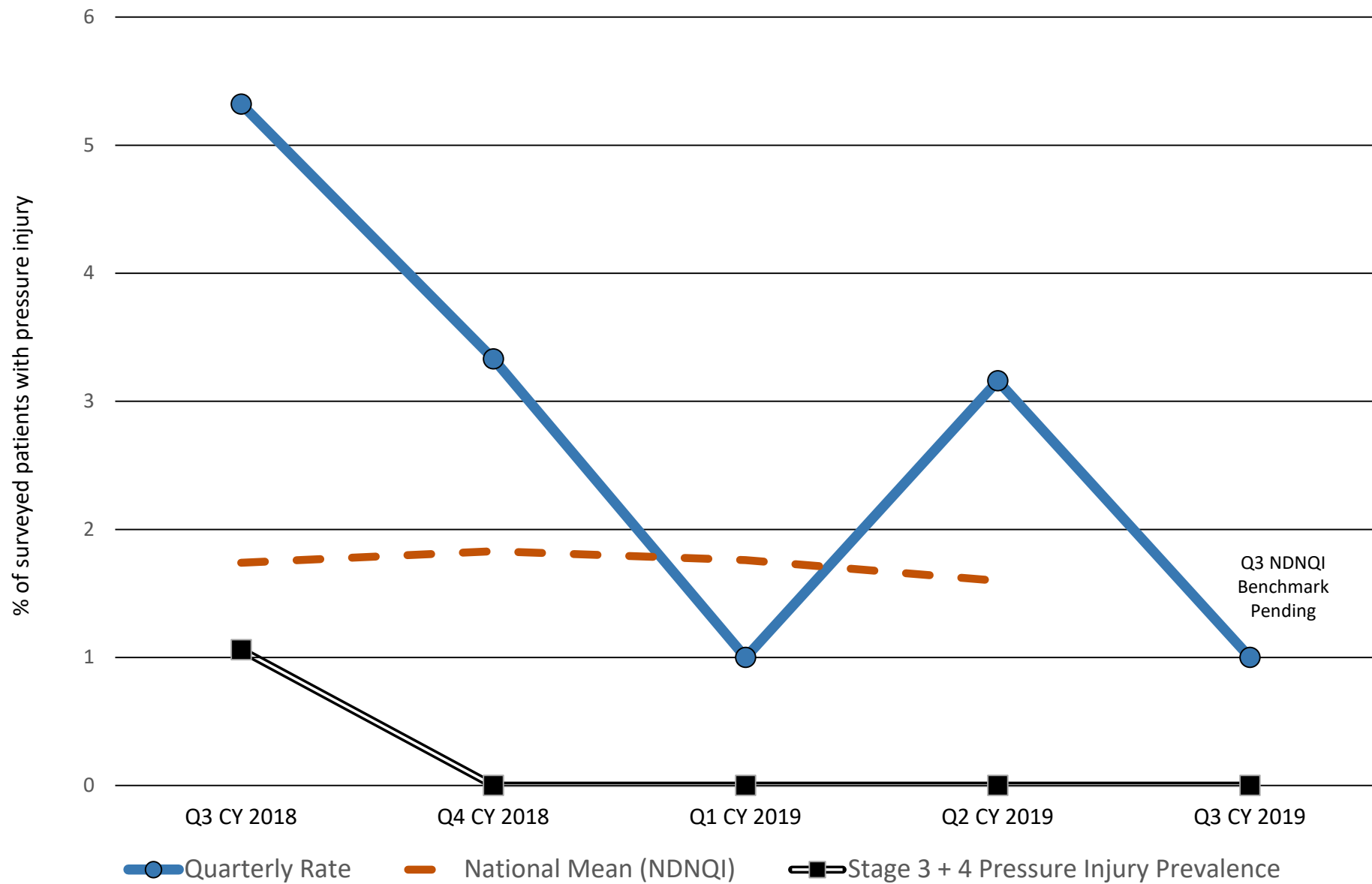


Inpatient Falls Rate



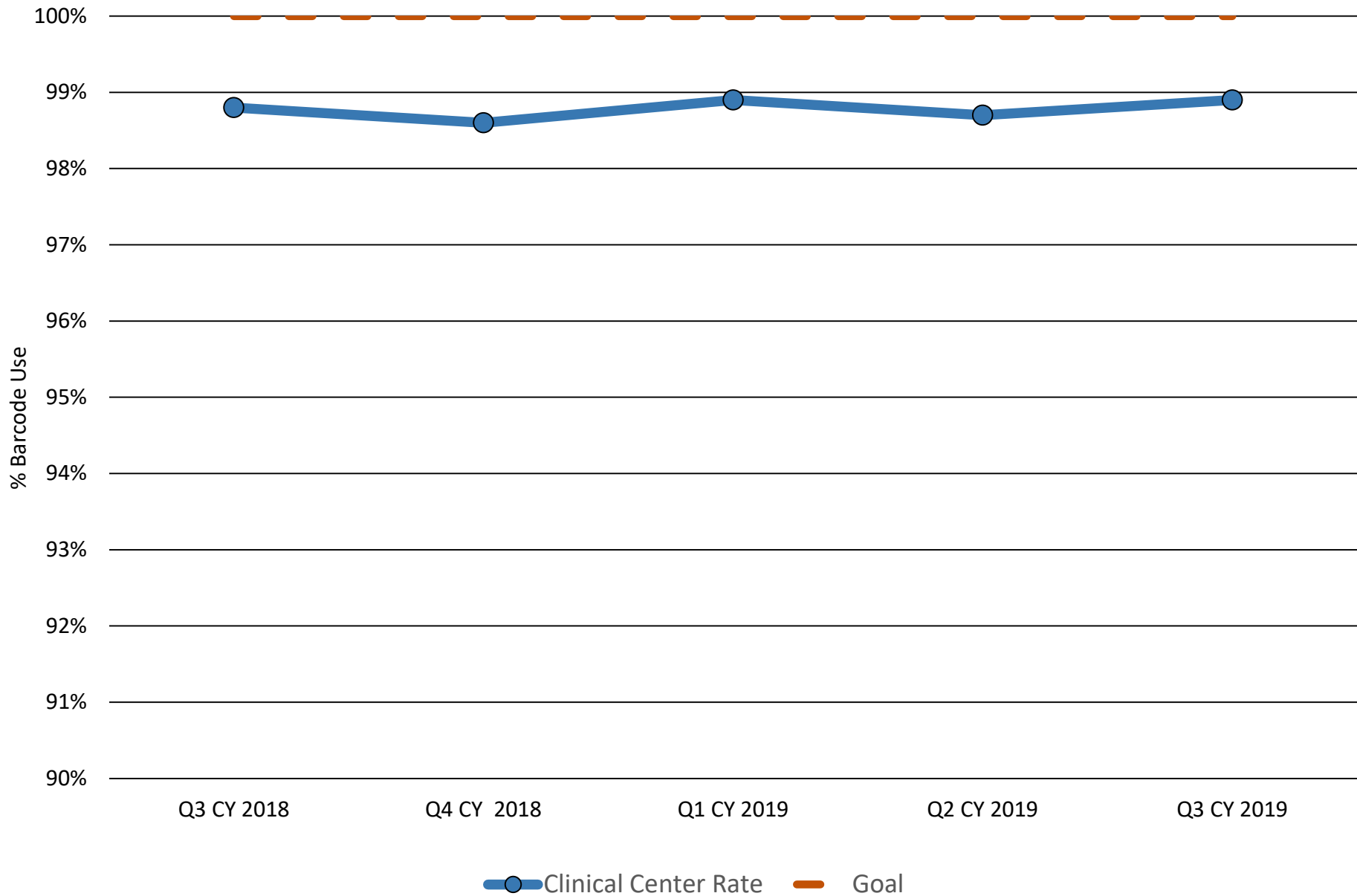
NDNQI benchmark for Total Falls Rate Only

Pressure Injury Prevalence



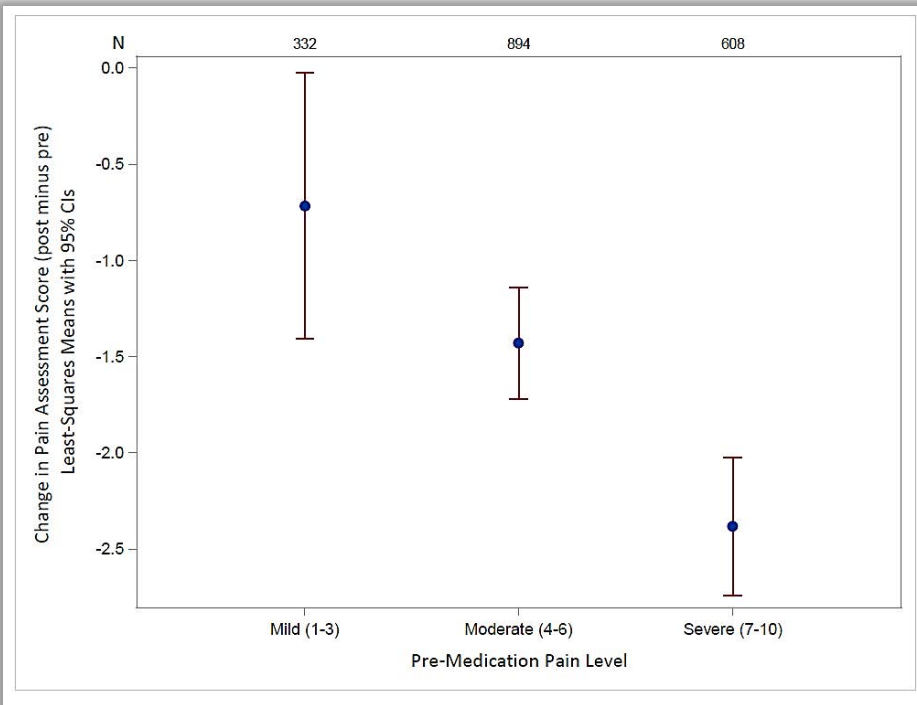
NDNQI Benchmark for Total Pressure Injury Rate only

Medication Administration Barcode Use

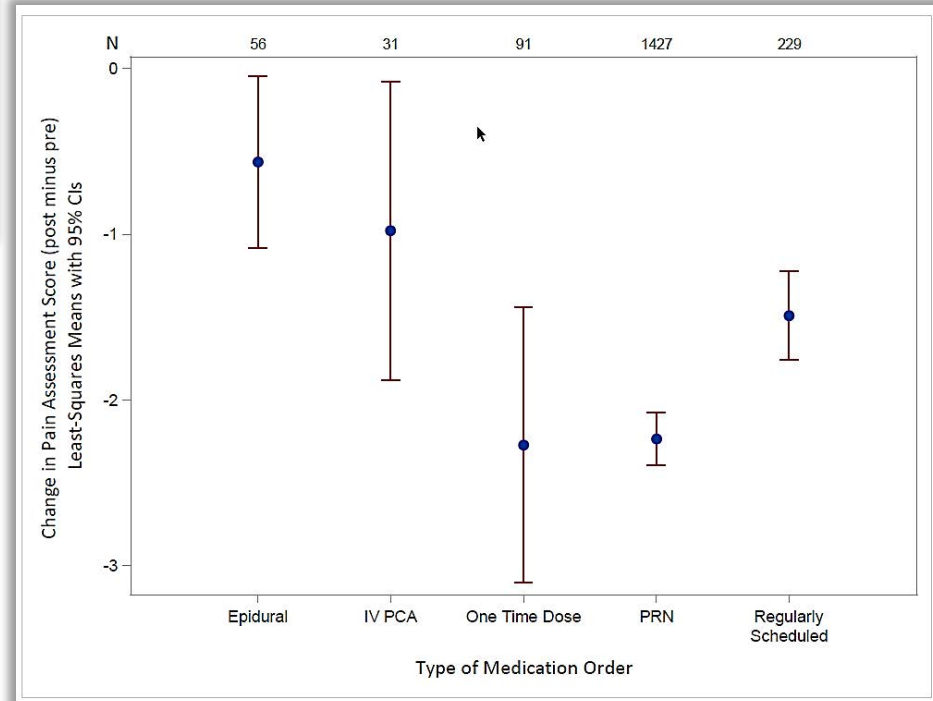


Outcome Measures:

Management of Acute Post-Operative Pain



- Evaluation of acute post-operative pain
- 128 patients
- 1834 observations
 - Pre-Assessment score – 30 minutes prior
 - Intervention = Medication administration
 - Post-Assessment Score – 90 minutes post



Results and Next Steps

- Pain score improvement:
 - In all levels of pain
 - For all modalities
- Next steps
 - Refine measurement process
 - Link nursing post assessment data
 - Focused review of epidural and PCA scores
 - Role of adjuvant therapies

A Year in Review

Key Organizational Initiatives

› Unplanned Admissions Triage Process

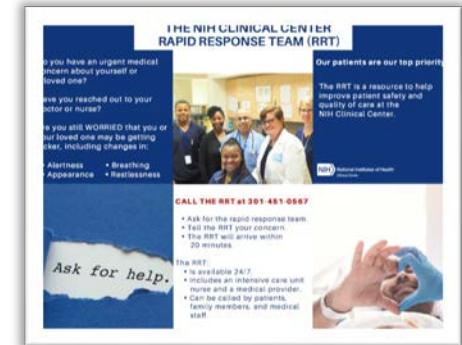
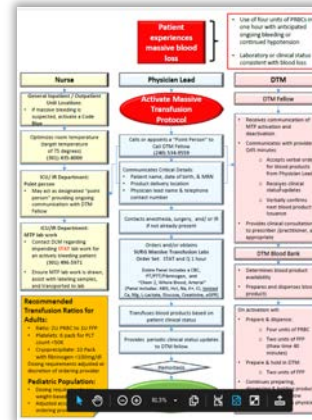
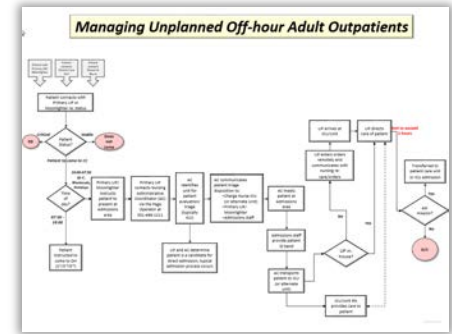
› Massive Transfusion Protocol

› Brain Code

› Patient/Family Activation of the Rapid Response Team

› SuperSTARS

› Safe Patient Handling Initiative



› OpenNotes: Overview

Notes Released to Portal (≥ 2013) upon final

- Discharge summaries
- Discharge instructions
- History & physical examination reports
- Outpatient first registration reports
- Outpatient progress notes requested to be released by clinician
- Procedure notes
- Rehabilitation medicine documents

Notes Released to Portal (\geq July 1, 2019) upon final

- All notes in first column
- Inpatient progress notes
- Outpatient progress/visit notes
- Most consultation reports
- CC clinical departments' notes – *Social Work discharge planning notes, nutrition planning/education notes*

Results Released to Portal (≥ 2013)

- Available immediately upon being finalized (*with the exception of imaging results*)
- Imaging results available in 3 days
- Sensitive test results require *manual* release to the portal (Pathology, HIV, STI, Pregnancy)



› OpenNotes: Document Viewing

Top 15 Document Types Viewed While Inpatient

1.	Patient Education Note	1,741
2.	Progress Note	999
3.	Inpatient Progress Note	492
4.	Inpatient History & Physical	482
5.	Patient Discharge Instructions	461
6.	Admission Consent	389
7.	Consultation	350
8.	Transfusion	253
9.	Occupational Therapy Note	246
10.	Physical Therapy Note	213
11.	Spiritual Care Initial Assessment	157
12.	Spiritual Care Progress Note	141
13.	Discharge: Routine Progress Note	90
14.	Progress Note – Documentation of Consent	81
15.	Inpatient Operation	71

Top 15 Document Types Viewed While Outpatient

1.	Progress Note	4,815
2.	Outpatient First Registration Note	4,035
3.	Patient Education Note	3,284
4.	Outpatient Follow Up Visit	2,357
5.	Consultation	2,166
6.	Outpatient Single Visit	1,840
7.	Patient Discharge Instructions	1,788
8.	Inpatient History & Physical	1,692
9.	Outpatient Summary	1,335
10.	Bone Marrow Aspirate and/or Biopsy	1,233
11.	Progress Note – Documentation of Consent	1,217
12.	Admission Consent	1,167
13.	Discharge Summary	1,160
14.	Physical Therapy Note	1,102
15.	Occupational Therapy Note	884



Looking Forward

New Initiatives: 2020 and beyond...

- › Pain Management
 - Opioid Stewardship Program
 - Outcomes Measurement
- › Vascular Surgery MOU with WRN
- › Simulation
- › Telehealth
- › Medication Reconciliation
- › Process Improvement Coordinator Role

