



CLINICAL AND SAFETY PERFORMANCE METRICS

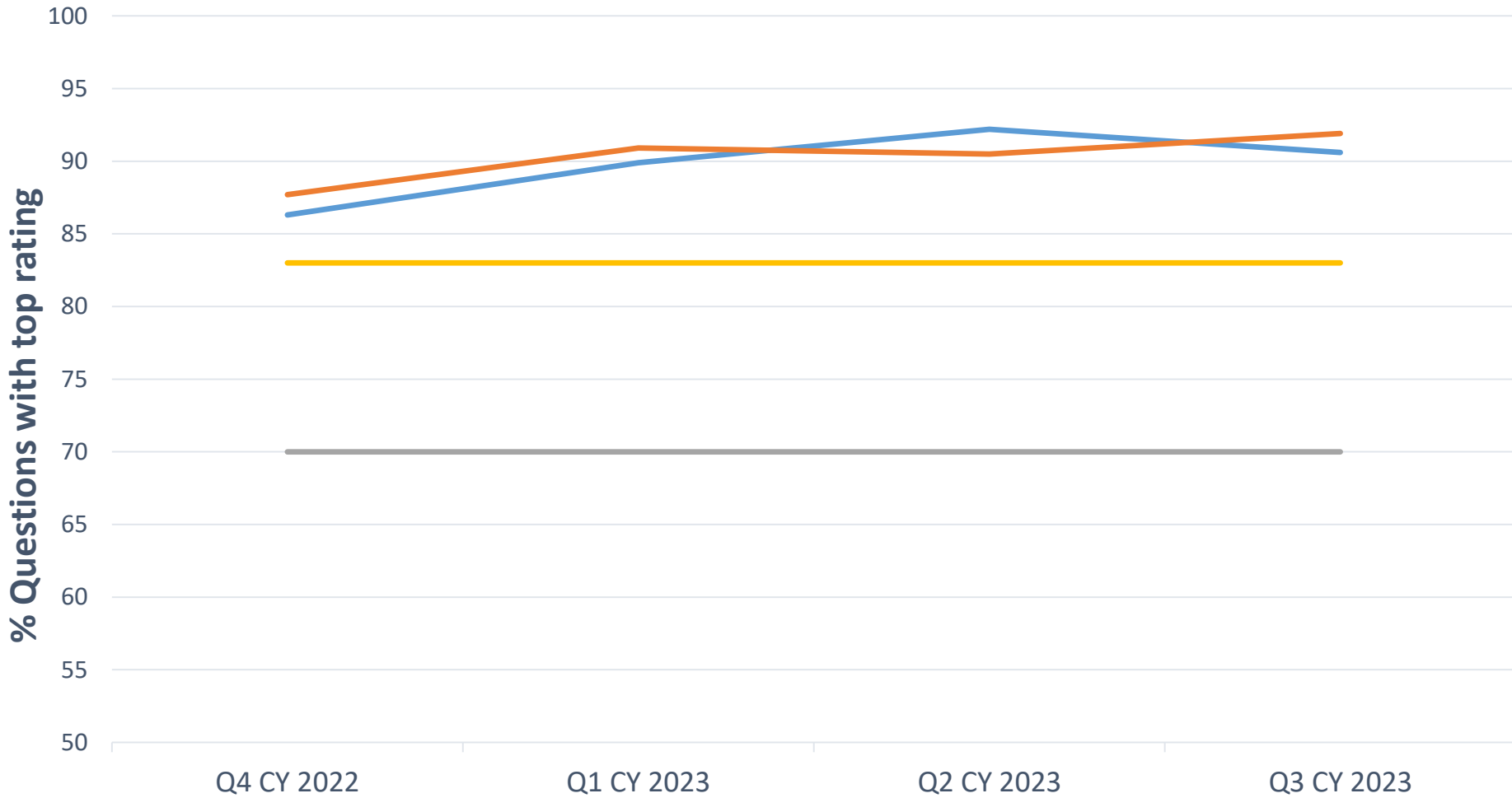
Executive Dashboard

NIH Clinical Center
October 2023

Patient Perceptions

- Press-Ganey Survey Results:
 - Overall Assessment
 - Likelihood of Recommending

Inpatient and Outpatient Overall Top Box Rating



3 questions in the Overall Assessment Domain

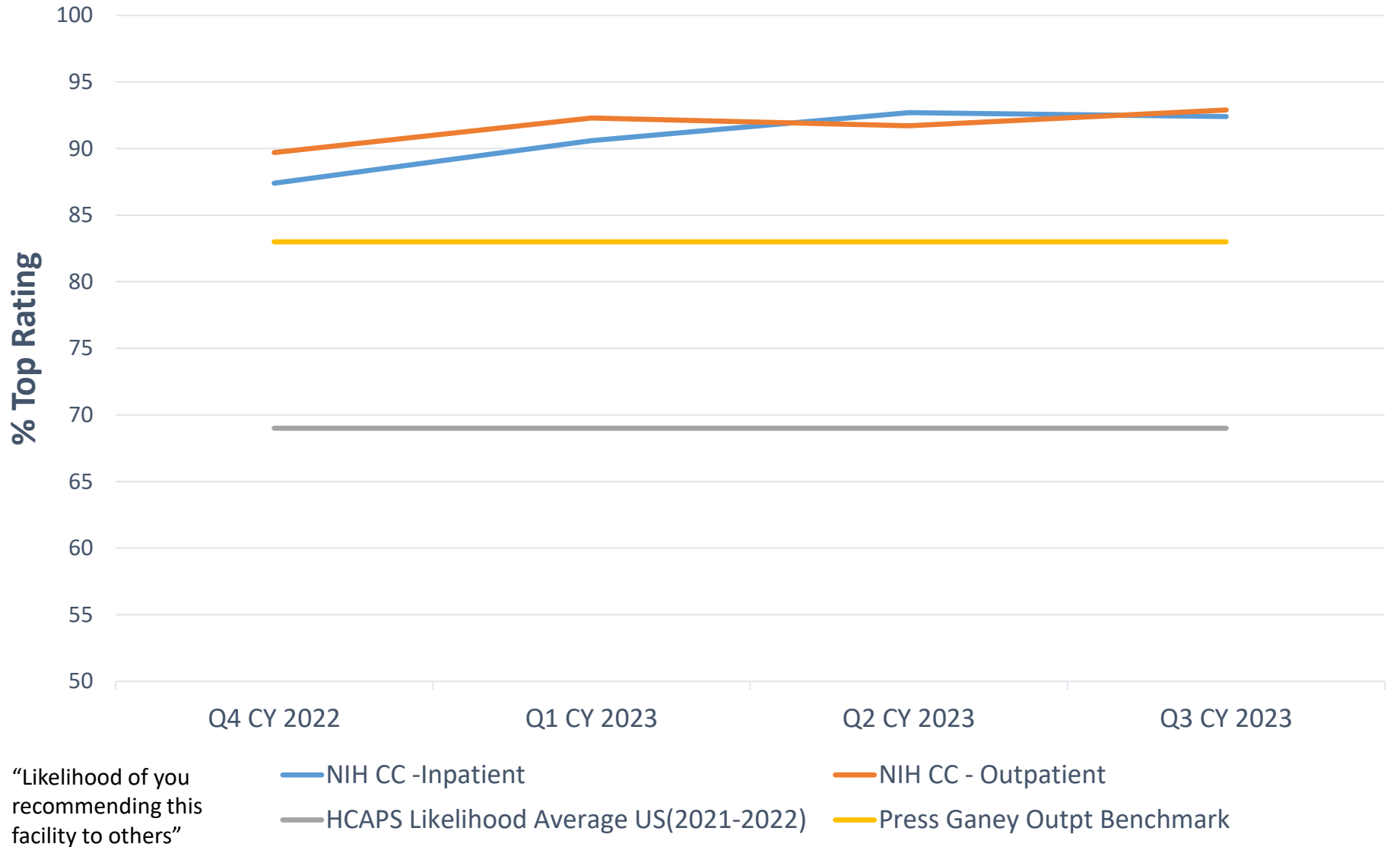
NIH CC Overall Rating-Inpatient

HCAPS Overall Rating Average US(2021-2022)

NIH CC Overall Rating - Outpatient

Press Ganey Outpt Benchmark

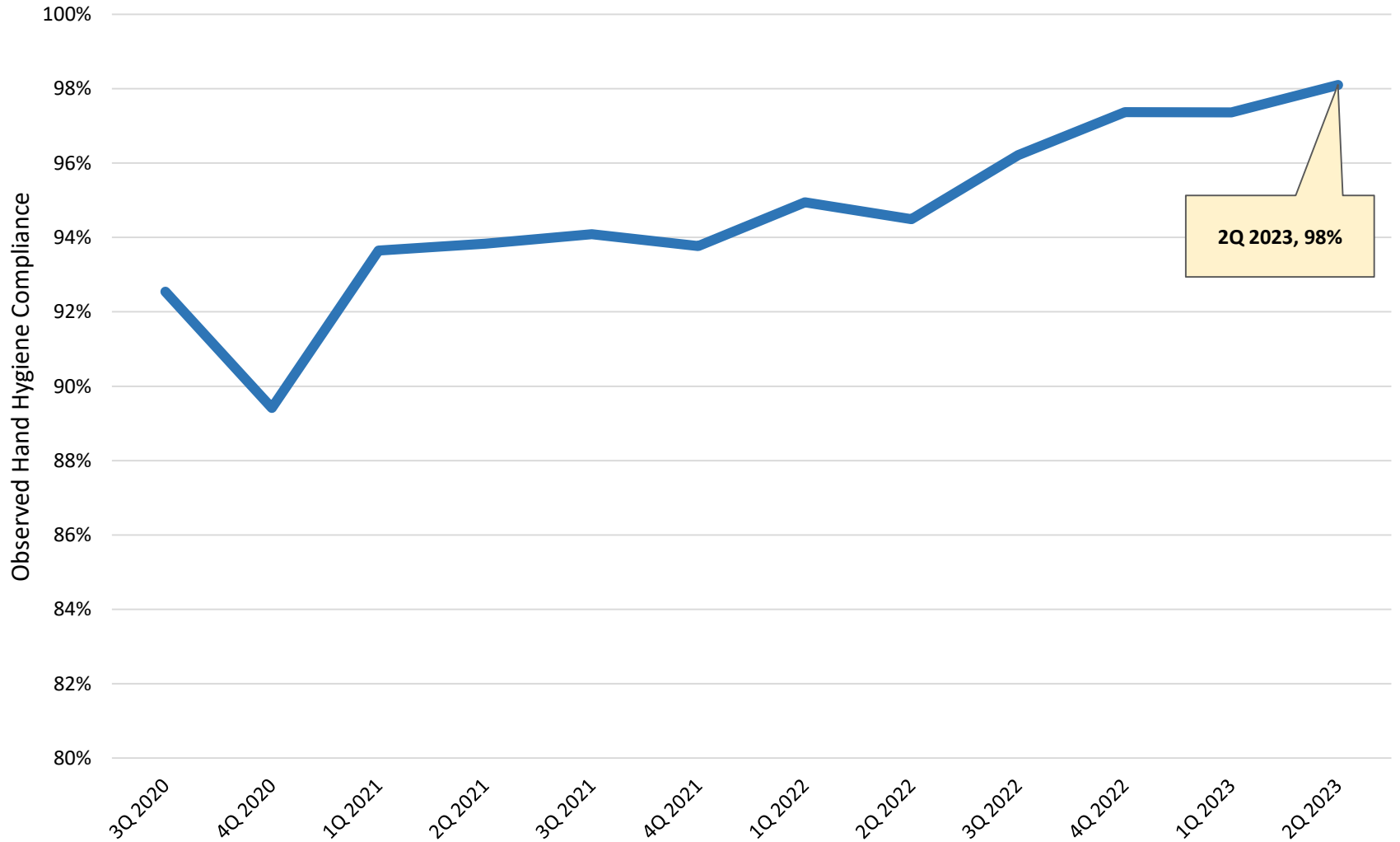
Inpatient and Outpatient Likelihood of Recommending



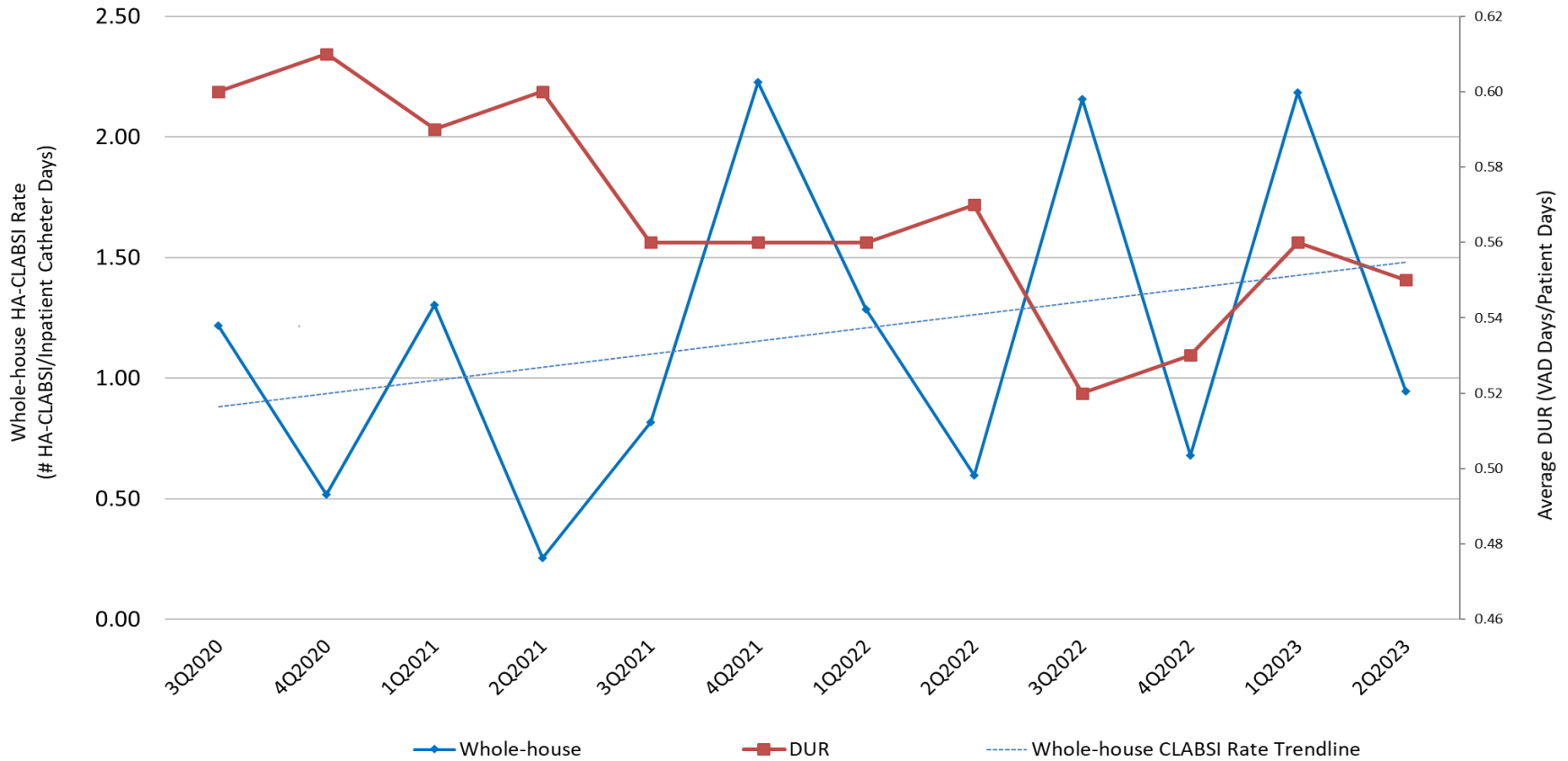
Infection Control Metrics

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

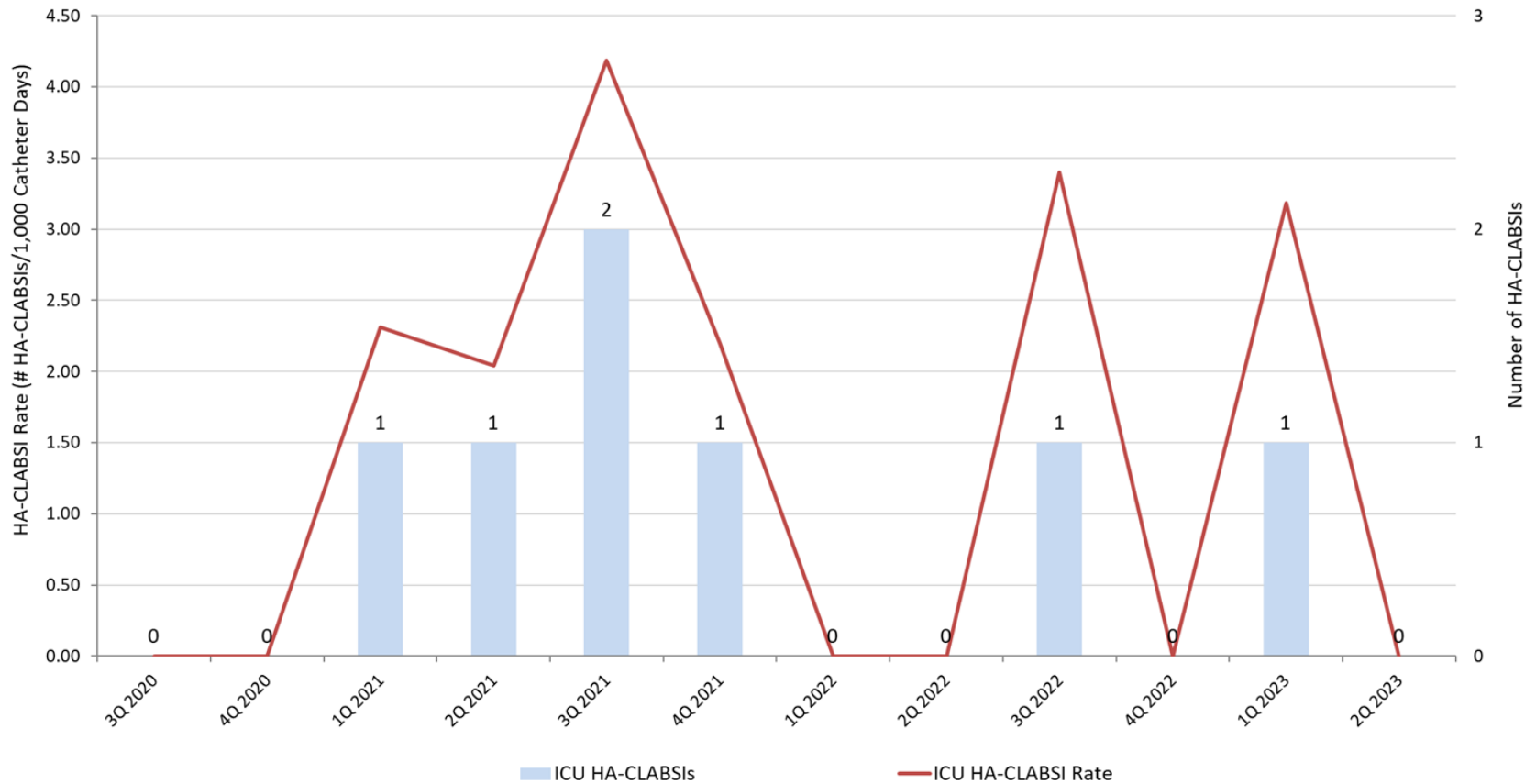
Staff Hand Hygiene Compliance by Quarter



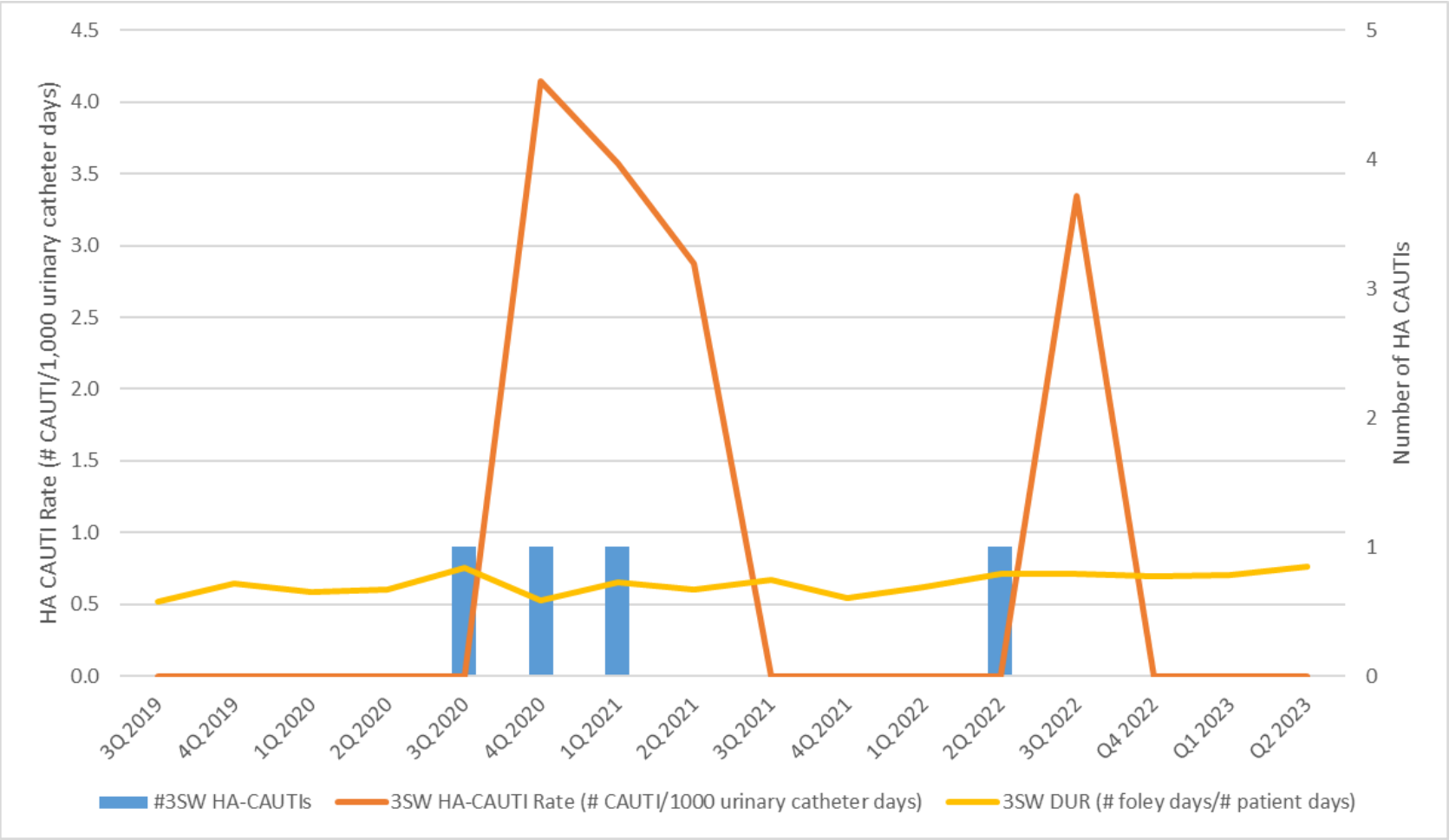
Whole-House Hospital-Acquired Central Line-Associated Bloodstream Infection Rates



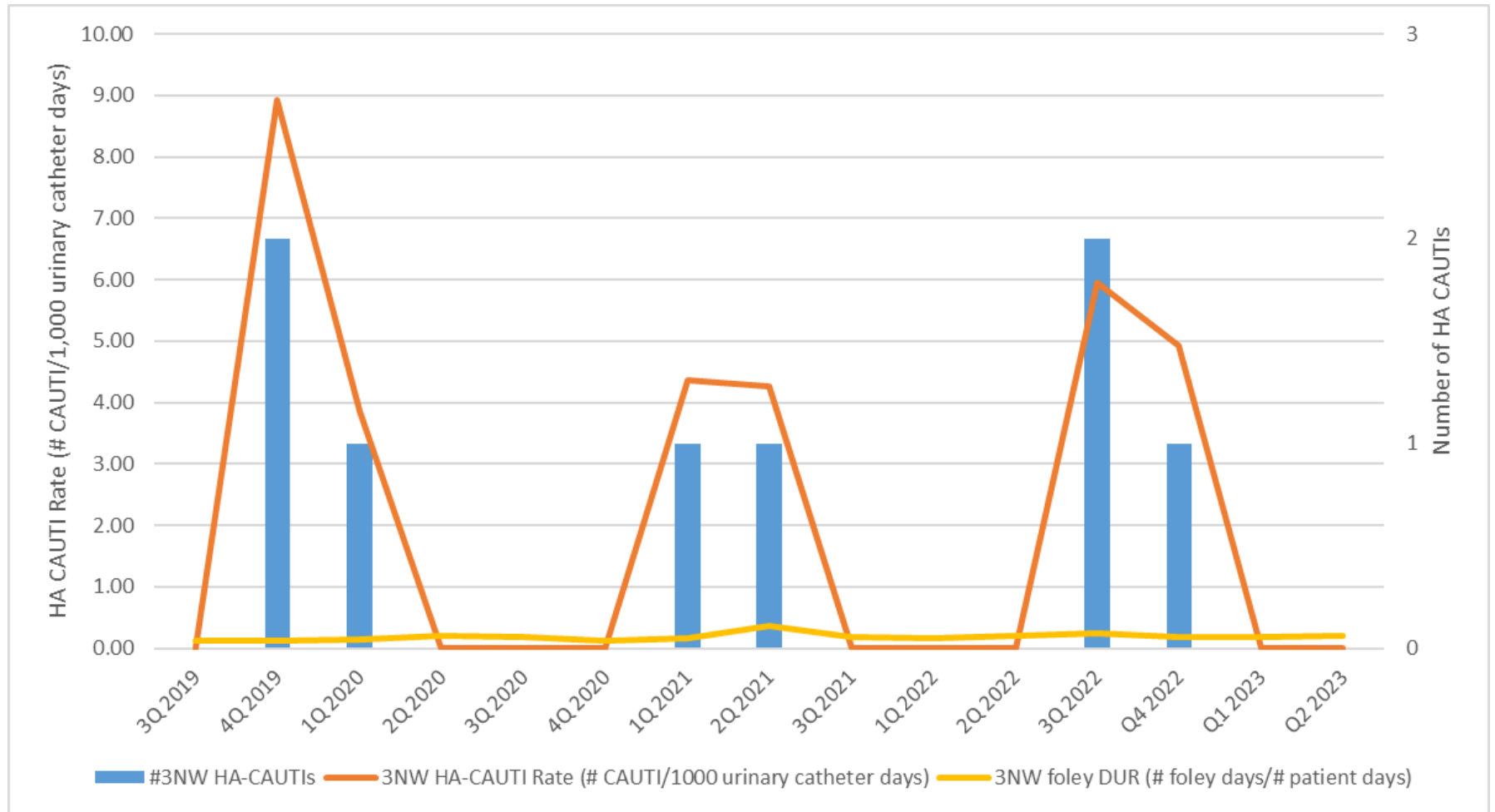
HA-CLABSI Incidence and Rates by Unit, ICU



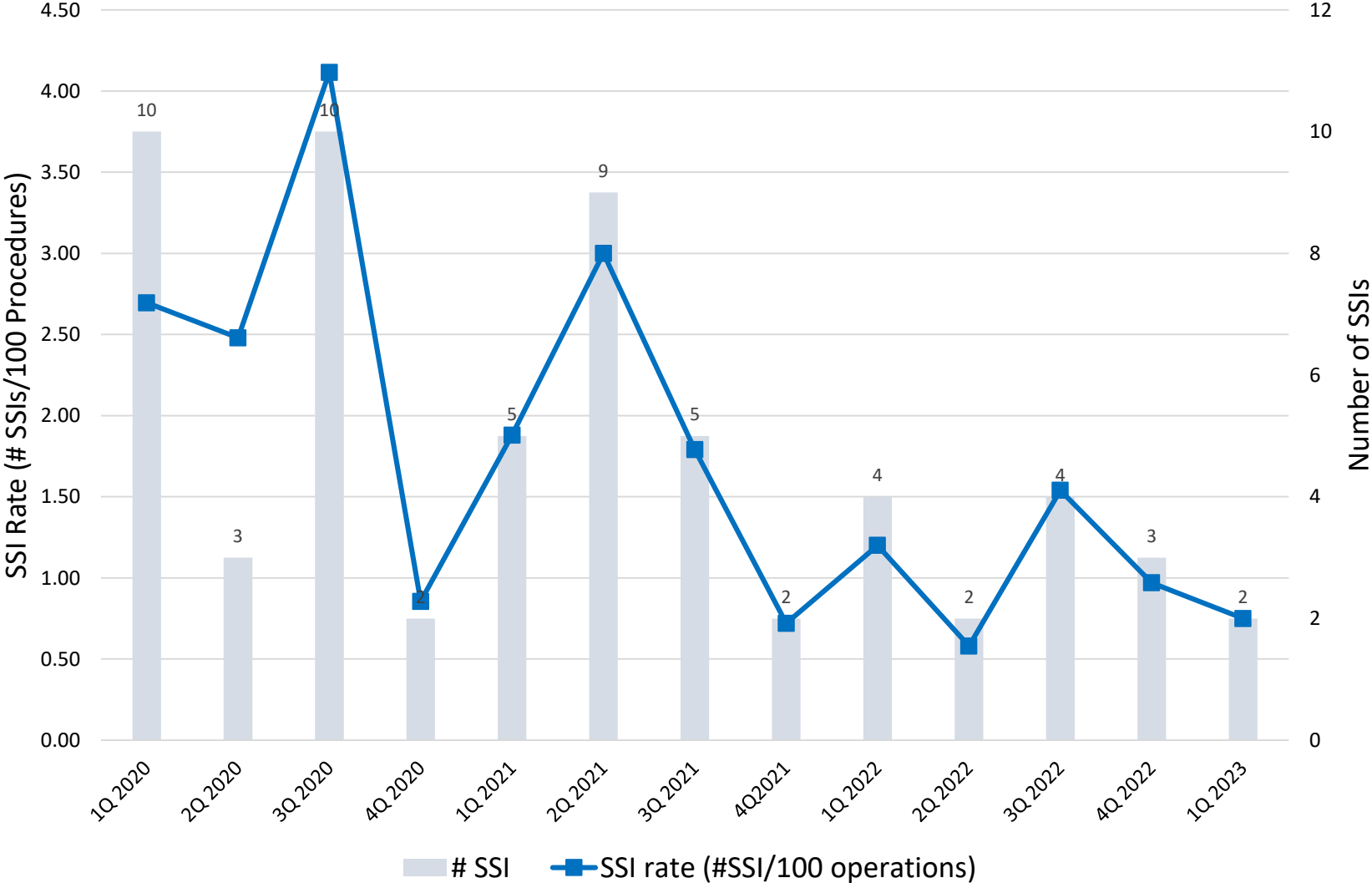
Hospital-Acquired Catheter-Associated UTI (3SWS/ICU)



Q2 2023: Hospital-Acquired Catheter-Associated UTI (3NW)



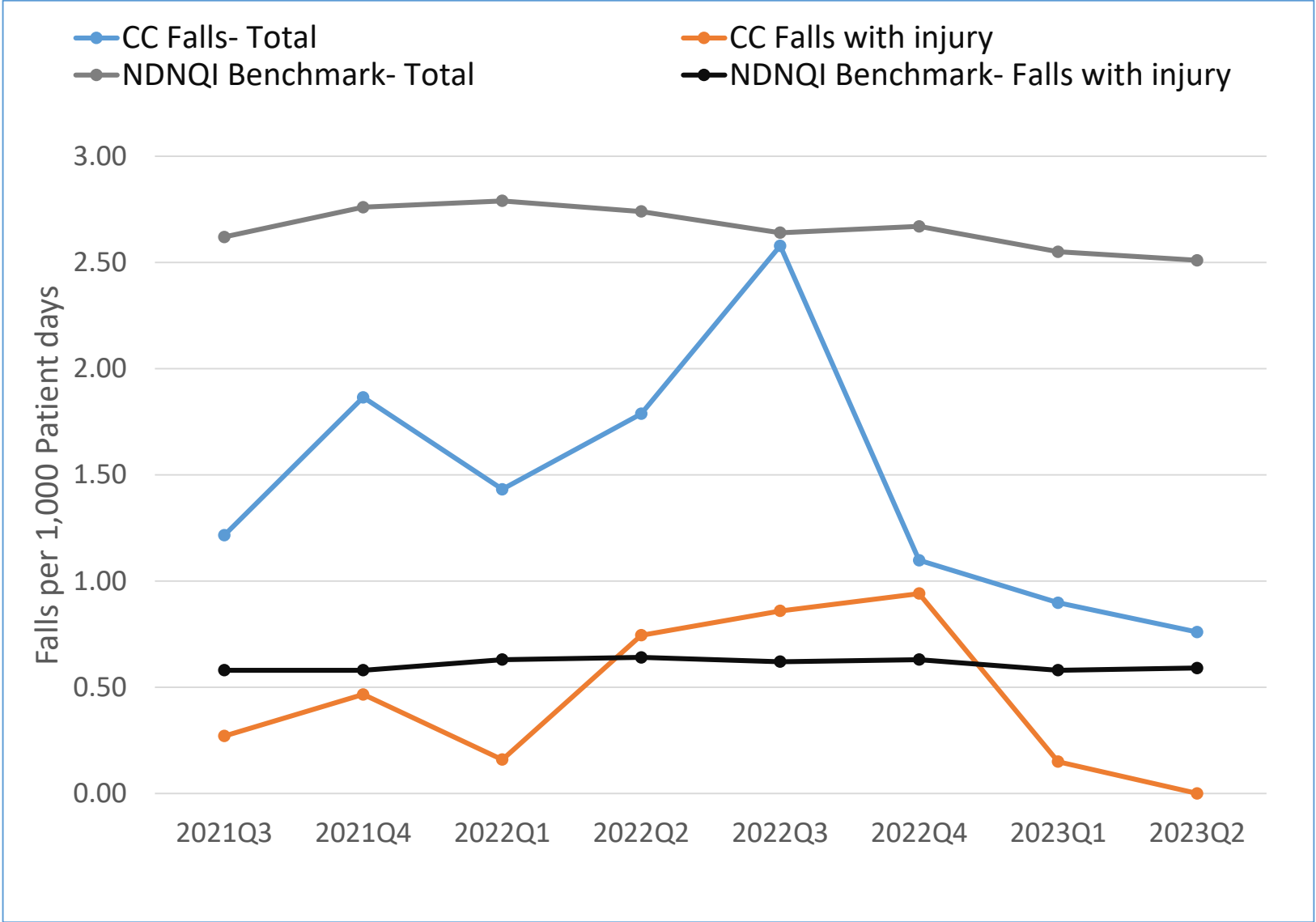
Surgical Site Infection Rate



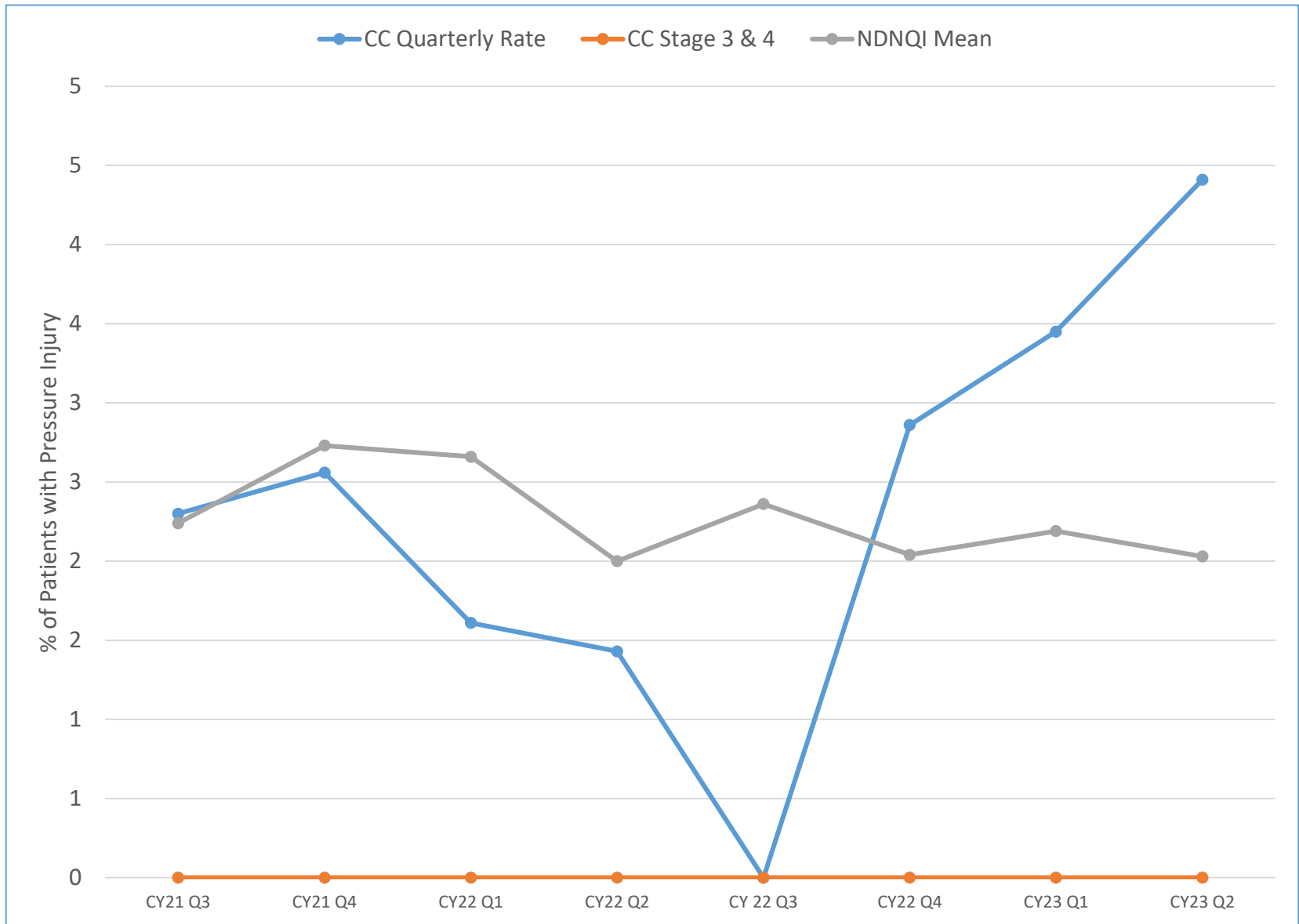
Nursing Quality Metrics

- Falls
- Pressure Injury
- Note: See prior section for CLABSI and CAUTI

Inpatient Falls Rate



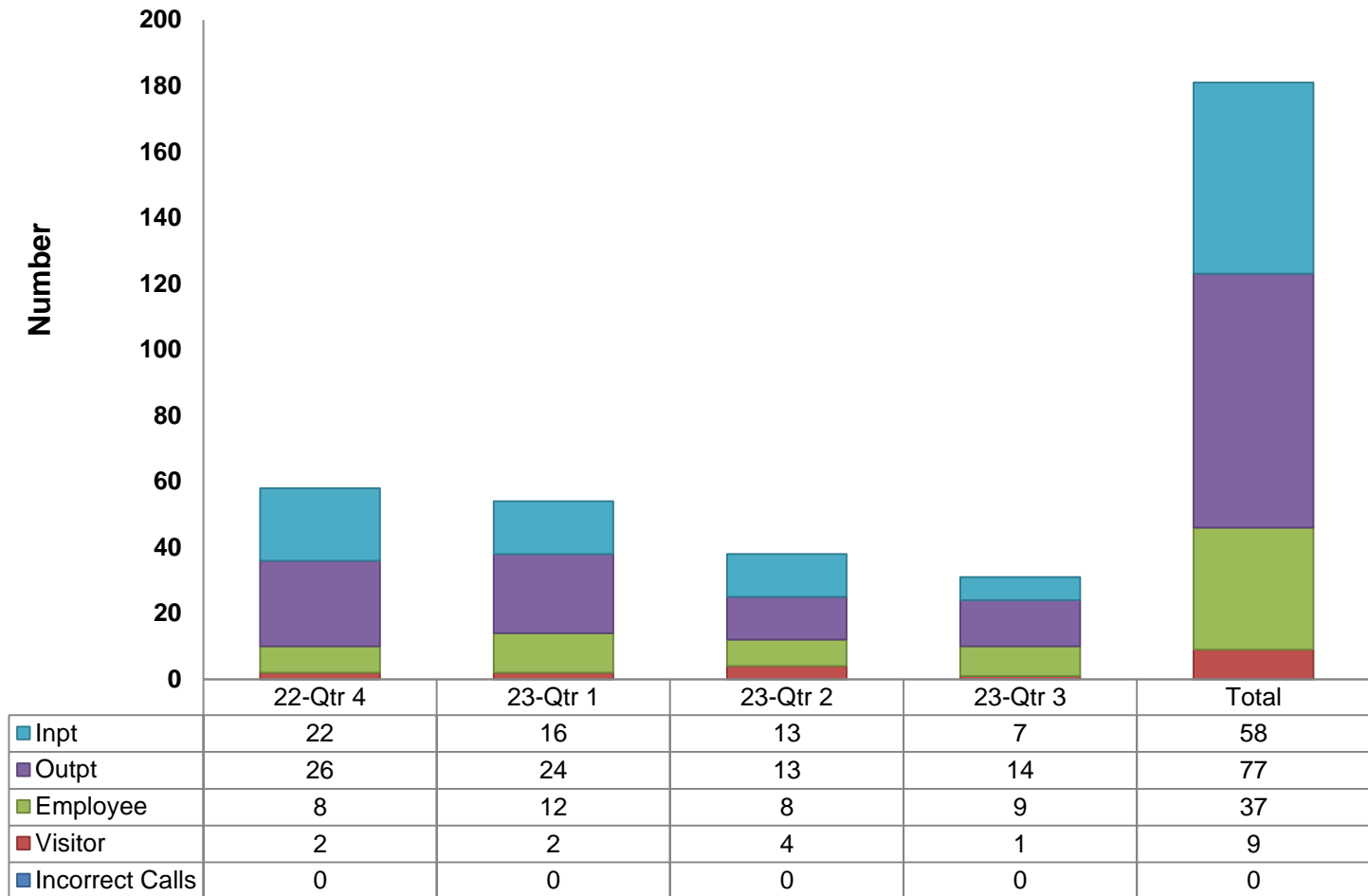
Pressure Injury Prevalence



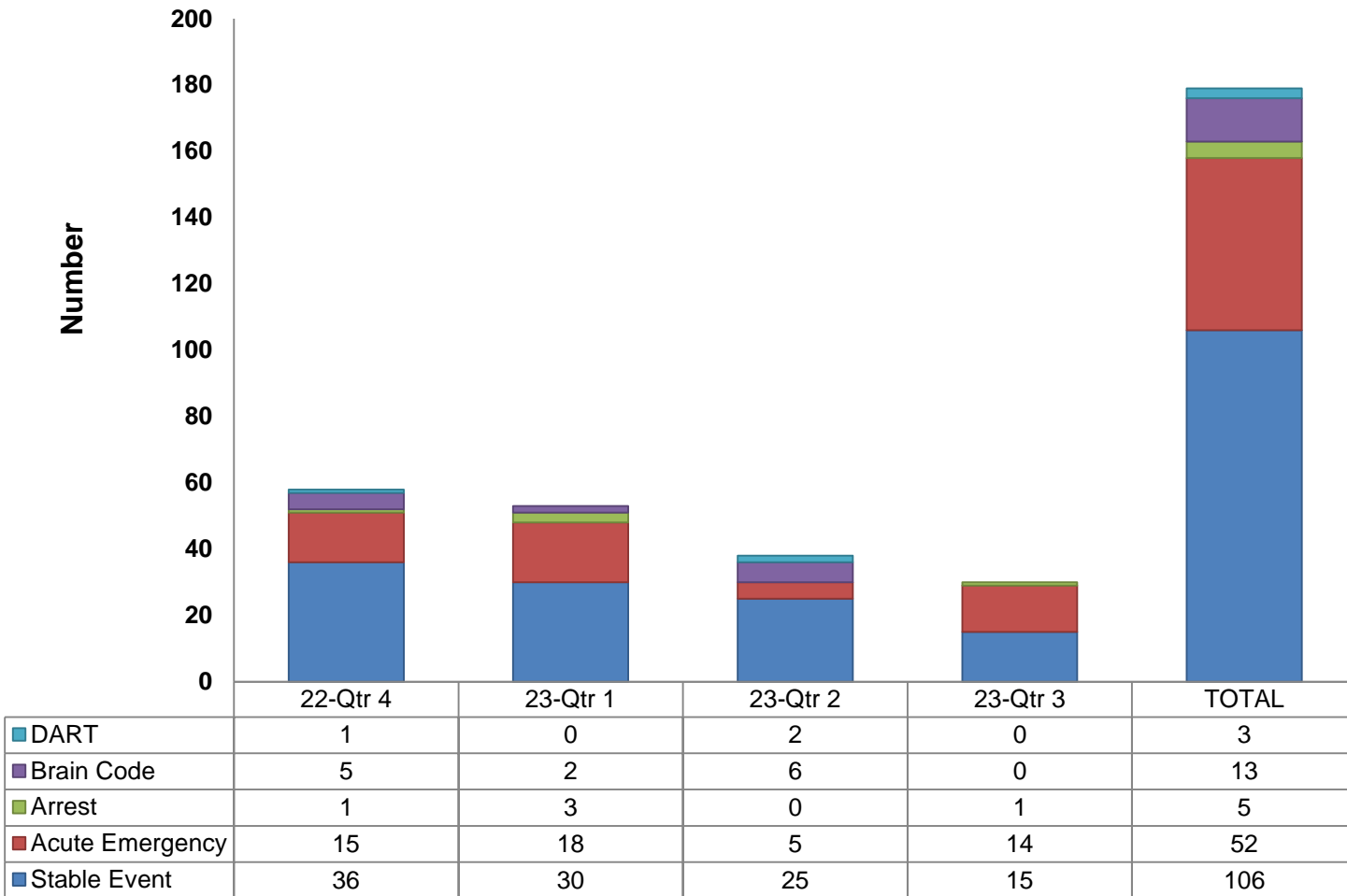
Emergency Response

- Code Blue and Rapid Response
 - Types of Patients
 - Type of Event
 - Patient Disposition

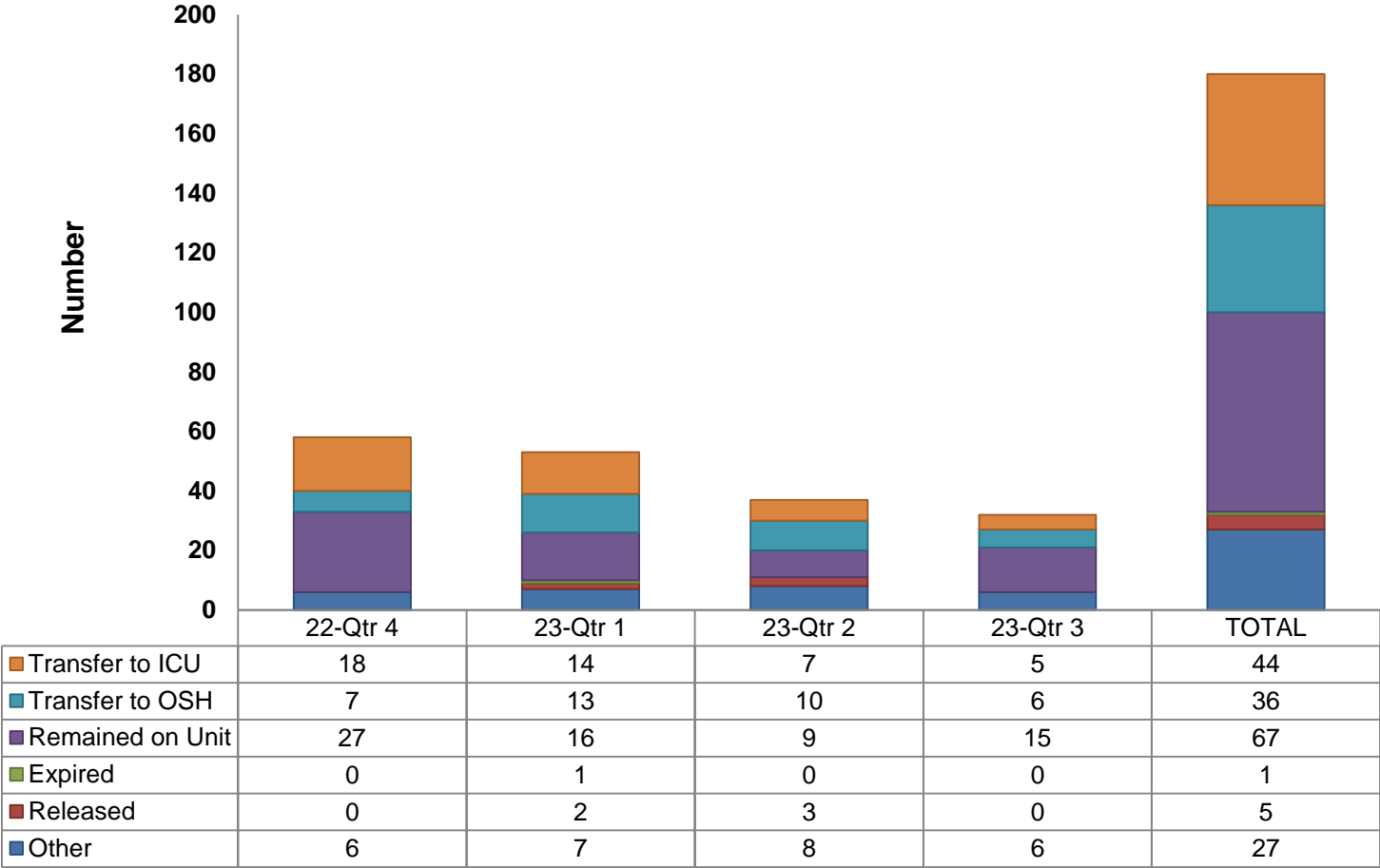
Code Blue Response: Types of “Patients”



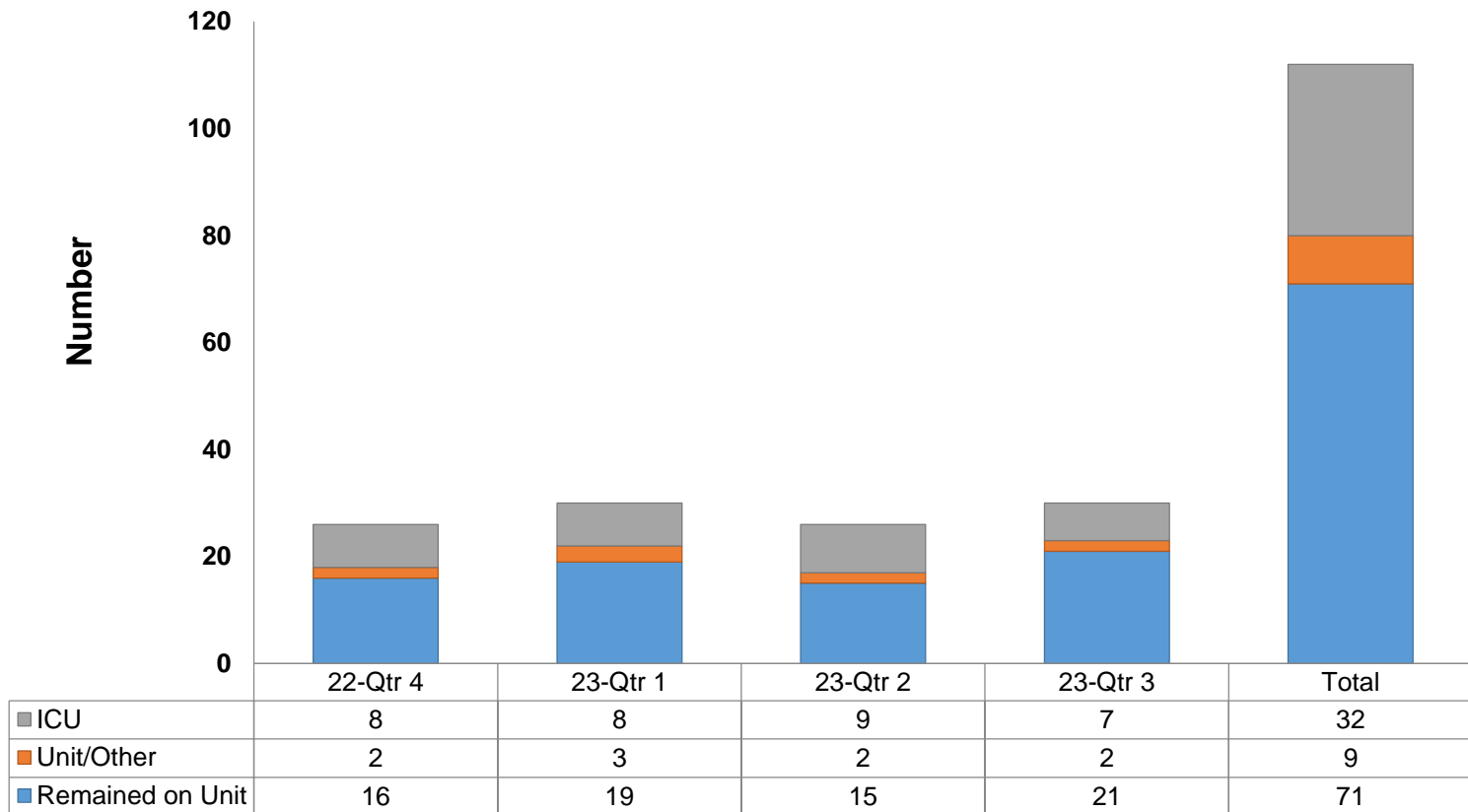
Code Blue Response: Type of Event



Code Blue Response: Patient Disposition



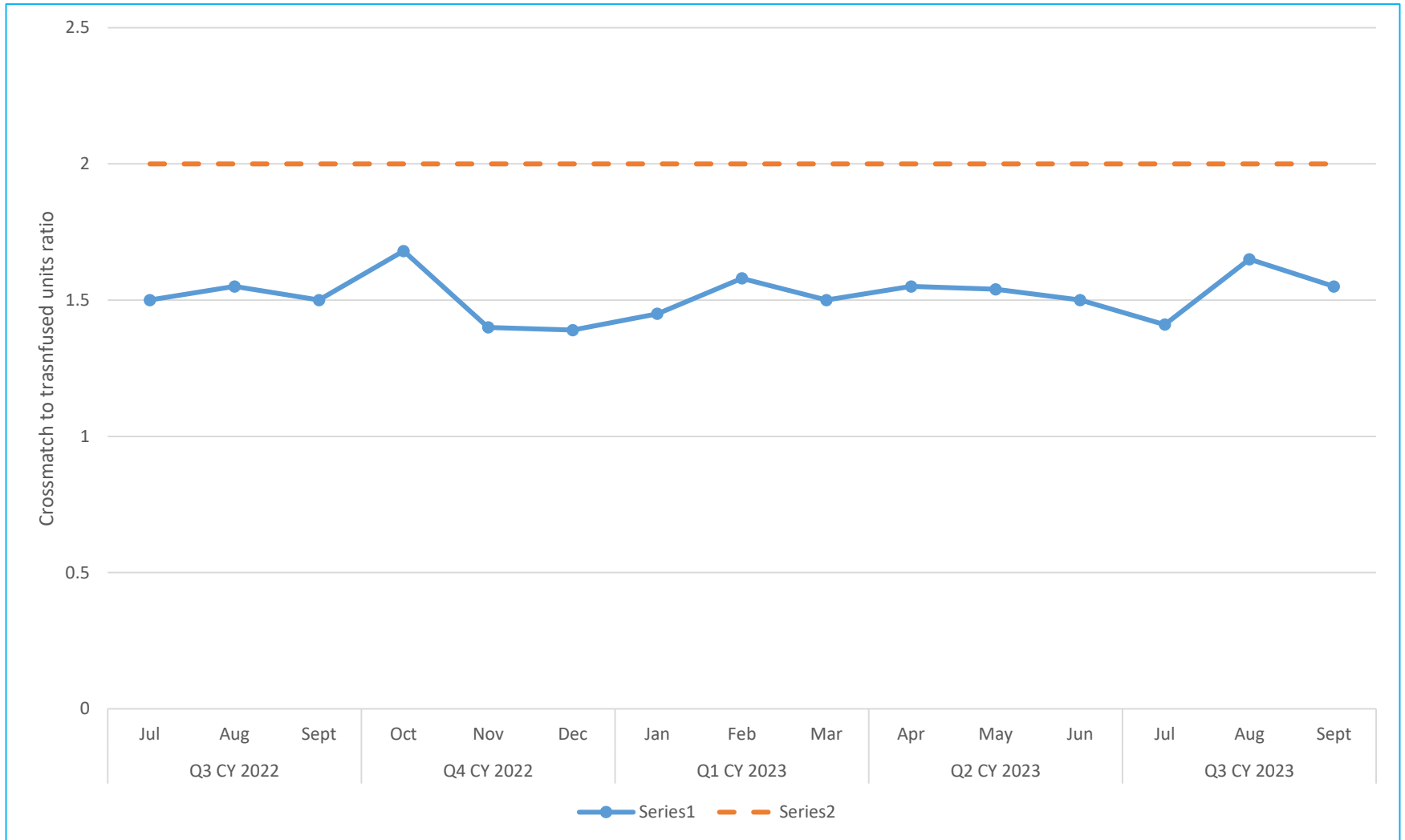
Rapid Response Team: Patient Disposition



Blood and Blood Product Use

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

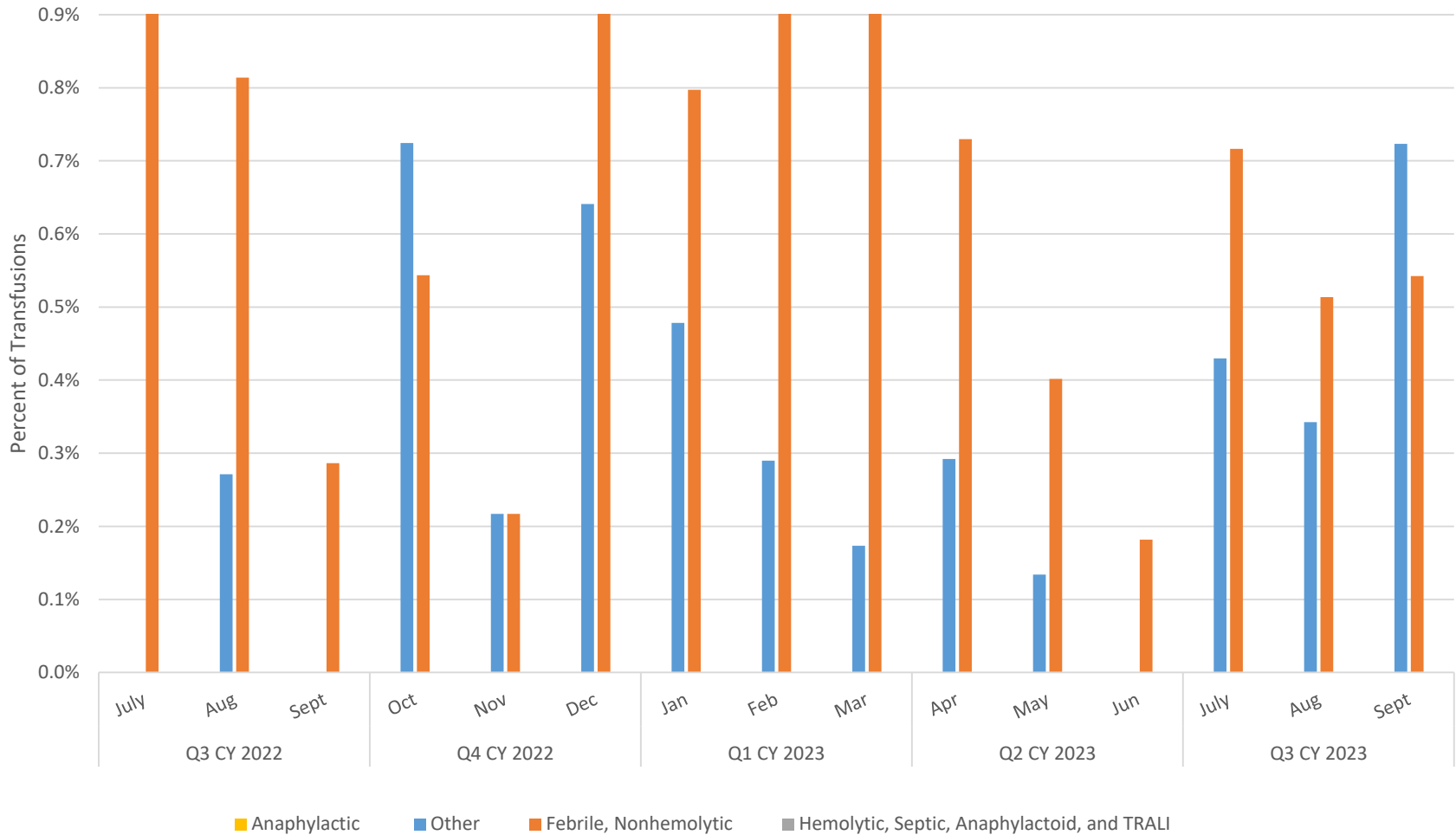
Crossmatch to Transfusion (C/T) Ratio



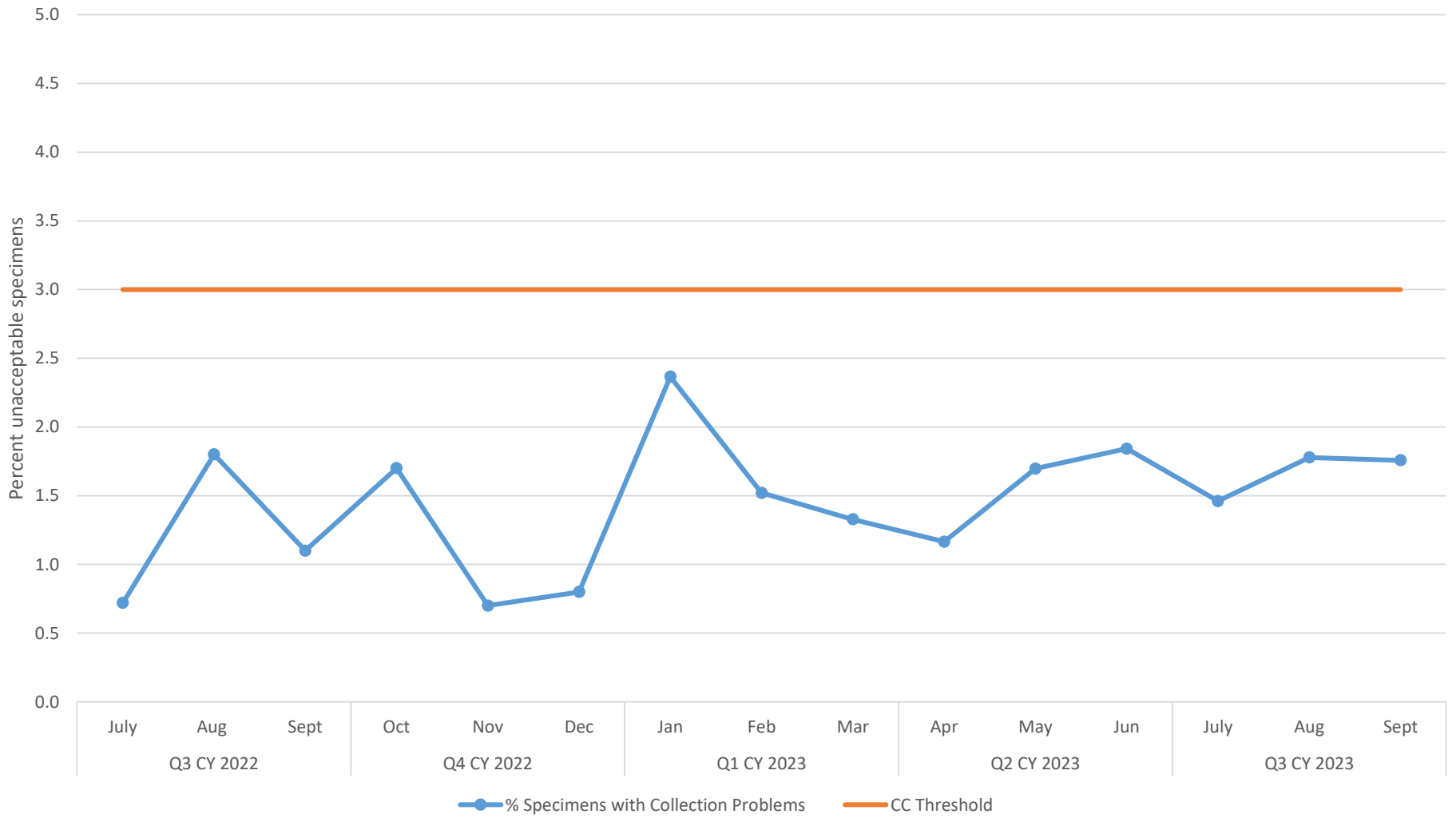
The NIH CC goal is to have a C:T ratio of 2.0 or less.

Monitoring this metric ensures that blood is not held unused in reserve when it could be available for another patient

Transfusion Reactions by Class



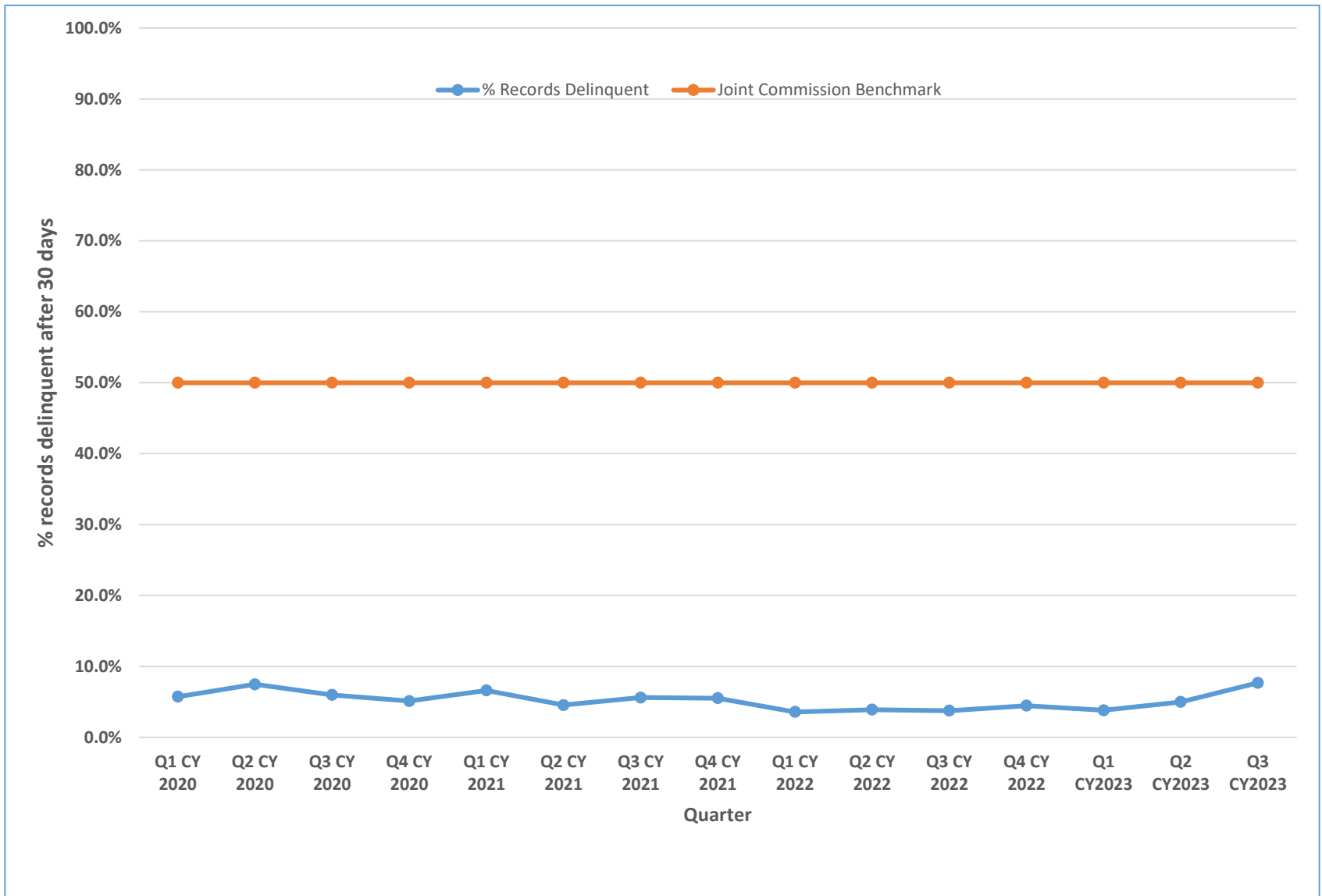
Unacceptable Blood Bank Specimens



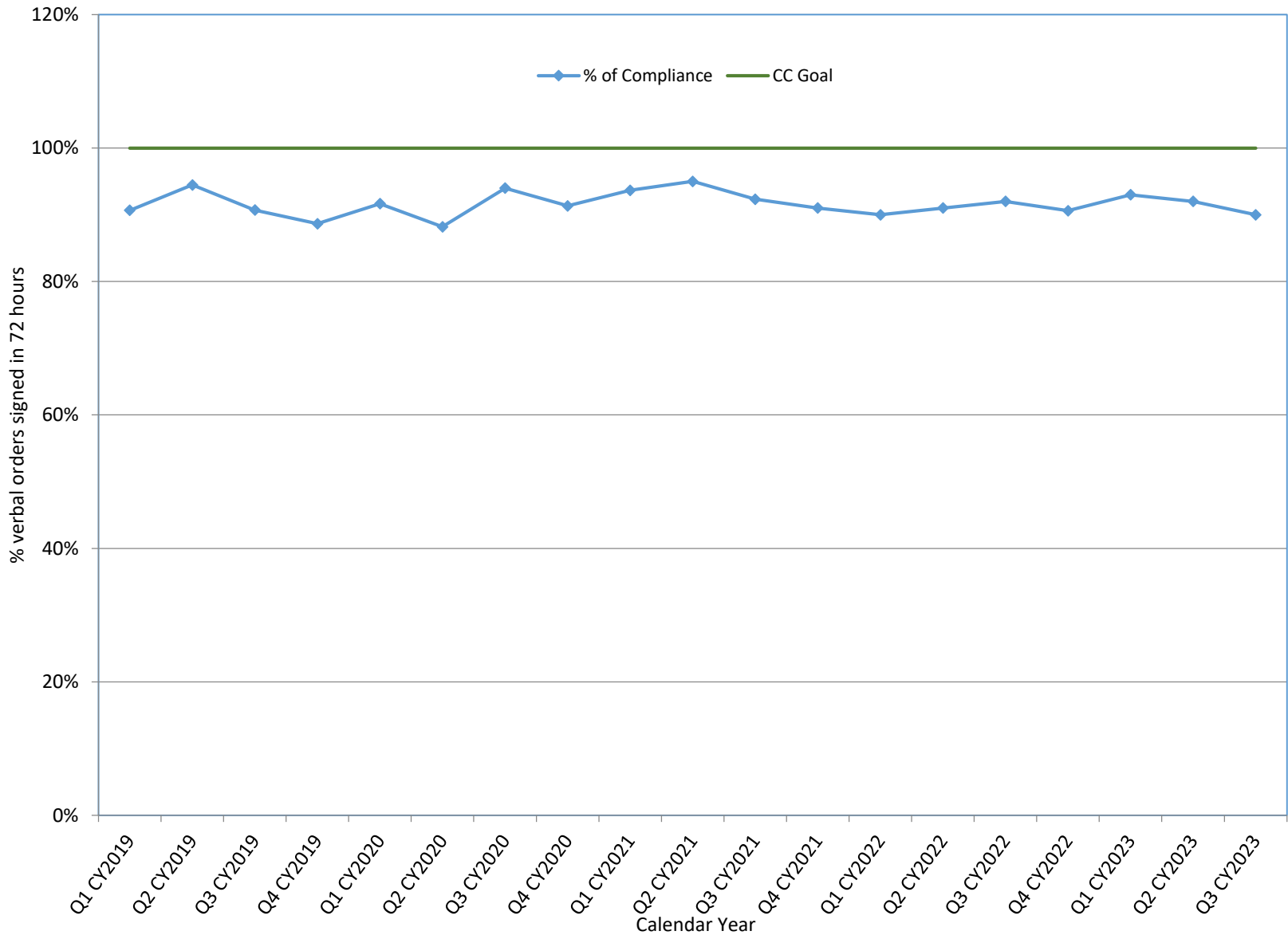
Clinical Documentation

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

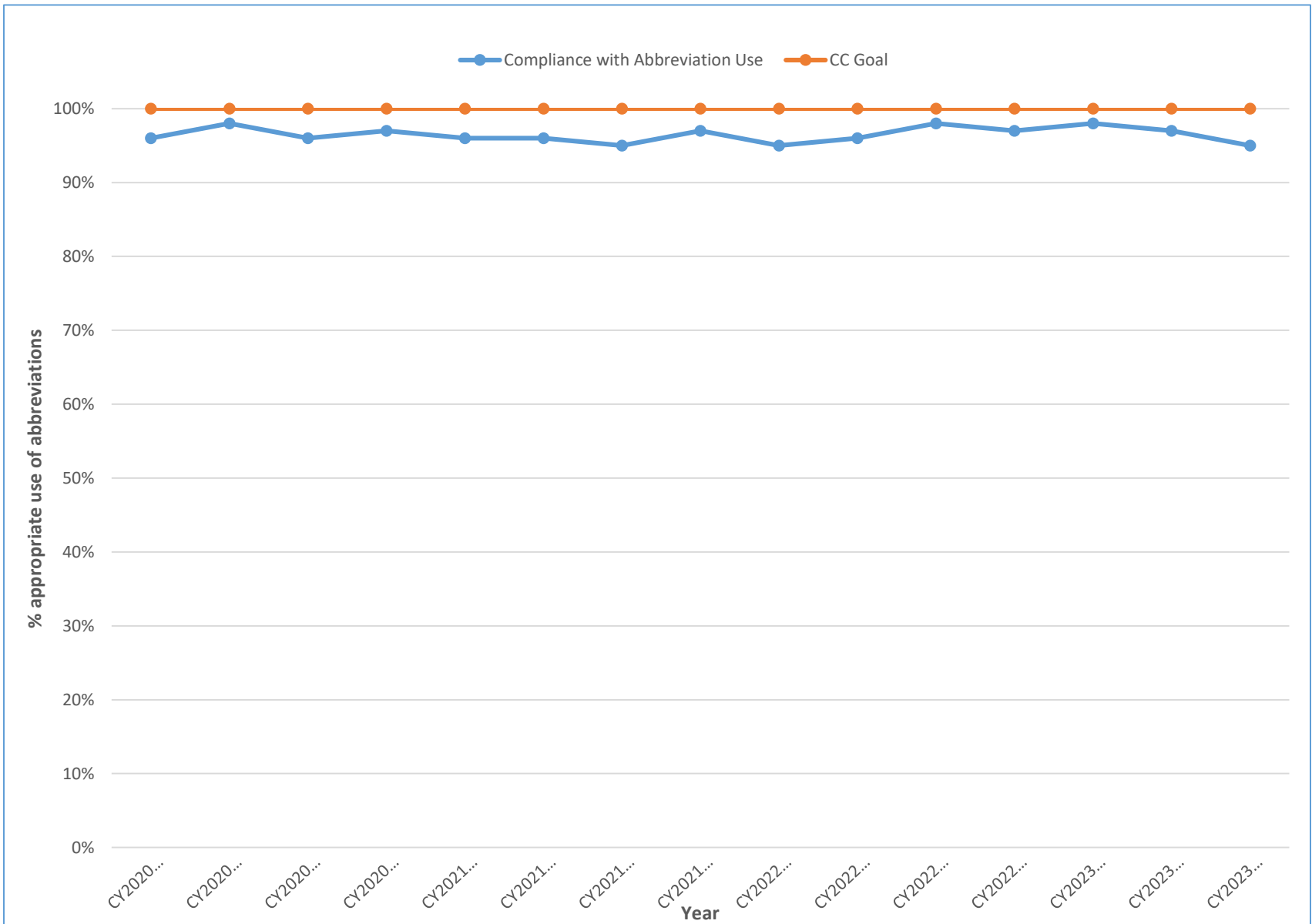
Delinquent Records (>30 days post discharge)



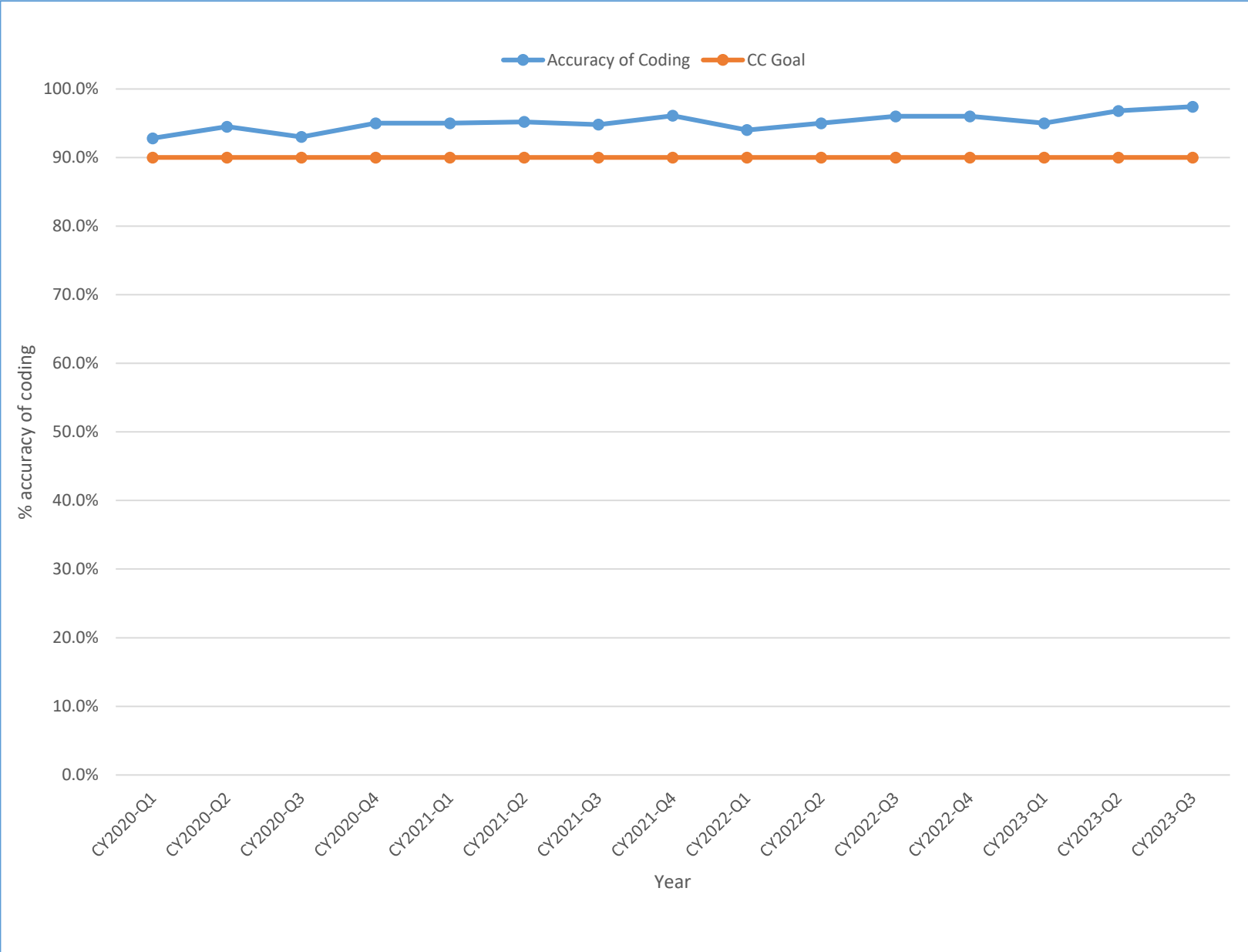
"Agent for" Orders Countersignature Compliance



"Do Not Use" Abbreviation Adherence



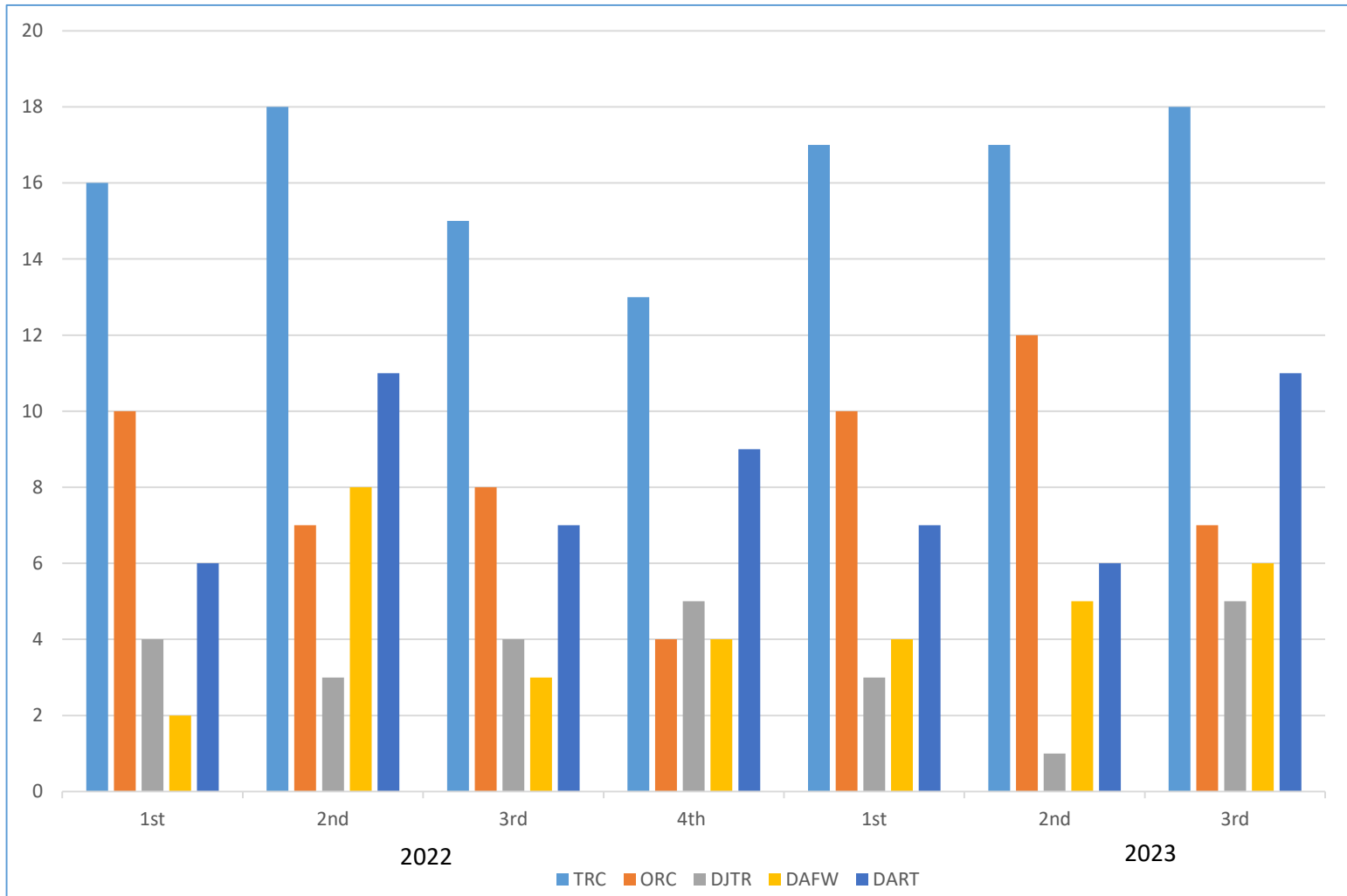
Accuracy of Record Coding



Employee Safety

- Recordable Occupational Injury and Illness
- Types of Occupational Injury for Quarter

Recordable Occupational Injuries and Illnesses Among CC Employees CY22-23



TRC= Total Recordable cases

DJTR= Days of job transfer or restriction

ORC = Other recordable cases

DAFW= Days away from work

DART= Days away, restricted, or transferred (DJTR+DAFW)

Types of Occupational Injuries Among CC Employees July-September 2023 n=18

