CLINICAL PERFORMANCE AND EMPLOYEE SAFETY METRICS

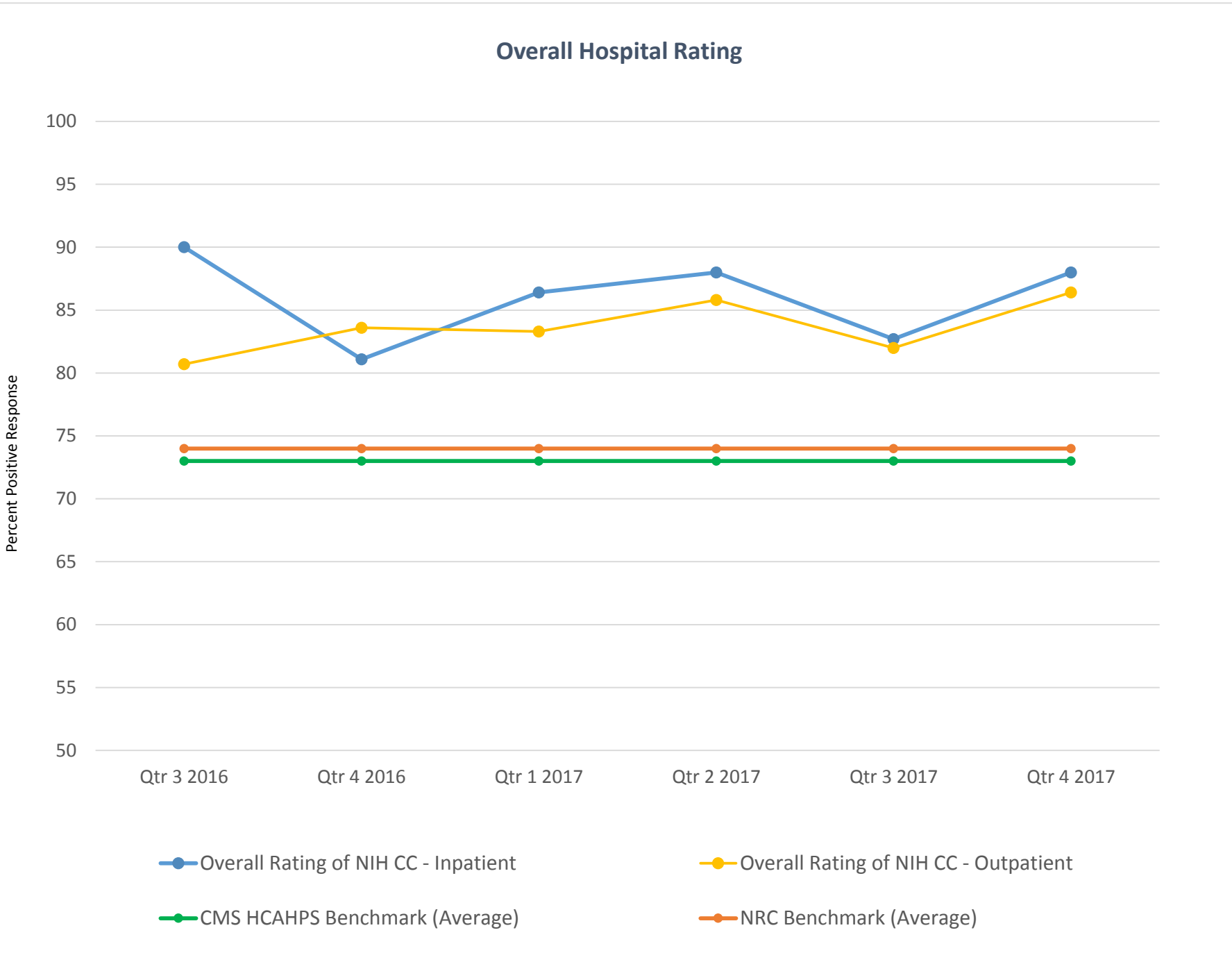
Executive Dashboard

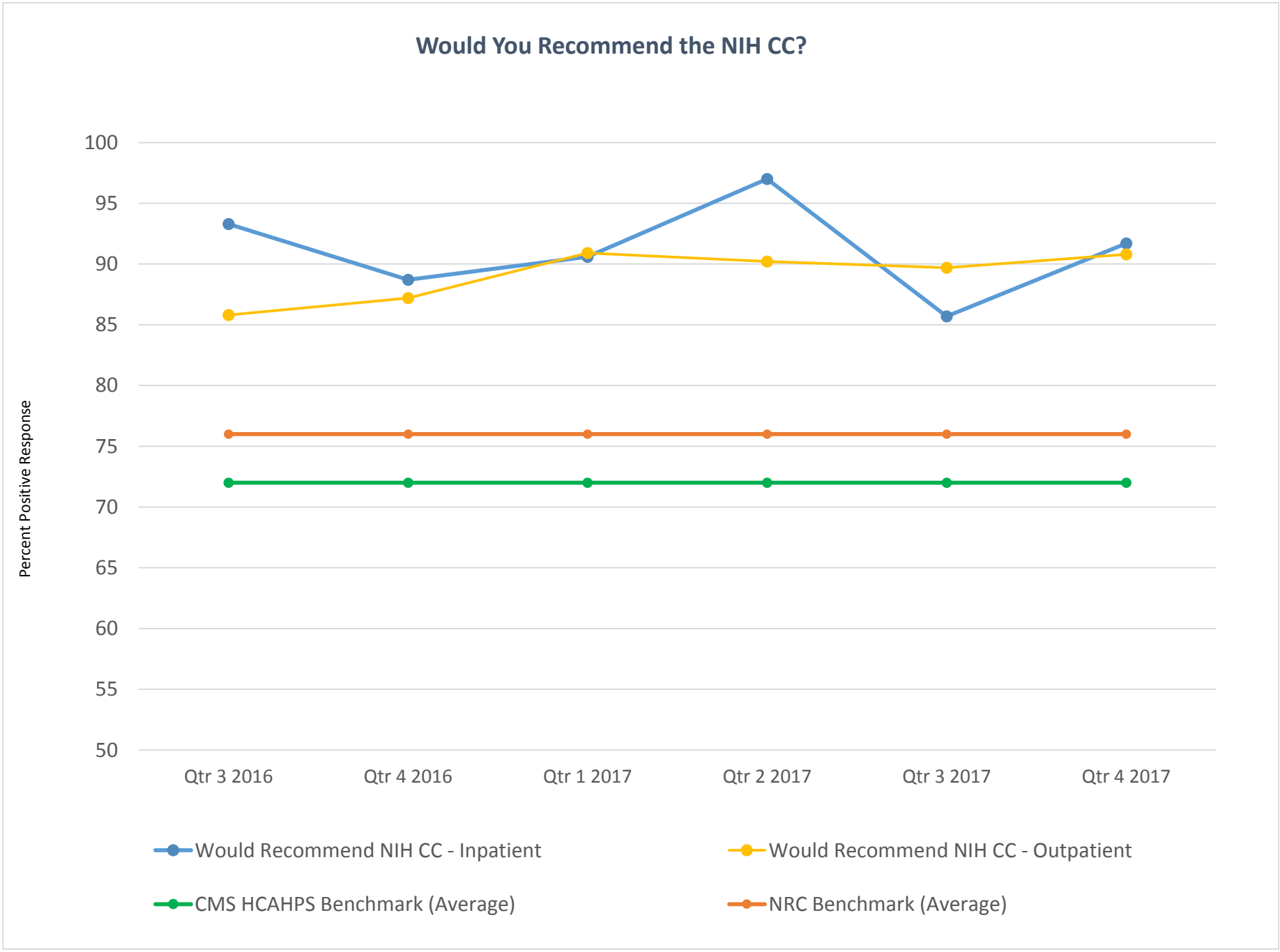
NIH Clinical Center

April 2018

Patients' Perceptions

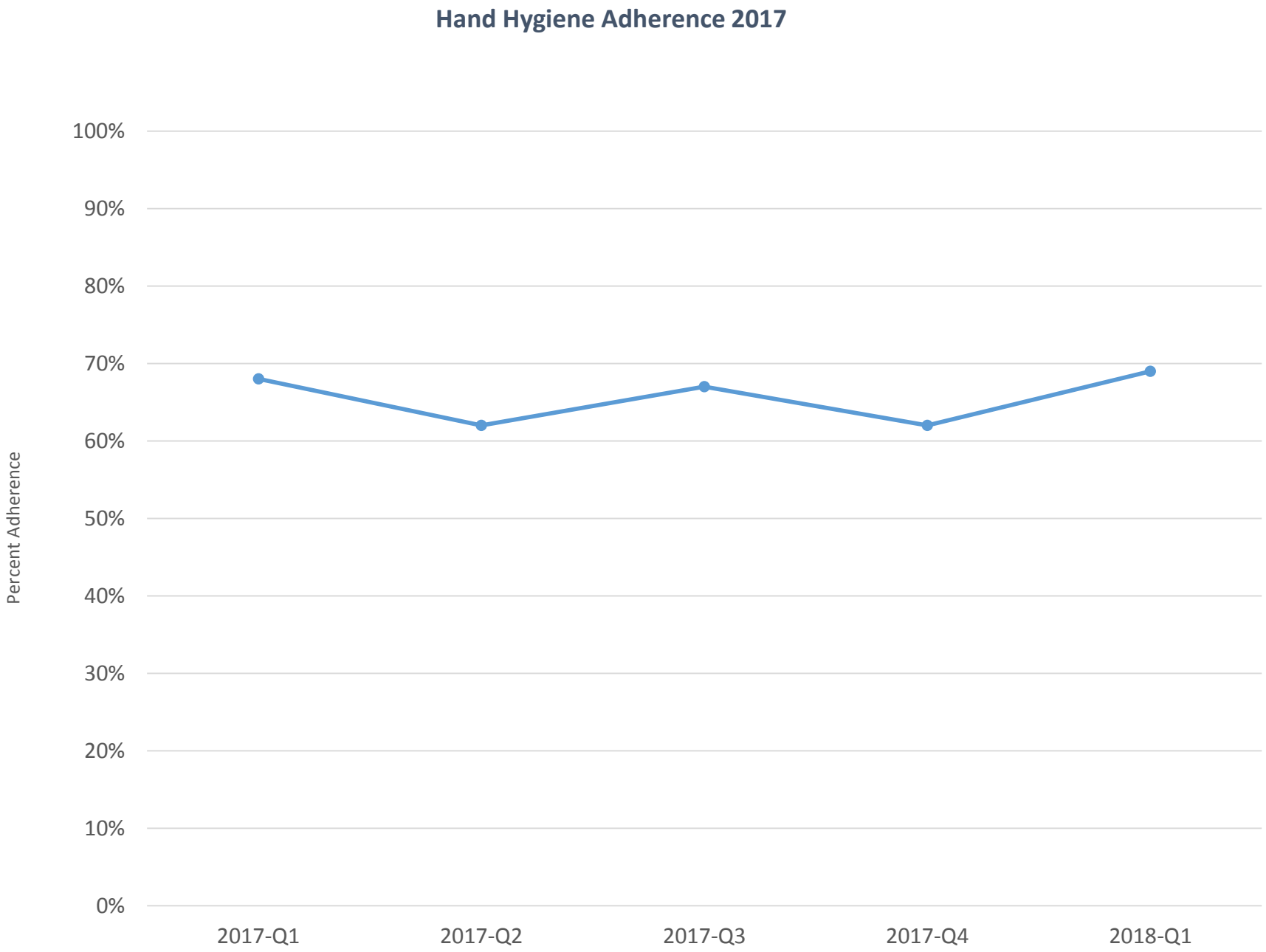
- Overall Hospital Rating
- Would you Recommend the NIH CC?

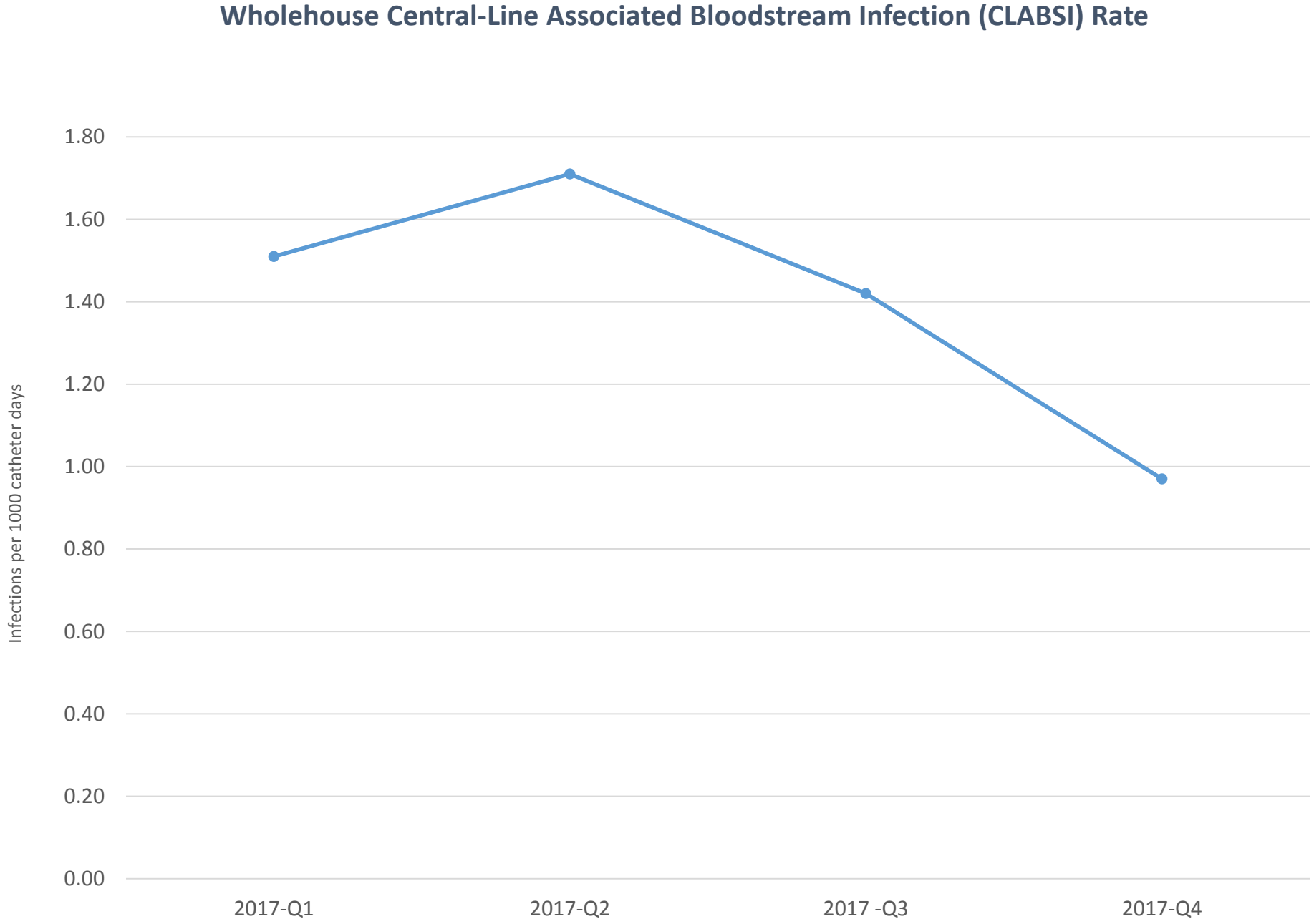

Overall Hospital Rating
100
95
90
85
80
75
70
65
60
55
50
Percent Positive Response
Qtr 3 2016
Qtr 4 2016
Qtr 1 2017
Qtr 2 2017
Qtr 3 2017
Qtr 4 2017
Overall Rating of NIH CC - Inpatient
Overall Rating of NIH CC - Outpatient
CMS HCAHPS Benchmark (Average)
NRC Benchmark (Average)

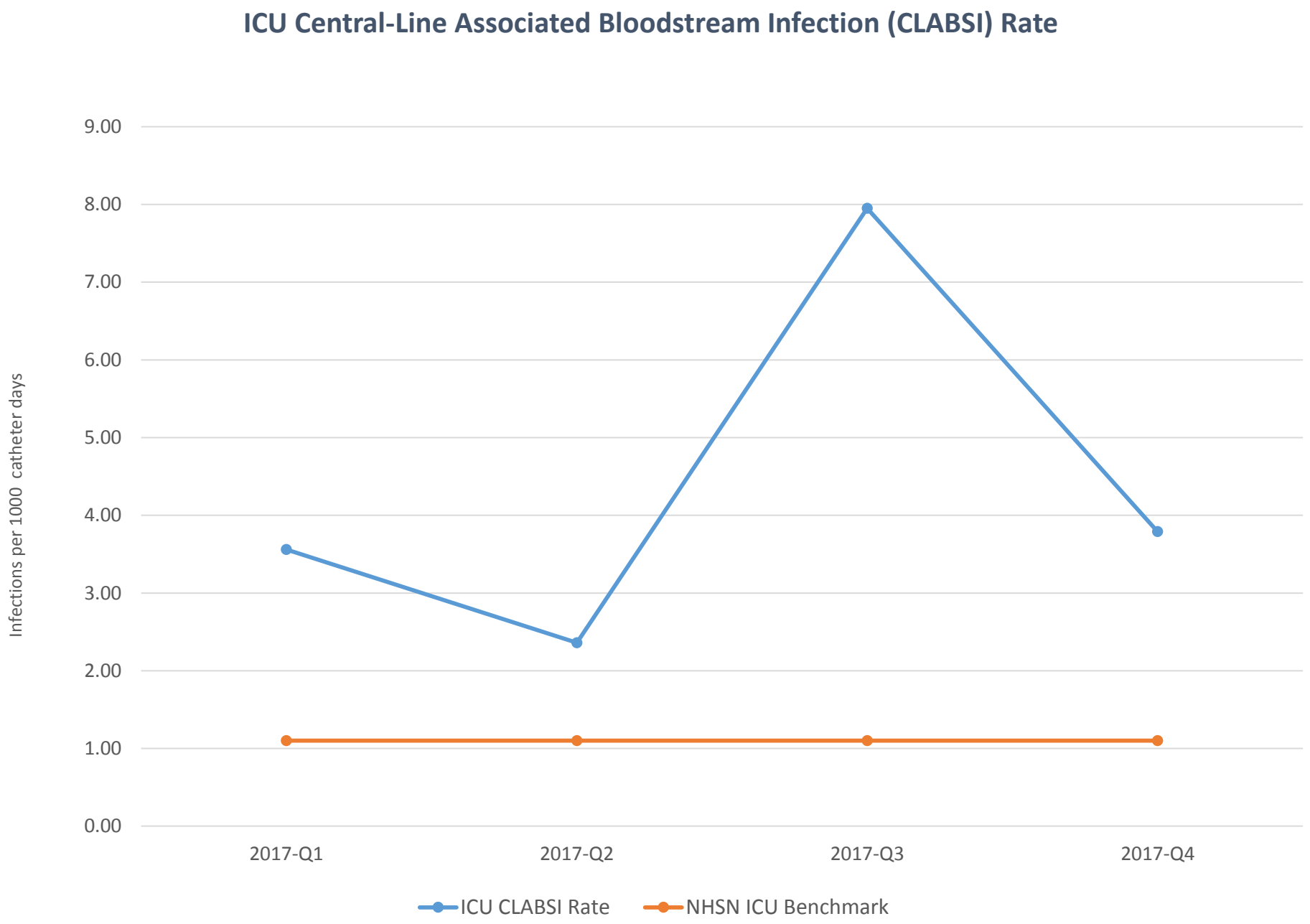

Would You Recommend the NIH CC?
Percent Positive Response
100
95
90
85
80
75
70
65
60
55
50
Qtr 3 2016
Qtr 4 2016
Qtr 1 2017
Qtr 2 2017
Qtr 3 2017
Qtr 4 2017
Would Recommend NIH CC - Inpatient
Would Recommend NIH CC - Outpatient
CMS HCAHPS Benchmark (Average)
NRC Benchmark (Average)

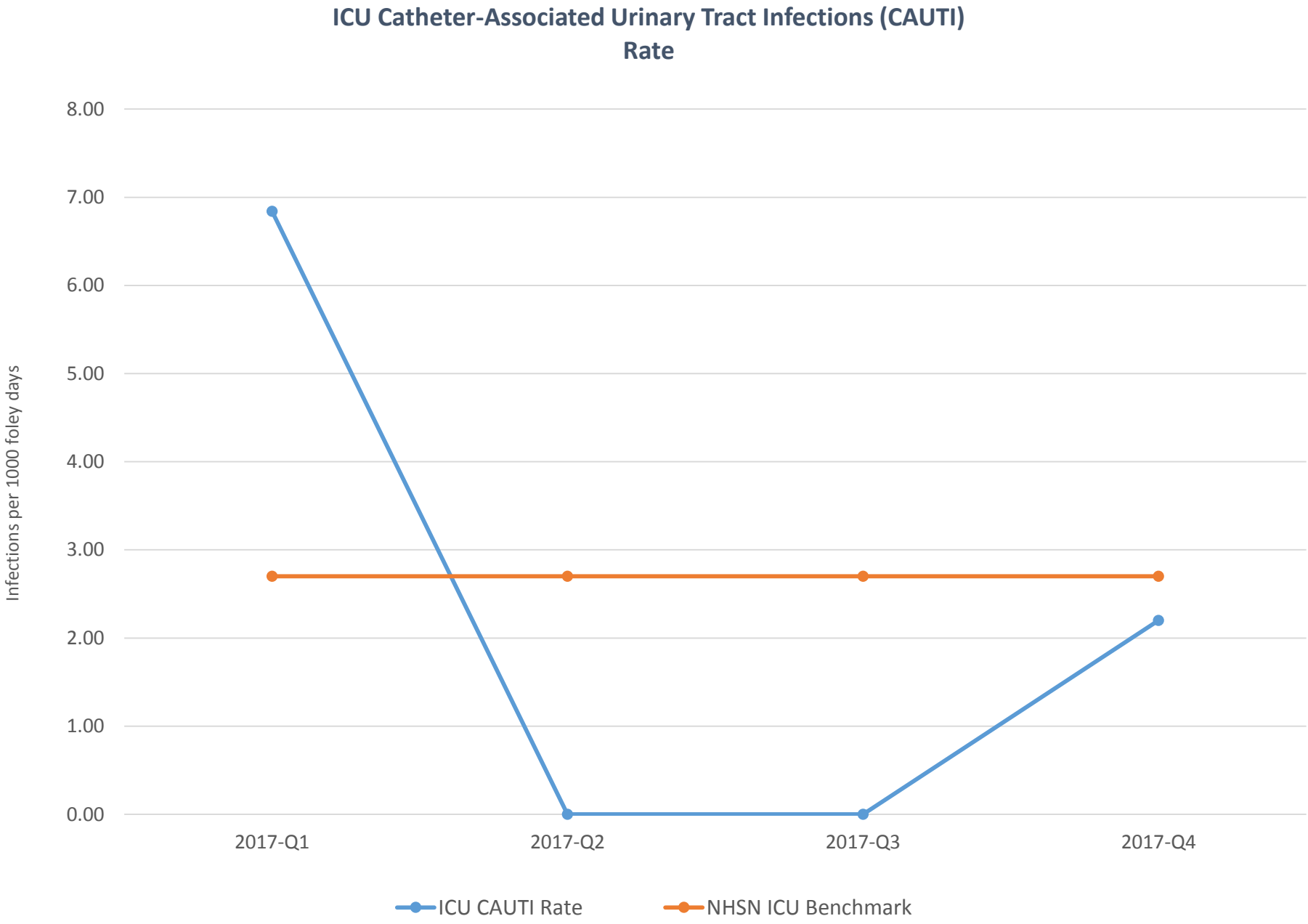
Infection Control Metrics

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

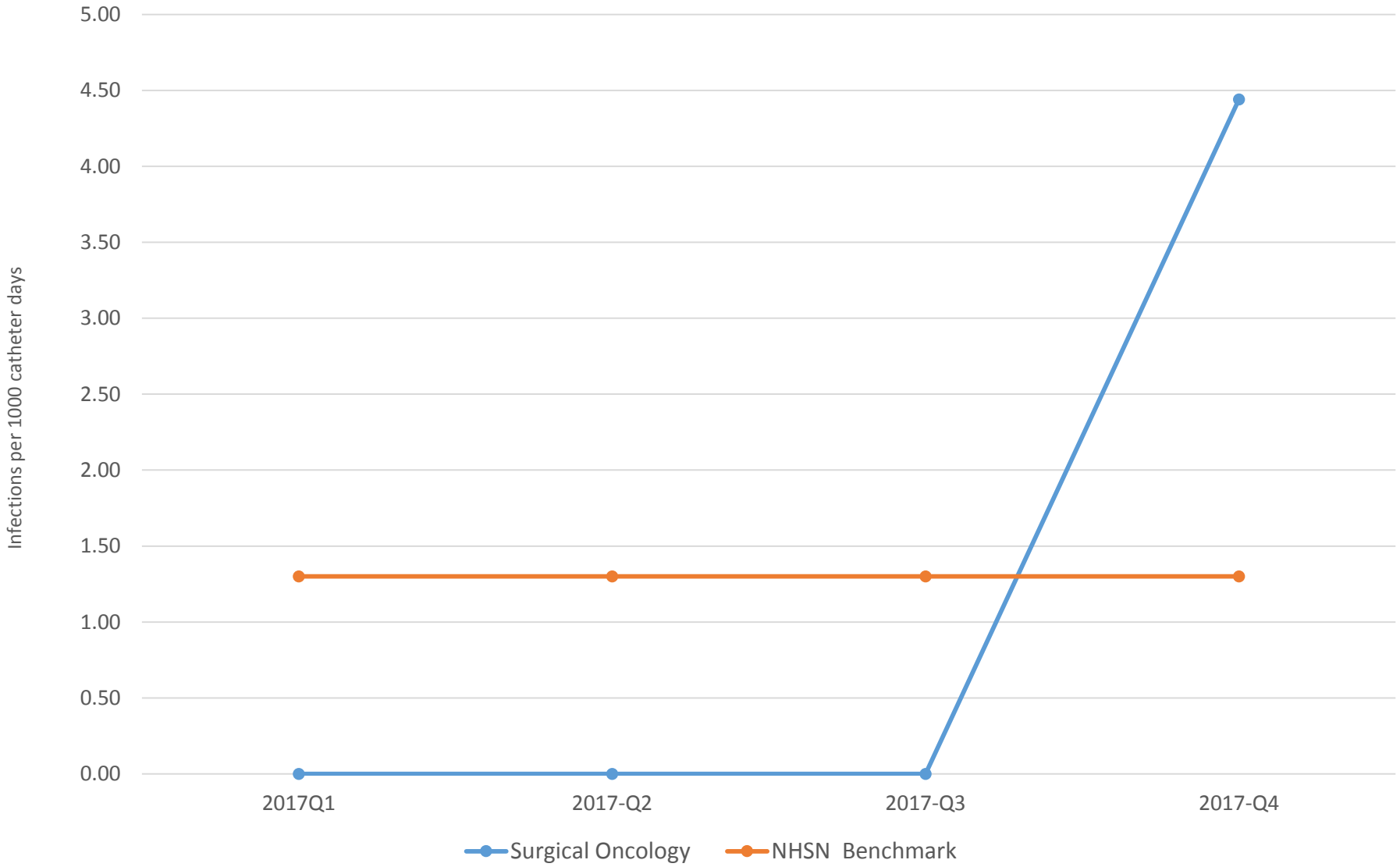

Hand Hygiene Adherence 2017
Percent Adherence
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
2017-Q1
2017-Q2
2017-Q3
2017-Q4
2018-Q1

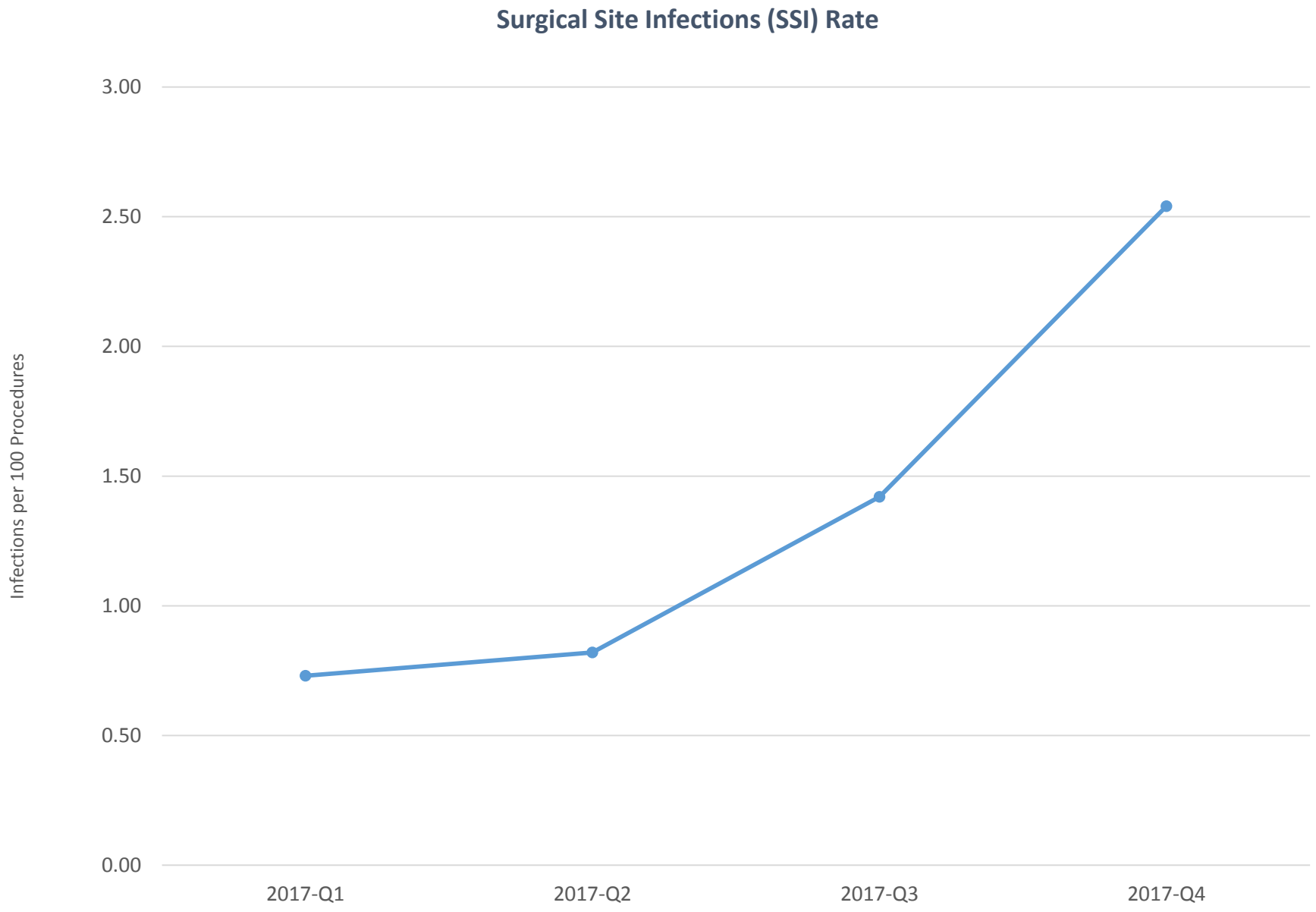

Wholehouse Central-Line Associated Bloodstream Infection (CLABSI) Rate
Infections per 1000 catheter days
1.80
1.60
1.40
1.20
1.00
0.80
0.60
0.40
0.20
0.00
2017-Q1
2017-Q2
2017 -Q3
2017-Q4


ICU Central-Line Associated Bloodstream Infection (CLABSI) Rate
9.00
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
Infections per 1000 catheter days
2017-Q1
2017-Q2
2017-Q3
2017-Q4
ICU CLABSI Rate
NHSN ICU Benchmark


ICU Catheter-Associated Urinary Tract Infections (CAUTI) Rate
Infections per 1000 foley days
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
2017-Q1
2017-Q2
2017-Q3
2017-Q4
ICU CAUTI Rate
NHSN ICU Benchmark

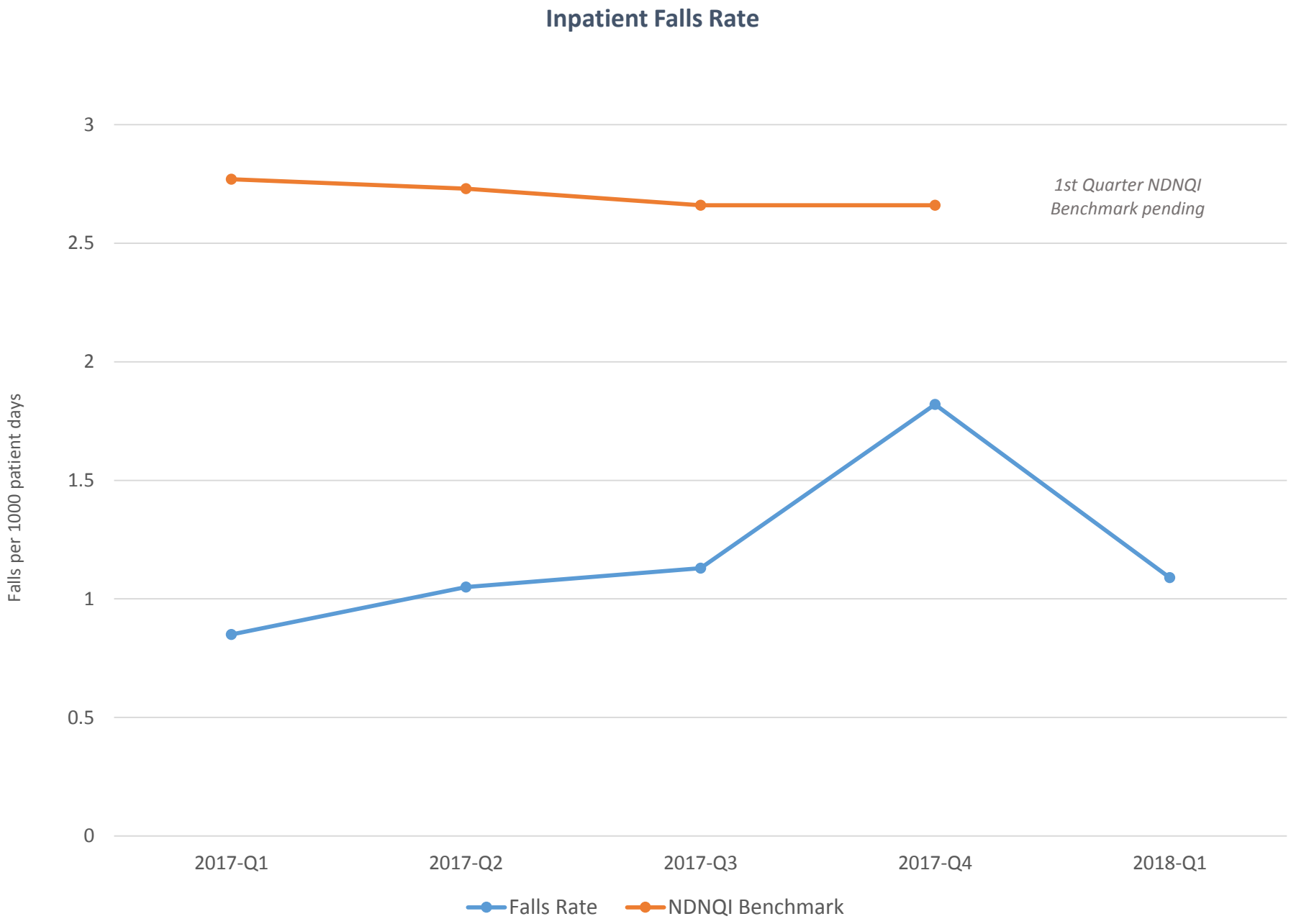
Surgical Oncology:
Catheter-Associated Urinary Tract Infections

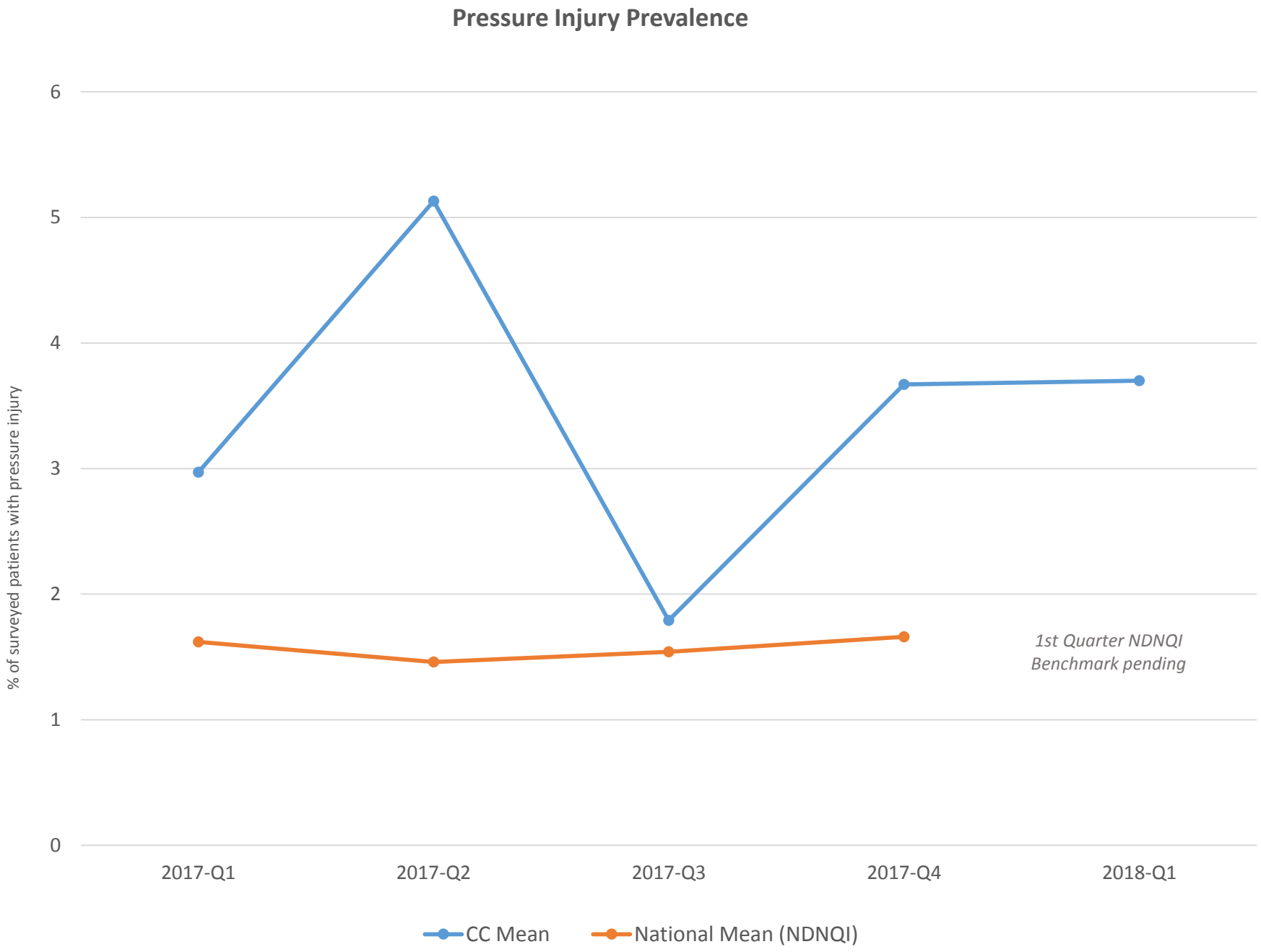


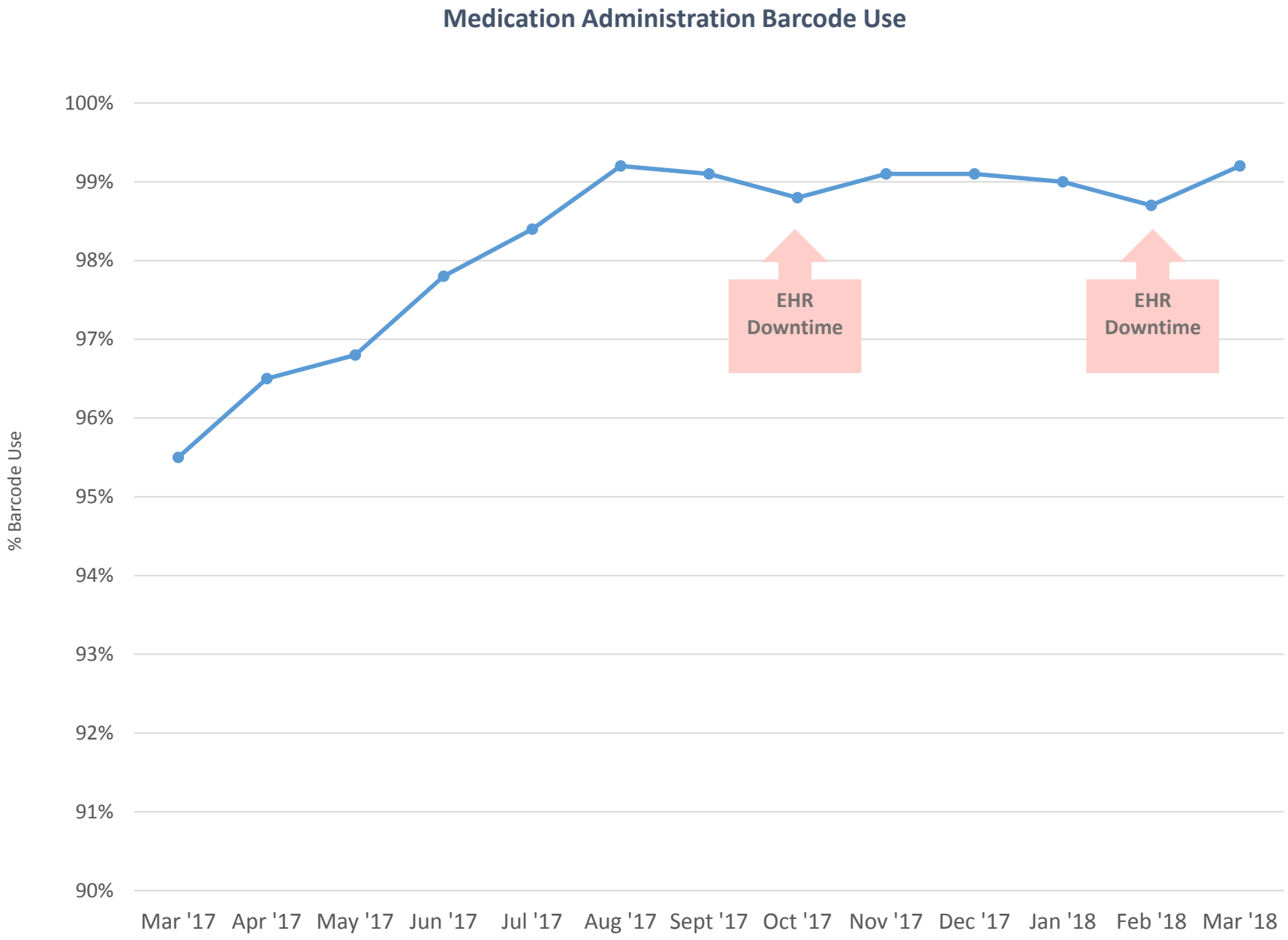

Surgical Site Infections (SSI) Rate
Infections per 100 Procedures
3.00
2.50
2.00
1.50
1.00
0.50
0.00
2017-Q1
2017-Q2
2017-Q3
2017-Q4

Nursing Quality Metrics

- Falls
- Pressure Injury
- Medication Administration Barcoding


Inpatient Falls Rate
3
2.5
2
1.5
1
0.5
0
Falls per 1000 patient days
1st Quarter NDNQI Benchmark pending
2017-Q1
2017-Q2
2017-Q3
2017-Q4
2018-Q1
Falls Rate
NDNQI Benchmark

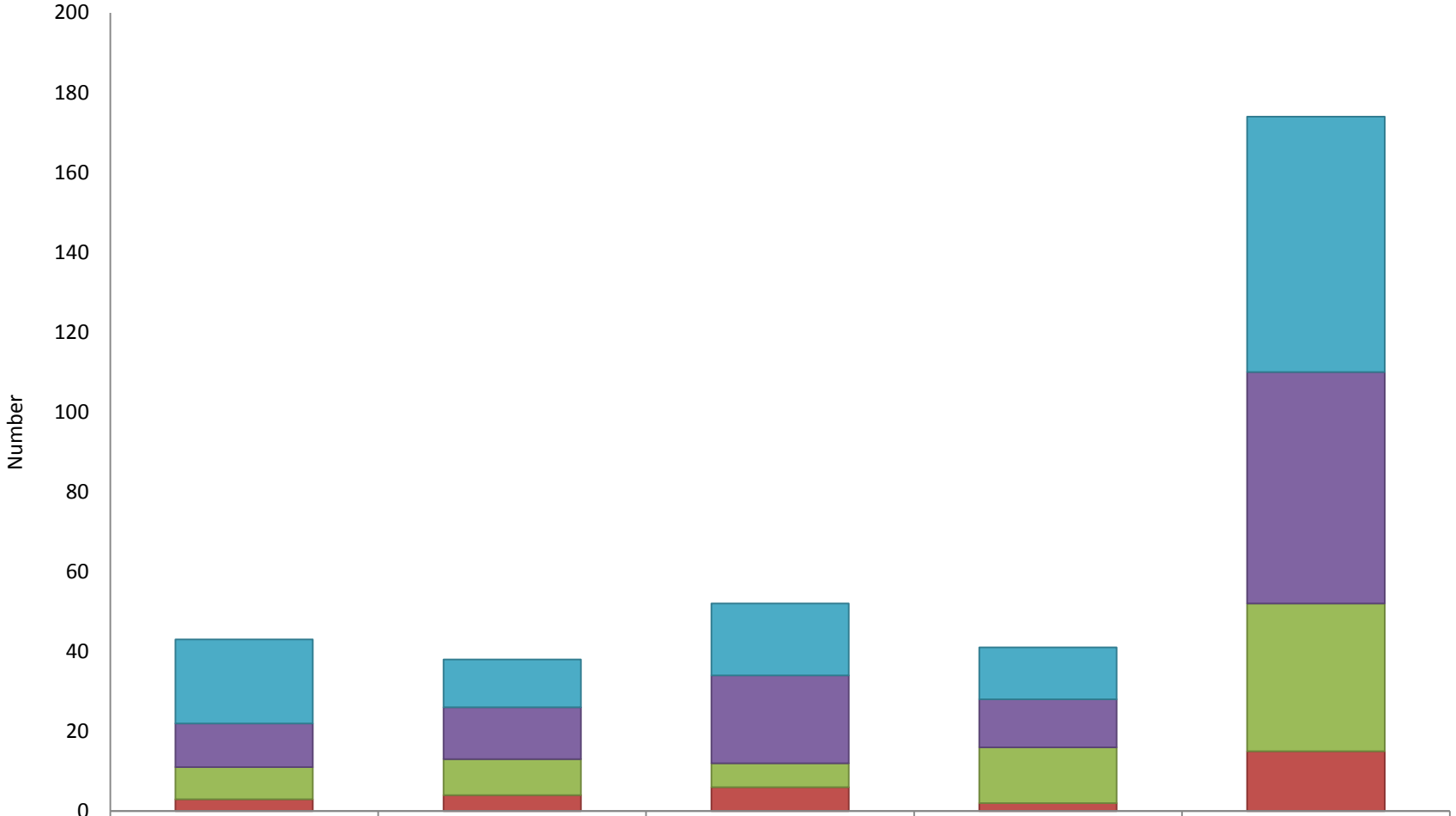

Pressure Injury Prevalence
% of surveyed patients with pressure injury
6
5
4
3
2
1
0
2017-Q1
2017-Q2
2017-Q3
2017-Q4
2018-Q1
1st Quarter NDNQI
Benchmark pending
CC Mean
National Mean (NDNQI)


Medication Administration Barcode Use
100%
99%
98%
97%
96%
95%
94%
93%
92%
91%
90%
% Barcode Use
EHR Downtime
EHR Downtime
Mar '17
Apr '17
May '17
Jun '17
Jul '17
Aug '17
Sept '17
Oct '17
Nov '17
Dec '17
Jan '18
Feb '18
Mar '18

Emergency Response

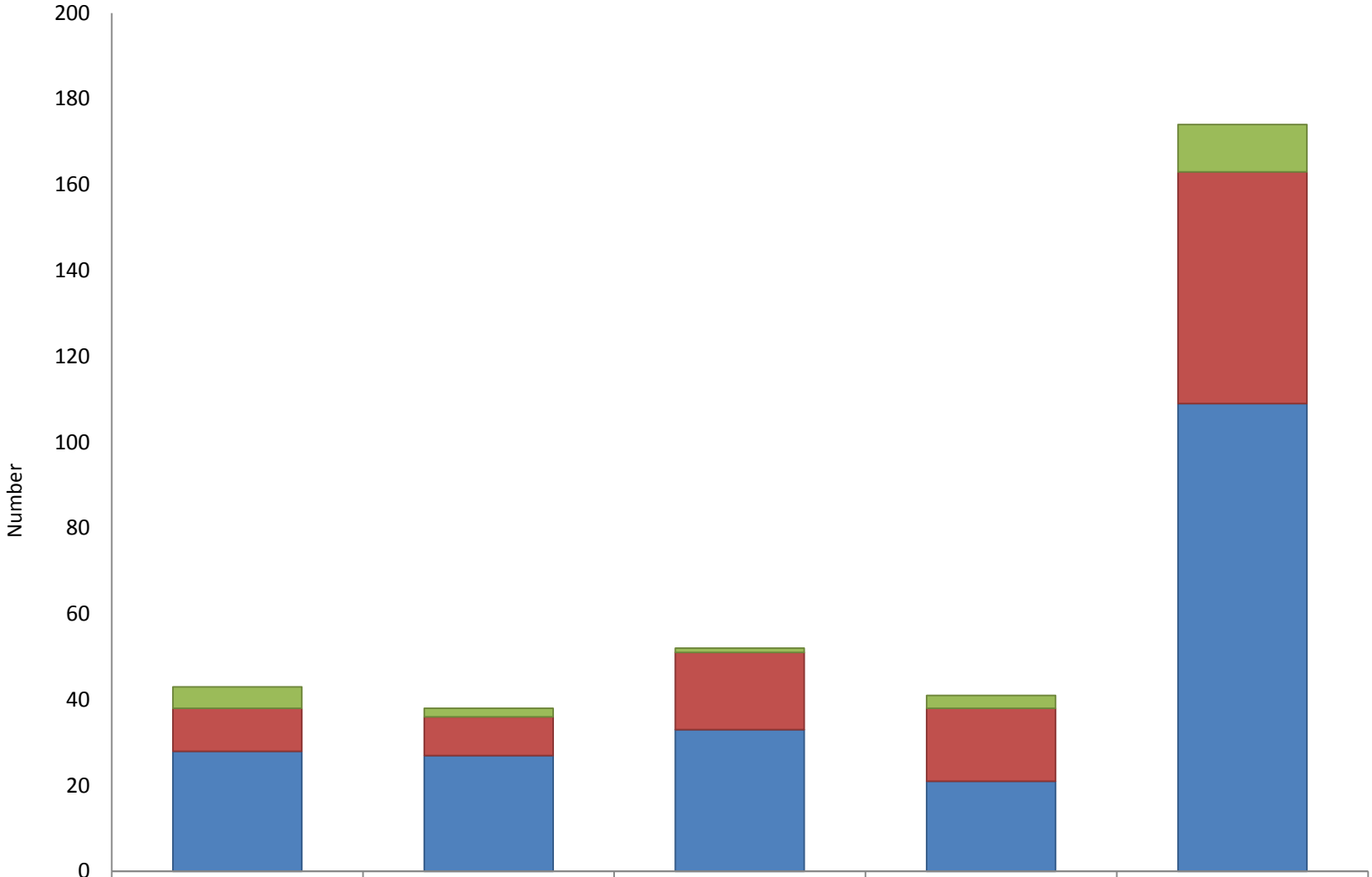
- Code Blue and Rapid Response
  - Types of Patients
  - Type of Event
  - Patient Disposition

Code Blue Response: Types of Patients



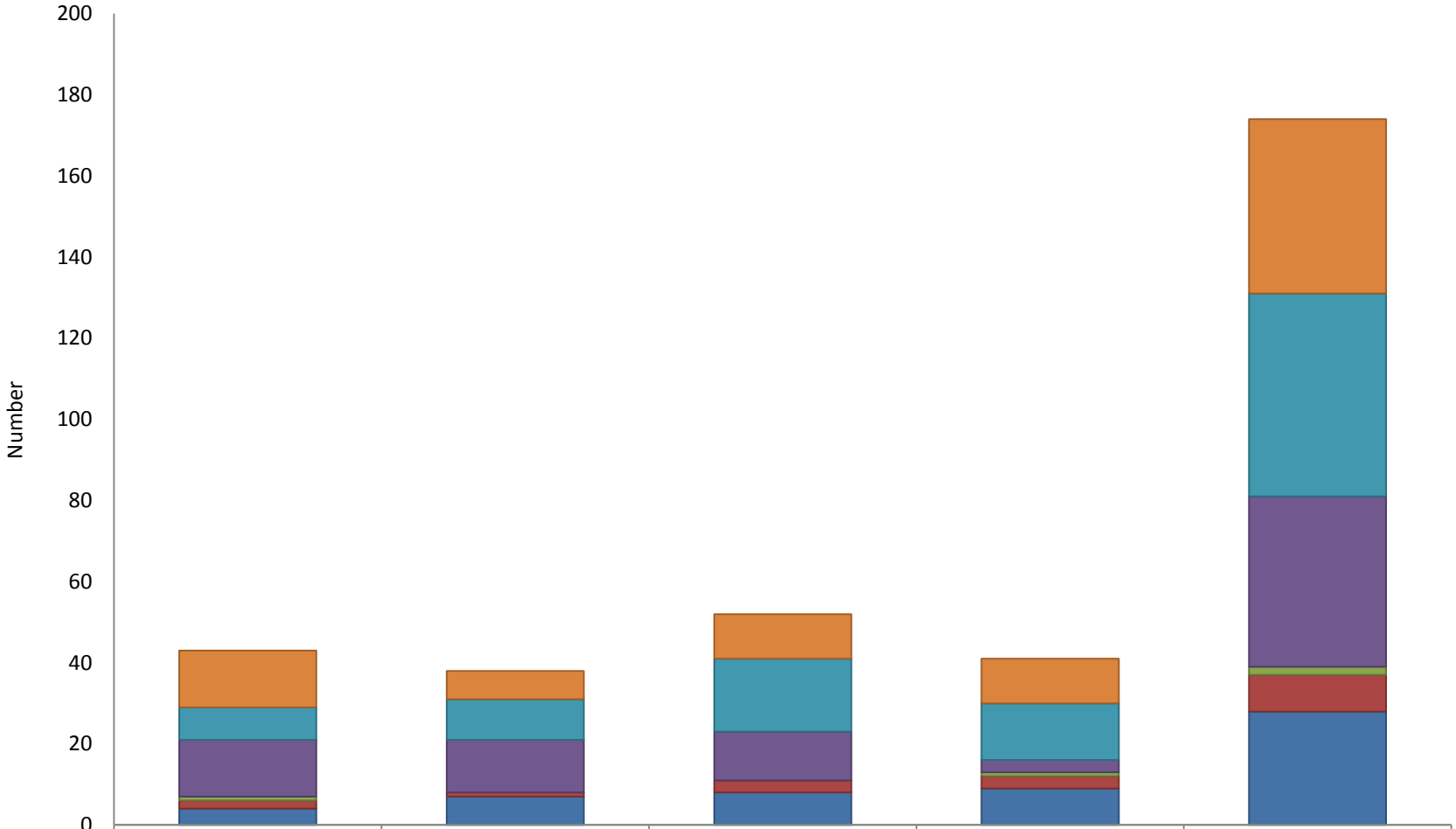
	17-Qtr 2	17-Qtr 3	17-Qtr 4	18-Qtr 1	Total
Inpt	21	12	18	13	64
Outpt	11	13	22	12	58
Employee	8	9	6	14	37
Visitor	3	4	6	2	15
Incorrect Calls	0	0	0	0	0

Code Blue Response: Type of Event



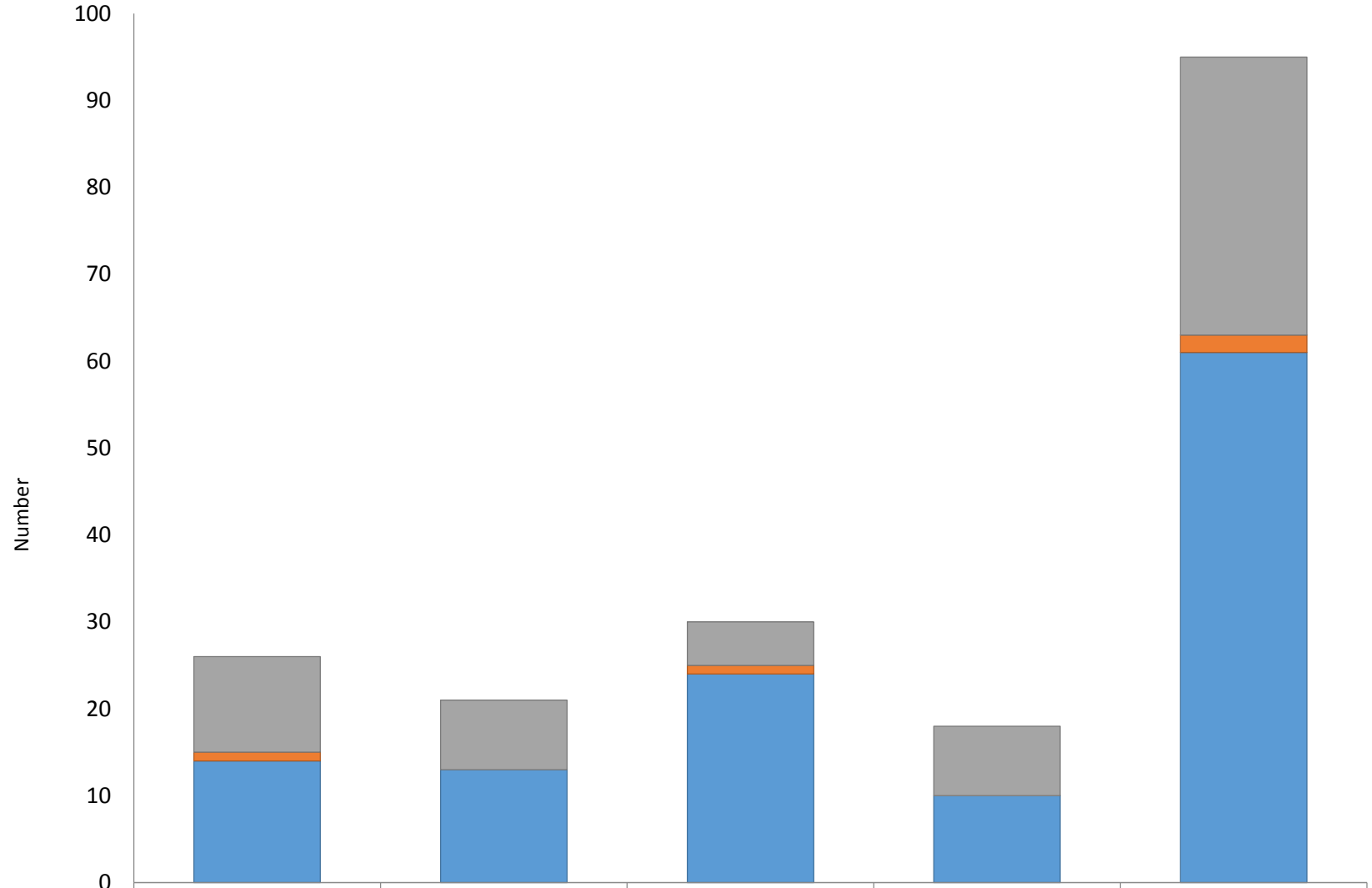
	17-Qtr 2	17-Qtr 3	17-Qtr 4	18-Qtr 1	TOTAL
Arrest	5	2	1	3	11
Acute Emergency	10	9	18	17	54
Stable Event	28	27	33	21	109

Code Blue Response: Patient Disposition



	17-Qtr 2	17-Qtr 3	17-Qtr 4	18-Qtr 1	TOTAL
Transfer to ICU	14	7	11	11	43
Transfer to OSH	8	10	18	14	50
Remained on Unit	14	13	12	3	42
Expired	1	0	0	1	2
Released	2	1	3	3	9
Other	4	7	8	9	28

Rapid Response Team: Patient Disposition



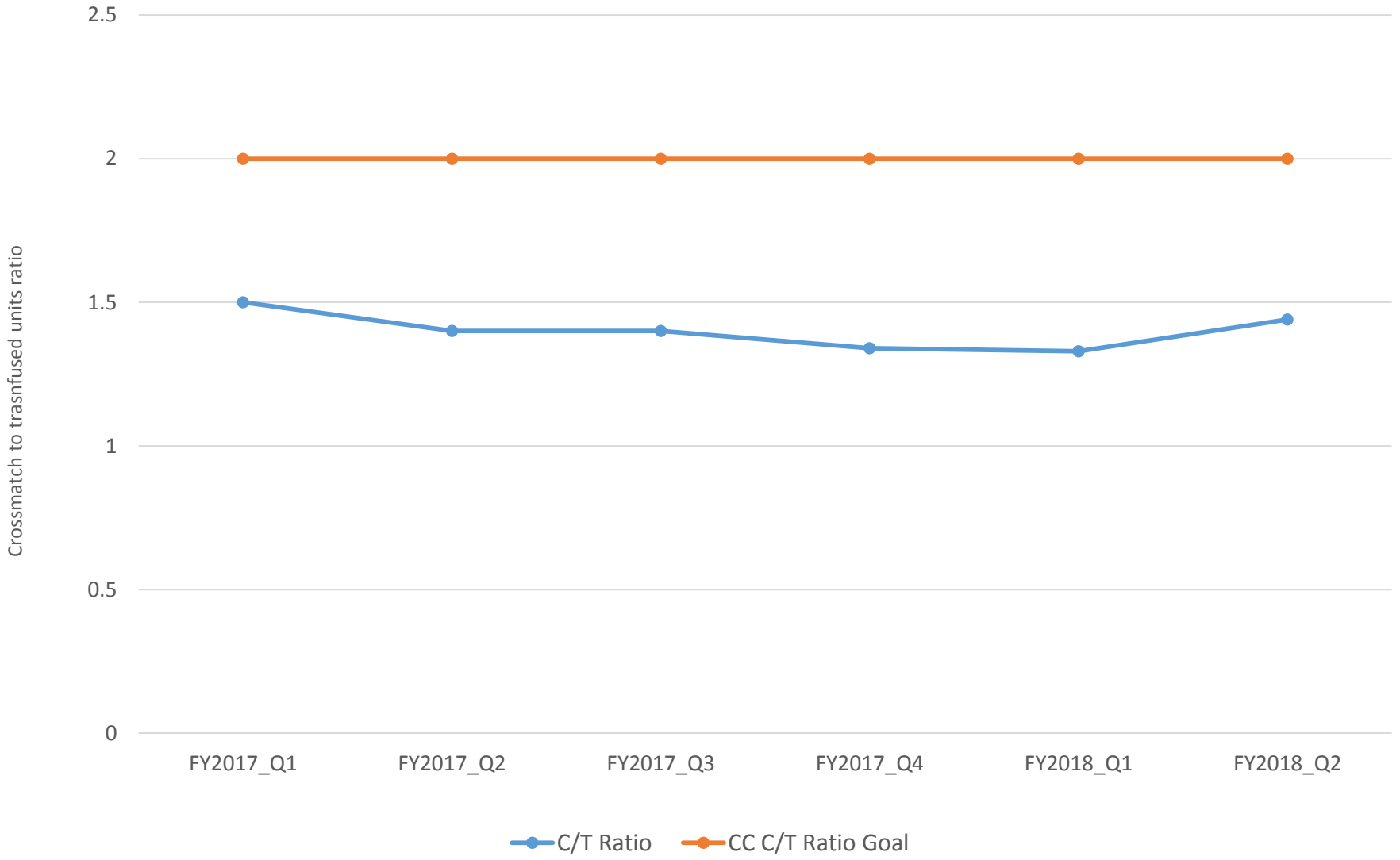
	17-Qtr 2	17-Qtr 3	17-Qtr 4	18-Qtr 1	Total
ICU	11	8	5	8	32
Unit/Other	1	0	1	0	2
Remained on Unit	14	13	24	10	61

Blood and Blood Product Use

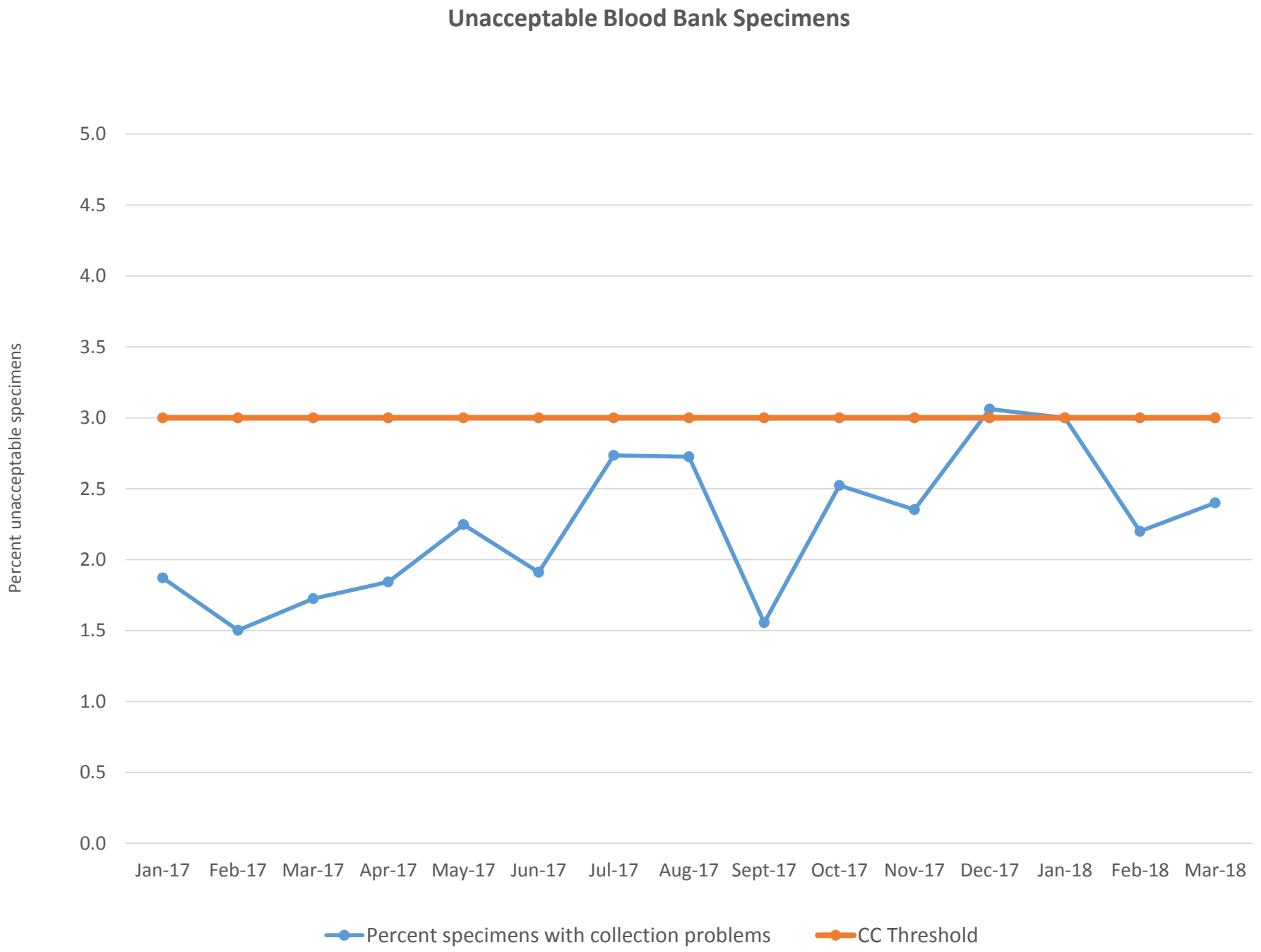
- Crossmatch to Transfusion (C:T) Ratio
- Transfusion Reaction by Class
- Unacceptable Blood Bank Specimens

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.)

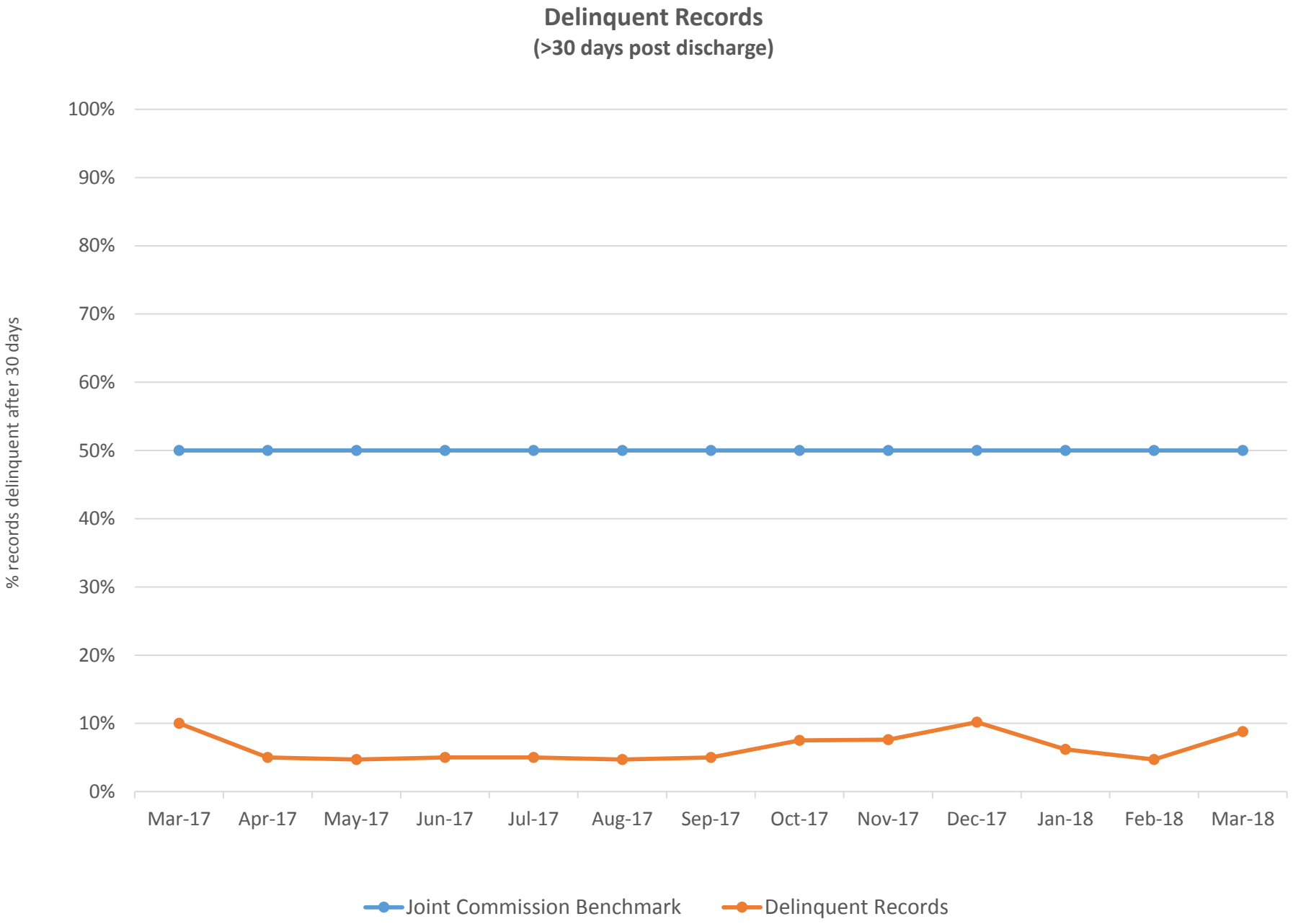


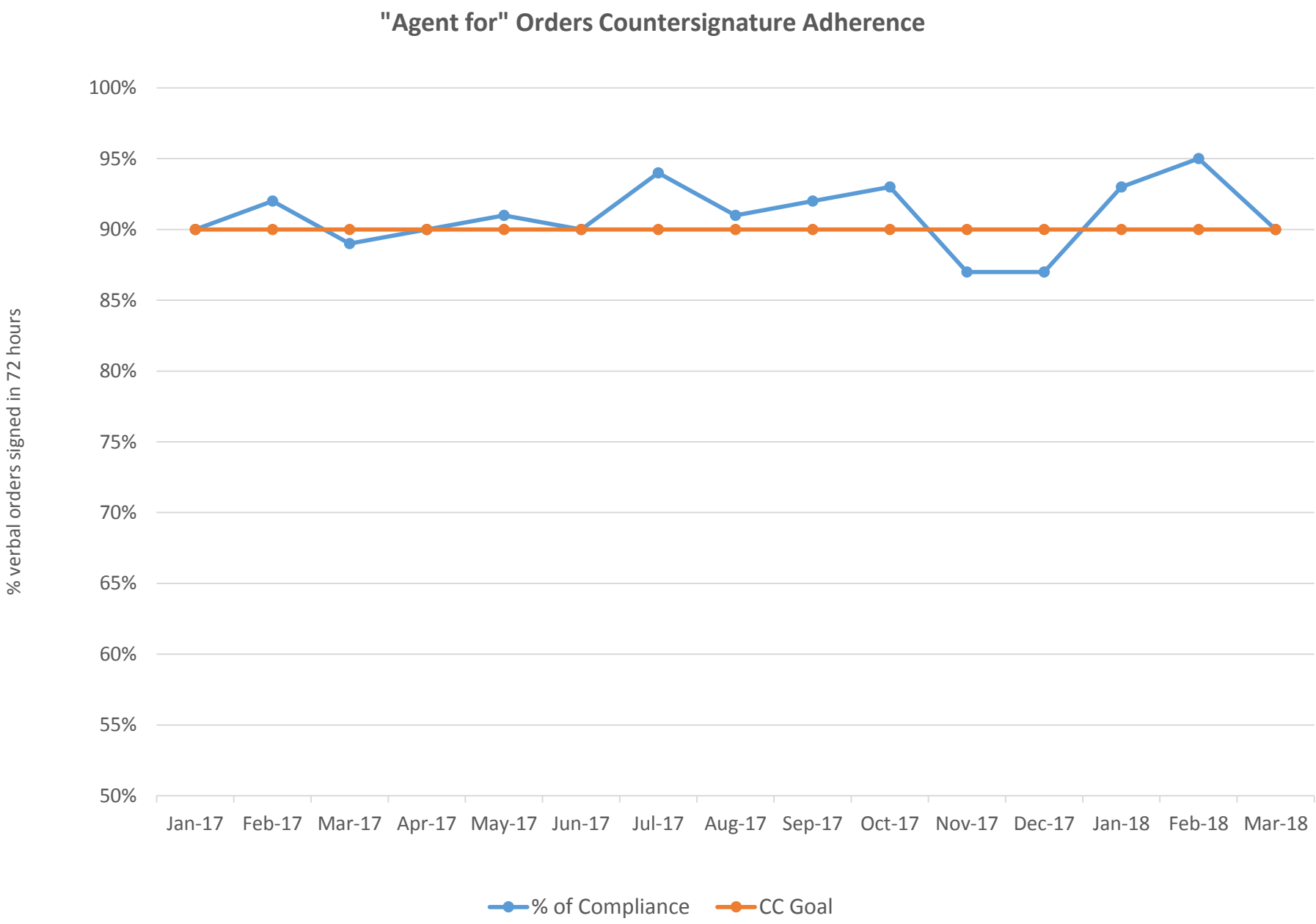
Transfusion Reactions by Class
0.6%
0.5%
0.4%
0.3%
0.2%
0.1%
0.0%
Percent of Transfusions
1st
2nd
3rd
4th
1st
2nd
FY2018
Anaphylactic and Other
Febrile, Nonhemolytic
Hemolytic, Septic, Anaphylactoid, and TRALI

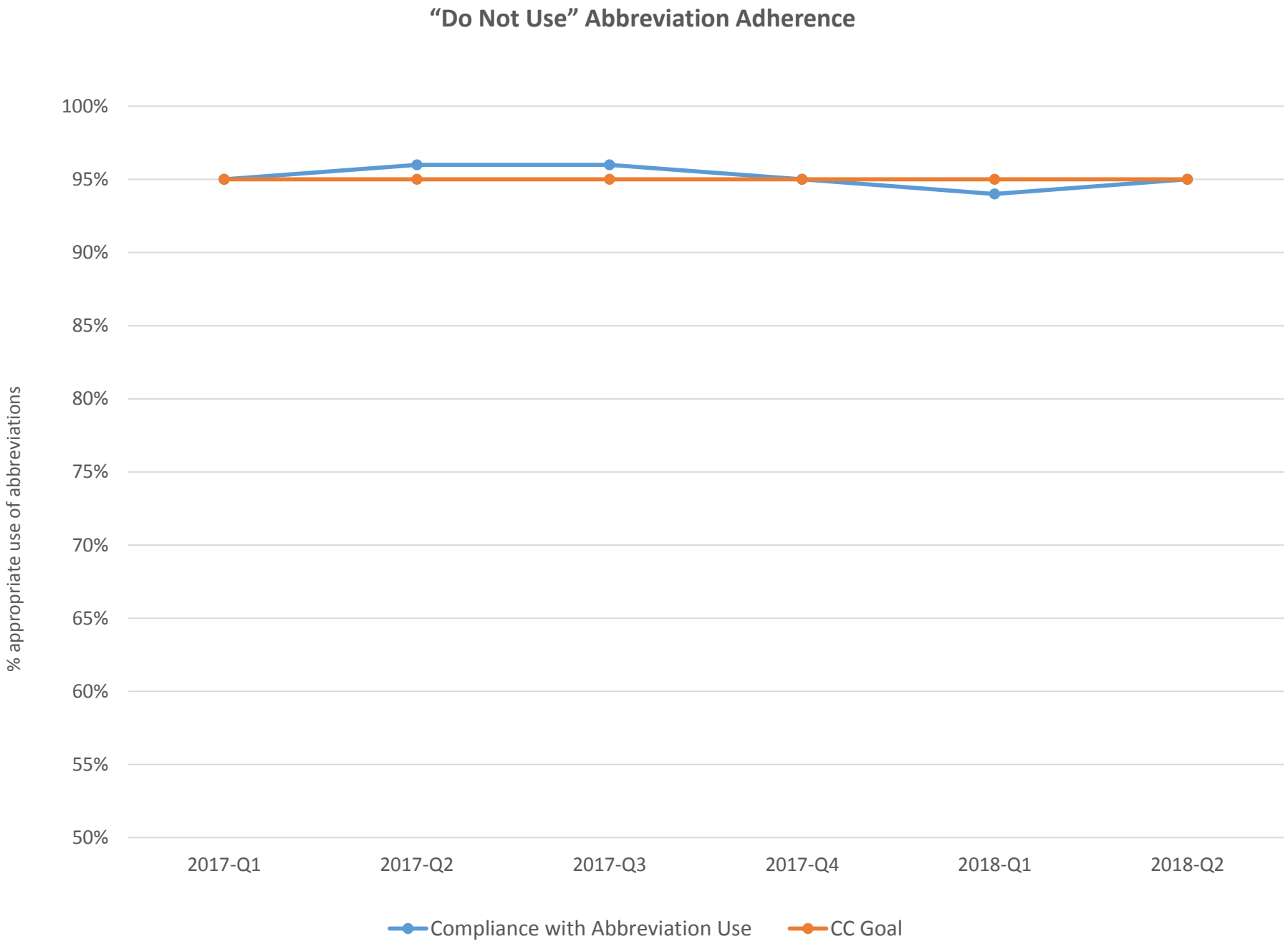

Unacceptable Blood Bank Specimens
Percent unacceptable specimens
5.0
4.5
4.0
3.5
3.0
2.5
2.0
1.5
1.0
0.5
0.0
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sept-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Percent specimens with collection problems
CC Threshold

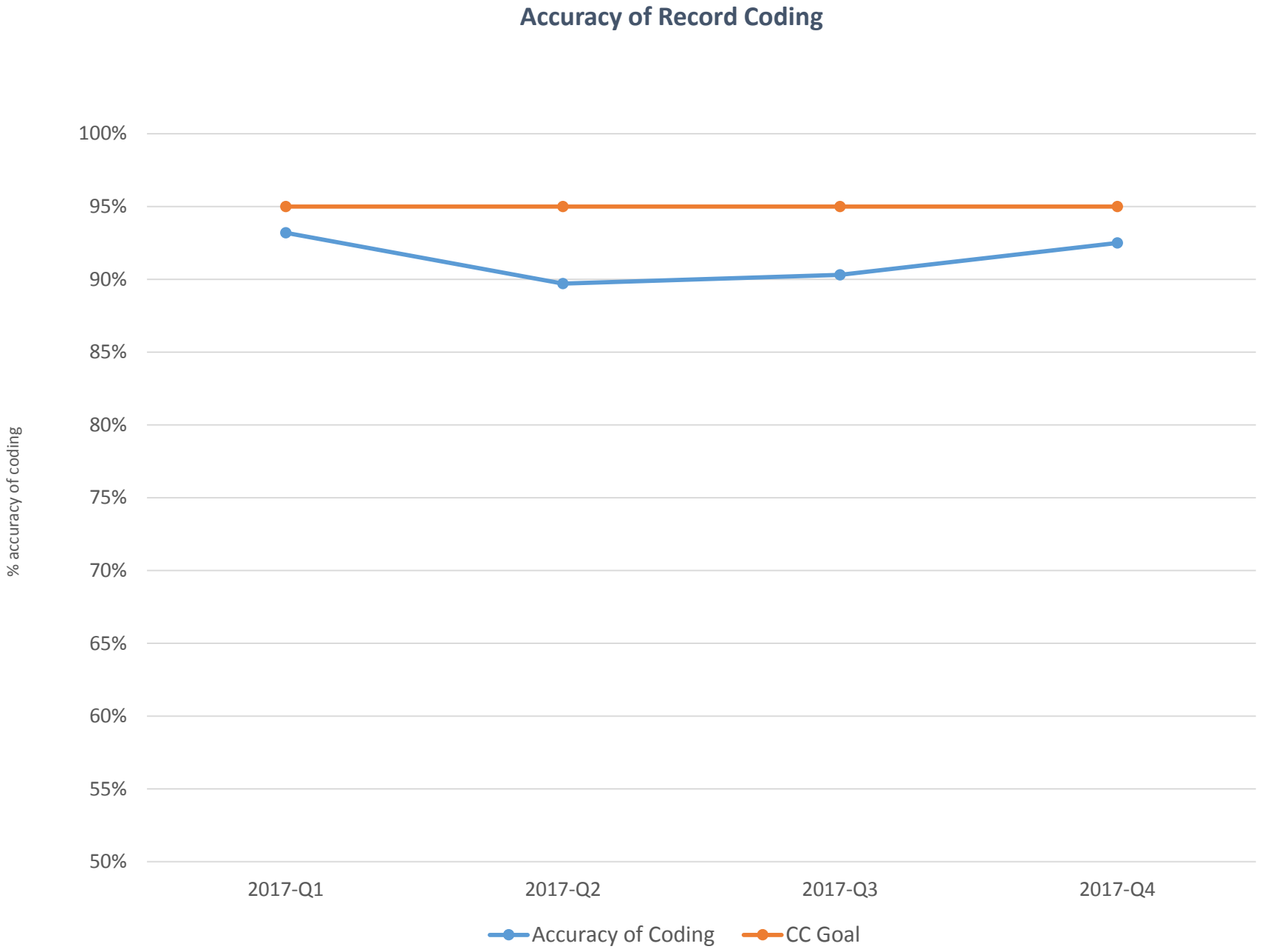
Clinical Documentation

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


Delinquent Records
(>30 days post discharge)
% records delinquent after 30 days
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
Joint Commission Benchmark
Delinquent Records


"Agent for" Orders Countersignature Adherence
% verbal orders signed in 72 hours
100%
95%
90%
85%
80%
75%
70%
65%
60%
55%
50%
Jan-17
Feb-17
Mar-17
Apr-17
May-17
Jun-17
Jul-17
Aug-17
Sep-17
Oct-17
Nov-17
Dec-17
Jan-18
Feb-18
Mar-18
% of Compliance
CC Goal

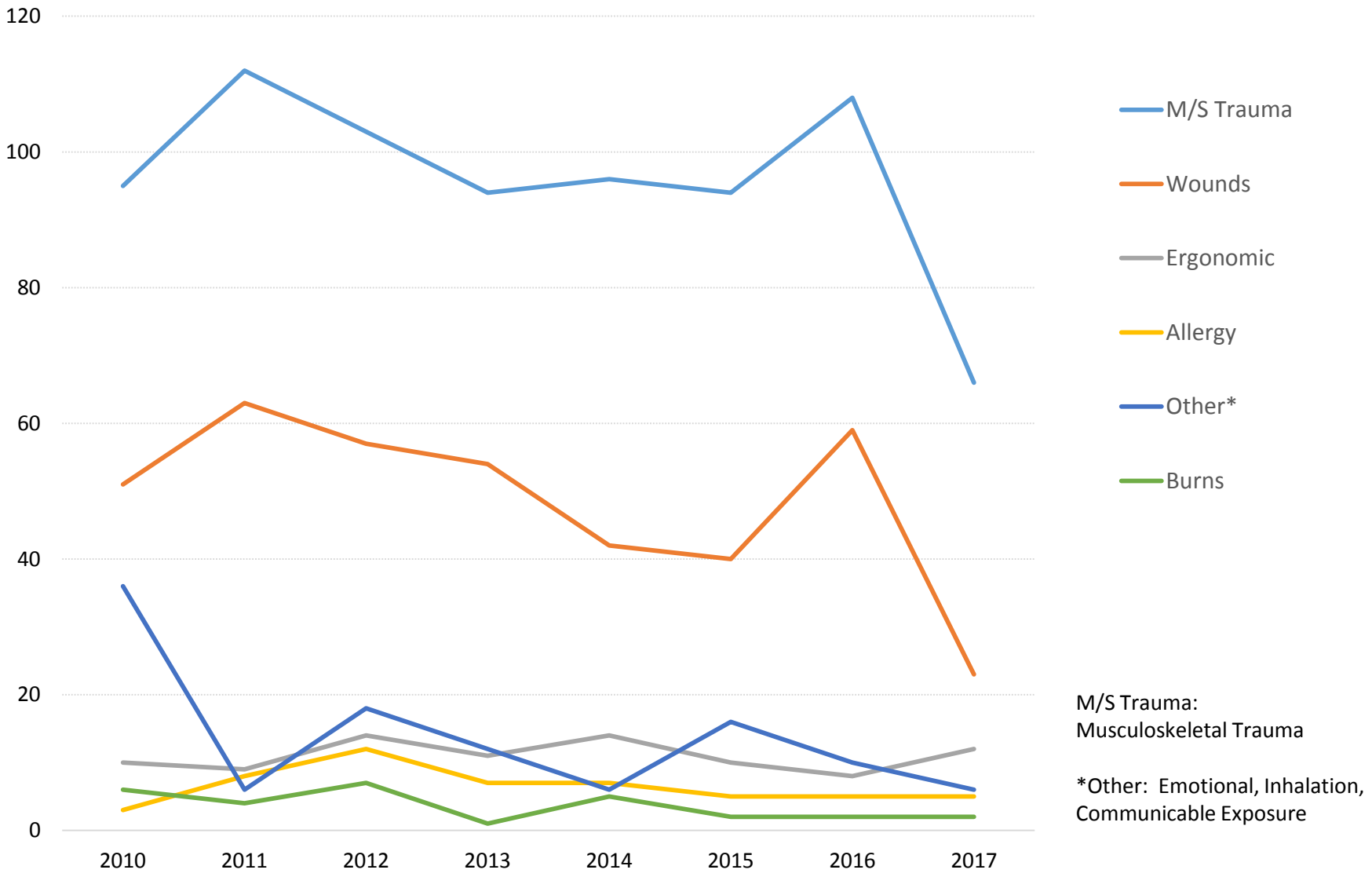

"Do Not Use" Abbreviation Adherence
100%
95%
90%
85%
80%
75%
70%
65%
60%
55%
50%
% appropriate use of abbreviations
2017-Q1
2017-Q2
2017-Q3
2017-Q4
2018-Q1
2018-Q2
Compliance with Abbreviation Use
CC Goal


Accuracy of Record Coding
100%
95%
90%
85%
80%
75%
70%
65%
60%
55%
50%
% accuracy of coding
2017-Q1
2017-Q2
2017-Q3
2017-Q4
Accuracy of Coding
CC Goal

Employee Safety

- Occupational Injury and Illness

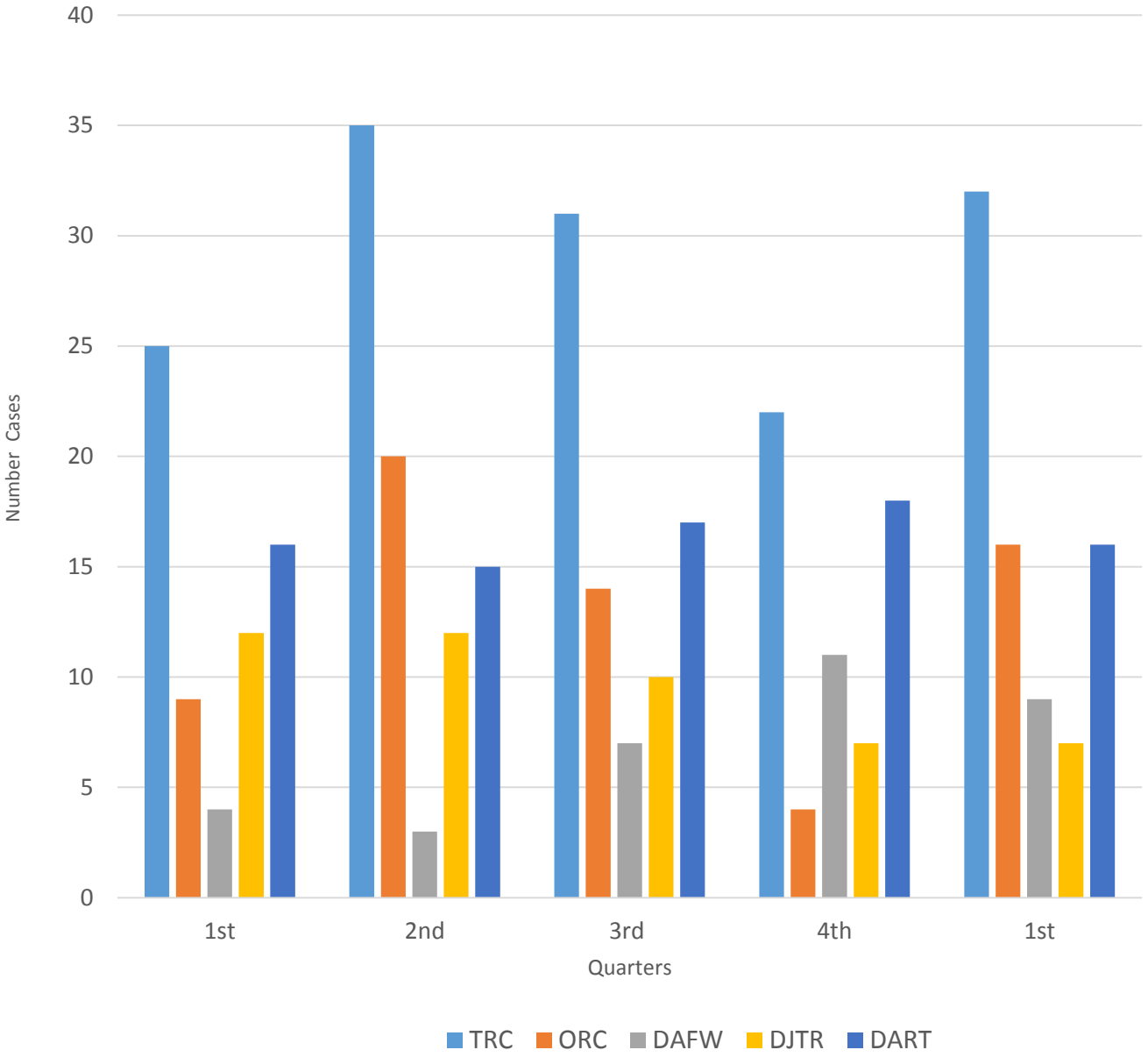
Comparison of the Number and Types of Recordable Occupational Injuries and Illnesses Cases Among CC Employees (2010 – 2017)



M/S Trauma:
Musculoskeletal Trauma

*Other: Emotional, Inhalation, Communicable Exposure

OSHA Recordable Occupational Injury and Illnesses Cases
Jan 1, 2017 - March 31, 2018



TRC: Total Recordable Cases

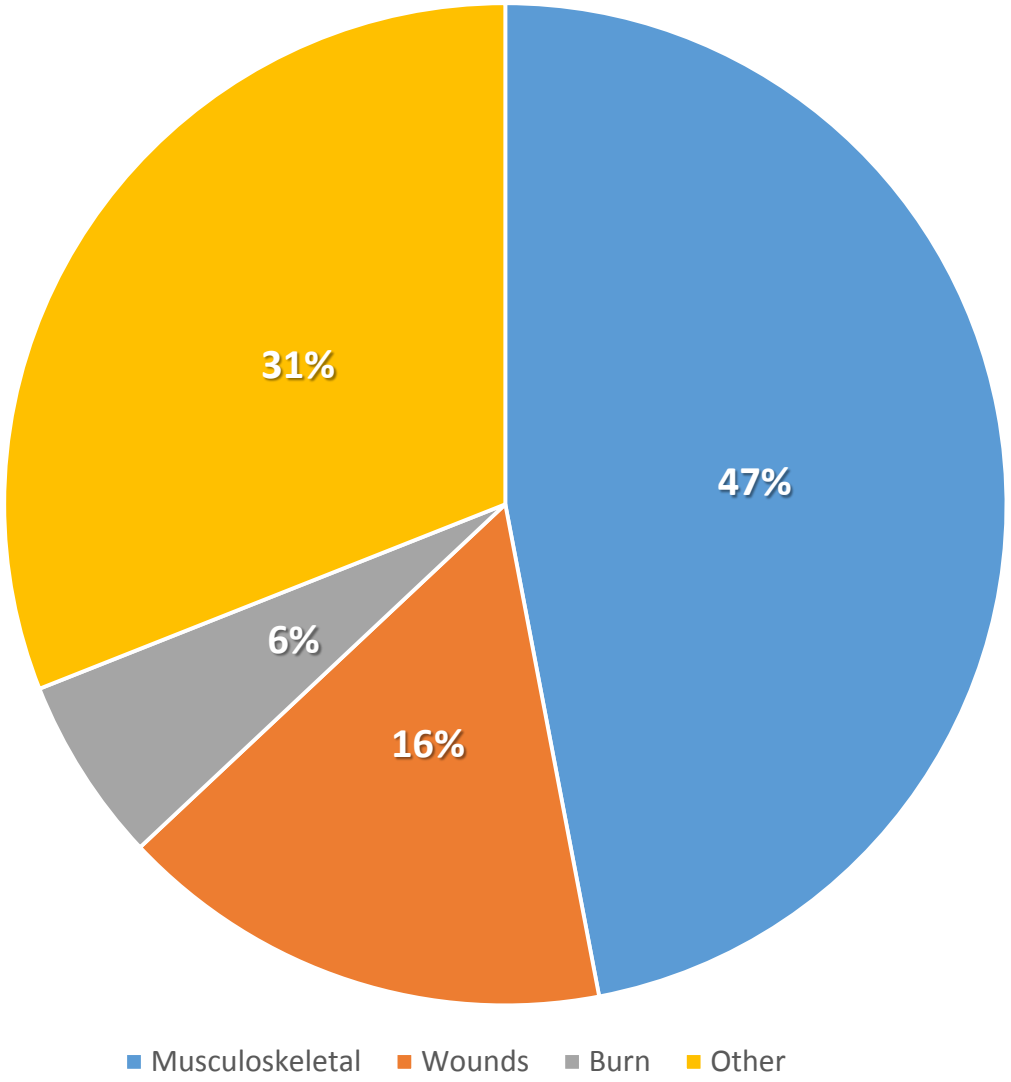
ORC: Other Recordable Cases

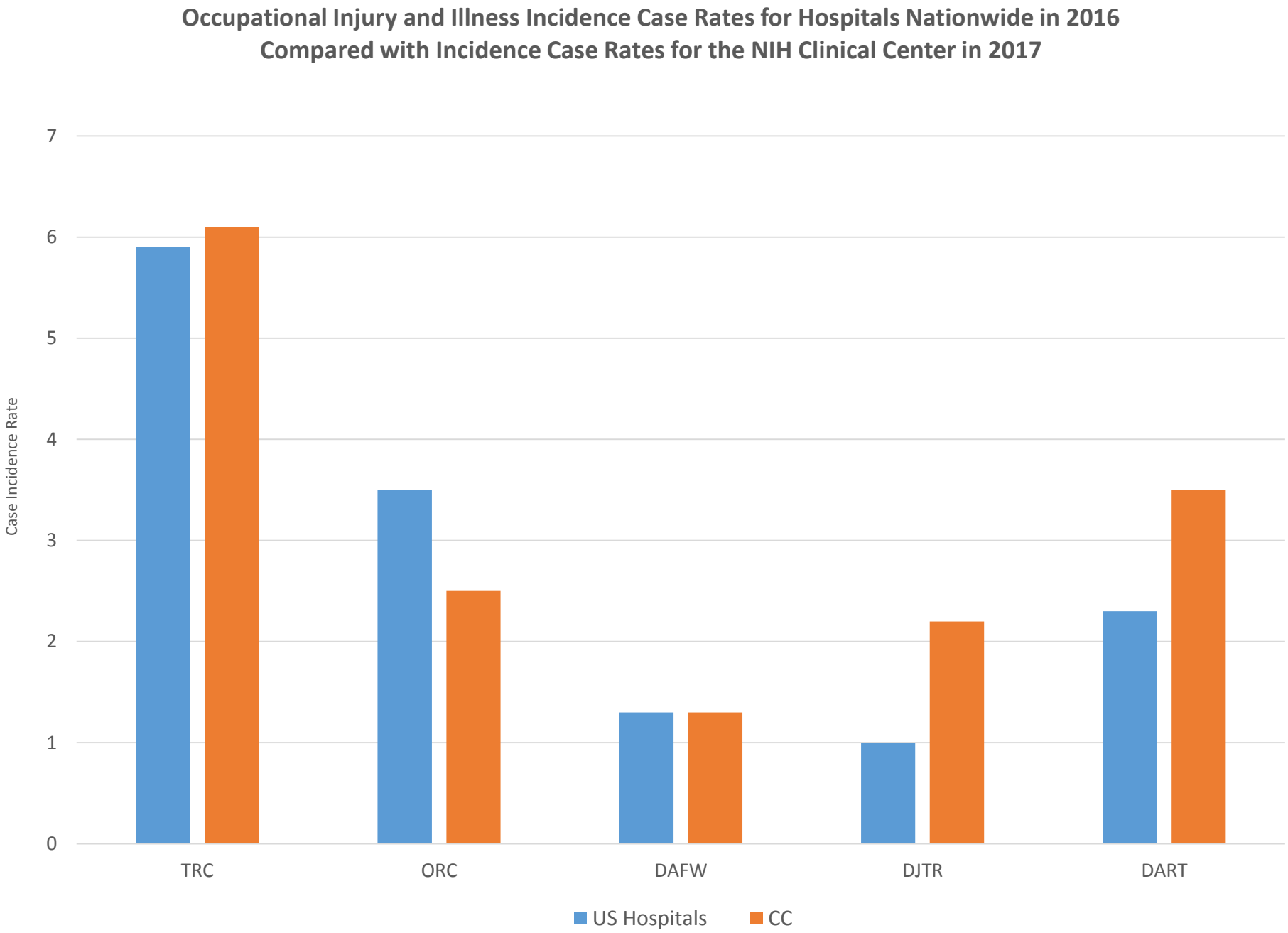
DAFW: Days Away From Work

DJTR: Days Job Transfer, Restriction

DART: DAFW + DJTR

Percent of Occupational Injuries and Illnesses
Jan 1, 2018 - March 31, 2018 n=32




Occupational Injury and Illness Incidence Case Rates for Hospitals Nationwide in 2016
Compared with Incidence Case Rates for the NIH Clinical Center in 2017
Case Incidence Rate
7
6
5
4
3
2
1
0
TRC
ORC
DAFW
DJTR
DART
US Hospitals
CC