

# How To Investigate Hospital Quality

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Let's Take You From This .....To This



# Investigative Reporting Makes Health Care Better/Safer



## Hidden Harm

### INVESTIGATIONS

5 years after 'Dr. Death,' doctors still come to Texas to leave pasts behind

### Hidden FDA Reports Detail Harm Caused By Scores Of Medical Devices

The Food and Drug Administration has let medical device companies file reports of injuries and malfunctions outside a widely scrutinized public database, leaving doctors and medical sleuths in the dark.

Study: Nearly one-third of all death certificates are wrong

**How Many American Women Die From Causes Related to Pregnancy or Childbirth? No One Knows.**



**1 in 5 eligible Colorado hospitals penalized for infections, other harm**

Medicare reduces payments to 25% of U.S. hospitals with highest rates of preventable conditions like bedsores

# Cultural Forces Behind Hiding Data



**Former Tennessee nurse RaDonda Vaught found guilty in woman's death after accidentally injecting her with wrong drug**



# Covid's Impact On Hospital Safety



<https://khn.org/news/tag/covid-risk-in-hospitals/>



**Alexandria Health Department**  
4480 King Street, Alexandria VA 22302 | [Visit Official Web](#)

[VDH Home](#) | [Alexandria Health Department](#) | [IL Porto](#) | [Full Service Restaurant](#) | [Routine](#)

### IL Porto

121 King St Alexandria, VA 22314  
Status: Permitted

### Full Service Restaurant | Routine

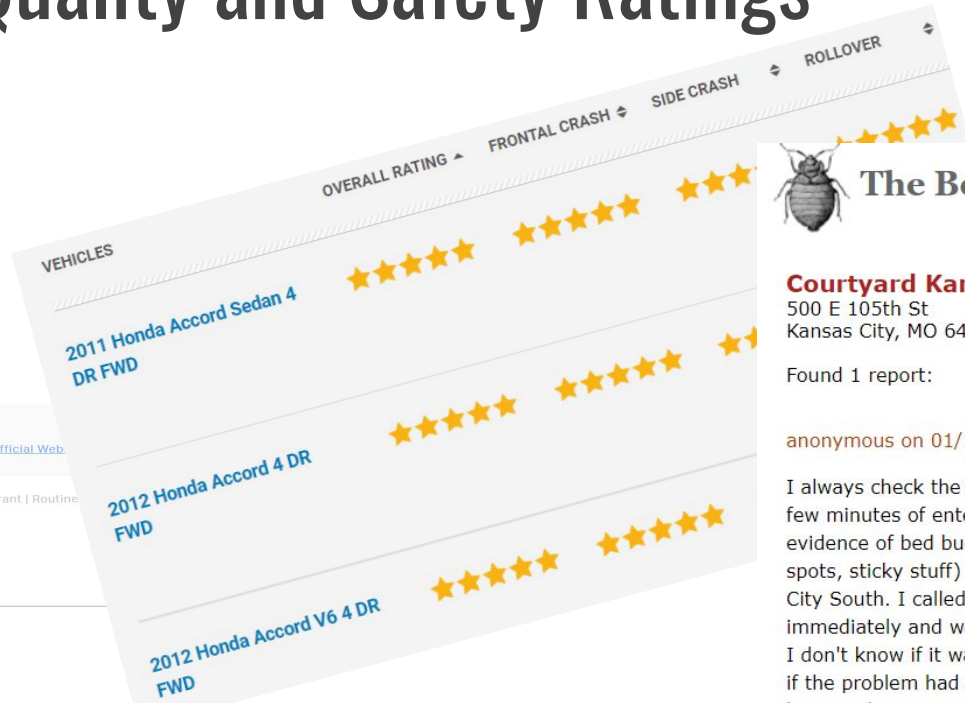
March 31, 2022

#### Observations & Corrective Actions

16: 4-601.11 Section 16 - 4-601.11(A) - Equipment / Food-Contact / Visibly Clean This is a priority foundation item Observation: The following equipment/utensils were observed soiled to sight and touch: deli slicer and soda guns observed soiled.  
Corrective Actions: These items were immediately cleaned.

28: 7-202.12 Section 28 - 7-202.12(A)(1) and (4) - Conditions of Use/Presence & Use of Toxics Per Law This is a core item Observation: The concentration of the quat solution in the spray bottle was measured in excess of 400 ppm.  
Corrective Actions: Correction: Maintain the concentration of the quat at 150-400 ppm.

# Quality and Safety Ratings



## The Bedbug Registry

### Courtyard Kansas City South

500 E 105th St  
Kansas City, MO 64131-4308

Found 1 report:

anonymous on 01/18/2011

I always check the mattress within the first few minutes of entering a hotel room. I found evidence of bed bugs on my mattress (black spots, sticky stuff) at the Courtyard Kansas City South. I called the front desk immediately and was moved to another room. I don't know if it was a current infestation or if the problem had been treated already, but leaving the mattress like that is just nasty. I don't know why some hotels don't regularly inspect their mattresses for bed bugs.

[Submit a Report for This Location](#)

# Basics

“If you walk into a hospital CEO’s office today and ask how many people were injured from care last month, most CEOs could not answer that. That’s a travesty. If you aren’t tracking how much harm you’re doing, it’s hard to figure out how to manage it.”

Dr. Ashish Jha, White House Coronavirus Response Coordinator, Dean of Brown University School of Public Health, former professor of global health at Harvard University.

# Data Sources

Remember to consider where the data comes from



Hospital self-reporting



Claims data



Patient surveys



# CMS Care Compare - <https://www.medicare.gov/care-compare/>



Doctors & clinicians



Hospitals



Nursing homes including  
rehab services



Home health services



Hospice care



Inpatient rehabilitation  
facilities



Long-term care hospitals



Dialysis facilities

# Dell Seton Med Center at the University of TX

Overall star rating:



Patient survey rating:



## Catheter-associated urinary tract infections (CAUTI) in ICUs and select wards

↓ Lower numbers are better

**0.606**

No different than national benchmark

National benchmark:  
1.000

## Surgical site infections (SSI) from colon surgery

↓ Lower numbers are better

**0.831**

No different than national benchmark

National benchmark:  
1.000

## Surgical site infections (SSI) from abdominal hysterectomy

↓ Lower numbers are better

**Not available** <sup>13</sup>

National benchmark:  
1.000

# Care Compare - Medicare

## Death rate for heart failure patients

**11.3%**

No different than the national rate

National result: 11.2%

Number of included patients: 37

## Death rate for pneumonia patients

**16%**

No different than the national rate

National result: 15.3%

Number of included patients: 80

## Death rate for stroke patients

**14%**

No different than the national rate

National result: 13.5%

Number of included patients: 213

# Care Compare - Patient Survey

- ★ Nursing care
- ★ Doctor care
- ★ Hospital environment & experiences
- ★ Discharge experience
- ★ Post-discharge instructions

11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

12. During this hospital stay, were you given any medicine that you had not taken before?

- 1  Yes
- 2  No → If No, Go to Question 15

13. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

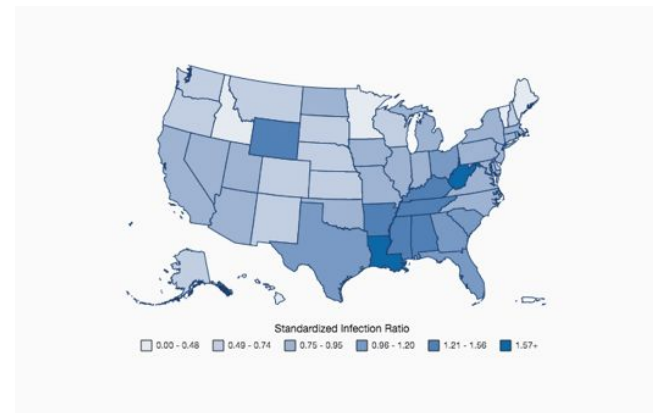
14. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

- 1  Never
- 2  Sometimes
- 3  Usually
- 4  Always

# Hospital Acquired Infections - CDC National

Hospitals → CDC → Care Compare

$$\text{SIR} = \frac{\text{observed}}{\text{expected}} = \frac{170 + 58}{100000 \times \left(\frac{2}{1000}\right) + 58,000 \times \left(\frac{1.5}{1000}\right)} = \frac{228}{200 + 87} = \frac{228}{287} = 0.79$$



## Methicillin-Resistant *Staphylococcus aureus*

[Print as PDF](#)

HOSPITALS REPORTED

**3,658**  
general acute care  
hospitals reported in  
2020

INFECTIONS REPORTED

**8,775**  
Methicillin-Resistant  
*Staphylococcus aureus* in  
2020

CHANGES OVER TIME

**6%**

significant decrease in SIR  
from 2015 national  
baseline to 2020 (lower  
SIRs are better)



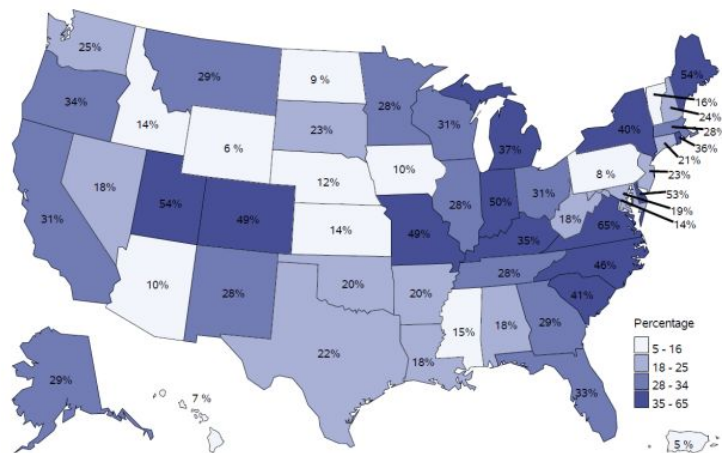
# Antibiotic Resistance Is A Looming Disaster

EG: limited, untimely,  
incomprehensible data on  
use of antibiotics

2019-2020 - states with at  
least 1 month of reporting

Voluntary not mandated

Figure 1. Percentage of active NHSN acute care facilities reporting at least one month of data to the AU Option as of December 1, 2020.



# Some States Report Patient Harm Data

## Knee Arthroplasty Surgical Site Infections 2019

HOSPITAL NAME	Number of Procedures	Observed # of KPRO Infections (O)	Expected # of KPRO Infections (E) <sup>a</sup>
ATLANTICARE REGIONAL MEDICAL CENTER-CITY CAMPUS	0	0	N/A
ATLANTICARE REGIONAL MEDICAL CENTER-MAINLAND CAMPUS	1595	3	5.273
BAYSHORE MEDICAL CENTER	46	0	0.241
BERGEN NEW BRIDGE MEDICAL CENTER	0	0	N/A
CAPE REGIONAL MEDICAL CENTER	78	0	0.335
CAPITAL HEALTH MEDICAL CENTER - HOPEWELL	372	4	1.637
CAPITAL HEALTH SYSTEM-FULD	7	0	0.066
CAREPOINT HEALTH-BAYONNE MEDICAL CENTER	17	0	0.163
CAREPOINT HEALTH-CHRIST HOSPITAL	11	0	0.051
CAREPOINT HEALTH-HOBOKEN UNIVERSITY MEDICAL CENTER	54	0	0.387
CENTRASTATE MEDICAL CENTER	98	0	0.332
CHILTON MEMORIAL HOSPITAL	149	0	0.512
CLARA MAASS MEDICAL CENTER	125	0	0.367
COMMUNITY MEDICAL CENTER	403	1	1.427
COOPER UNIVERSITY HOSPITAL	264	0	1.23
EAST ORANGE GENERAL HOSPITAL	7	1	0.063

Region	All Reports	Incidents	Serious Events
North Central	18,271	17,486	785
Northeast	27,612	26,615	997
Northwest	20,970	20,350	620
South Central	52,074	50,439	1,635
Southeast	95,704	93,263	2,441
Southwest	63,917	62,027	1,890
<b>Total</b>	<b>278,548</b>	<b>270,180</b>	<b>8,368</b>

Facility Name	2018				2019				2020			
	No. of Procedures	No. of Infections	SIR	National Comparison	No. of Procedures	No. of Infections	SIR	National Comparison	No. of Procedures	No. of Infections	SIR	National Comparison
Grandview Hospital	101	2	N/A	Suppressed <sup>d</sup>	232	3	1.7	Not Significant	276	1	0.5	Not Significant
Littleton Adventist Hospital	276	2	0.7	Not Significant	369	3	1.0	Not Significant	305	1	0.4	Not Significant
Longmont United Hospital	137	2	1.5	Not Significant	184	2	1.2	Not Significant	98	1	1.0	Not Significant
Longs Peak Hospital	31	0	N/A	Suppressed <sup>d</sup>	21	0	N/A	Suppressed <sup>d</sup>	35	1	N/A	Suppressed <sup>d</sup>
McKee Medical Center	141	0	0.0	Not Significant	96	0	0.0	Not Significant	73	2	1.9	Not Significant
Medical Center Of The Rockies	267	6	2.5	Worse	349	5	1.7	Not Significant	281	2	0.9	Not Significant
Memorial Health System	186	1	0.5	Not Significant	106	0	0.0	Not Significant	122	2	1.2	Not Significant
Memorial Hospital North	121	3	2.5	Not Significant	73	1	N/A	Suppressed <sup>d</sup>	75	1	N/A	Suppressed <sup>d</sup>
Mercy Regional Medical Center	119	0	0.0	Not Significant	145	3	2.2	Not Significant	96	0	N/A	Suppressed <sup>d</sup>
Montrose Memorial Hospital	89	1	N/A	Suppressed <sup>d</sup>	57	0	N/A	Suppressed <sup>d</sup>	86	1	N/A	Suppressed <sup>d</sup>
North Colorado Medical Center	140	0	0.0	Not Significant	154	3	1.3	Not Significant	128	2	1.0	Not Significant
North Suburban Medical Center	71	0	N/A	Suppressed <sup>d</sup>	81	2	N/A	Suppressed <sup>d</sup>	55	1	N/A	Suppressed <sup>d</sup>
Ortho Colorado	671	0	0.0	Better	708	2	0.4	Not Significant	676	2	0.4	Not Significant
Parker Adventist Hospital	207	3	1.2	Not Significant	170	0	0.0	Not Significant	130	2	1.3	Not Significant

Break For Questions!



# AHCJ Resources For 2567s: A Total Gift



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## HospitalInspections.org

BRINGING TRANSPARENCY TO FEDERAL INSPECTIONS

[Home](#) -> [Michigan](#) -> [BEAUMONT HOSPITAL - TAYLOR](#) -> Report No. 28101

*The information below comes from the statement of deficiencies compiled by health inspectors and provided to AHCJ by the Centers for Medicare and Medicaid Services. It does not include the steps the hospital plans to take to fix the problem, known as a plan of correction. For that information, you should contact the hospital, your state health department or CMS. Accessing the document may require you to file a Freedom of Information Request. Information on doing so is available [here](#).*

<b>BEAUMONT HOSPITAL - TAYLOR</b>	<b>10000 TELEGRAPH ROAD TAYLOR, MI 48180</b>	<b>Oct. 22, 2020</b>
<b>VIOLATION: INFECTION CONTROL</b>		<b>Tag No: A0747</b>
Based on interview and record review, the facility failed to provide and maintain a sanitary environment resulting in the potential for the spread of infectious disease to 151 served by the facility.		



# What Original 2567 Document Looks Like

DEPARTMENT OF HEALTH AND HUMAN SERVICES CENTERS FOR MEDICARE & MEDICAID SERVICES		PRINTED: 10/01/2021 FORM APPROVED OMB NO. 0938-0391		
STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:  <b>210064</b>	(X2) MULTIPLE CONSTRUCTION A. BUILDING _____  B. WING _____	(X3) DATE SURVEY COMPLETED  <b>C</b> <b>07/17/2020</b>	
NAME OF PROVIDER OR SUPPLIER  <b>LEVINDALE HEBREW GERIATRIC CENTER AND HOSPITAL</b>		STREET ADDRESS, CITY, STATE, ZIP CODE <b>2434 WEST BELVEDERE AVENUE BALTIMORE, MD 21209</b>		
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETION DATE
A 000	<p>INITIAL COMMENTS</p> <p>Complaint MD00155547 was investigated by staff from the Maryland Office of Health Care Quality (OHCQ) on behalf of the Centers for Medicare and Medicaid Services (CMS). An unannounced on-site Federal survey was conducted on June 29 - July 1, 2020. Based on unit observations; interviews with staff, patients, and other stakeholders; and review of documentation including policies, procedures, and 15 medical records, surveyors identified multiple deficient infection control practices which represented an Immediate Jeopardy (IJ) to patient health and safety and placed all patients at risk for the likelihood of harm, serious injury, impairment, and/or subsequent death. The hospital was notified of the IJ on 7/1/2020 at 10:22 am. The IJ was abated on 7/2/2020 at 6:00 pm, when surveyors received an acceptable IJ removal plan to correct identified deficient infection control practices that represented imminent risk of harm, serious injury, impairment,</p>	A 000		

- Pay attention to the date completed
- If possible, upload to a scanning site so you can ctrl+F for relevant terms for your story
- You can find the zipdrive of all of these here: <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/CertificationandCompliance/Hospitals>

# State Data Resources

## State of Wisconsin

Department of Health Services

Agency Budget Request

2021 – 2023 Biennium

September 15, 2020

STATE OF FLORIDA  
OFFICE of VITAL STATISTICS  
CERTIFIED COPY

STATE BOARD OF HEALTH  
BUREAU OF VITAL STATISTICS

CERTIFICATE OF DEATH  
FLORIDA

BIRTH NO. CODE NO. 26-08 REGISTRAR'S NO. '60-0

1. PLACE OF BIRTH 4. COUNTY Duval	2. SIGNAL RESIDENCE (When absent from: If nonresident, Resident)	3. STATE Florida	5. COUNTY Duval
6. CITY, TOWN, OR LOCATION Jacksonville	7. IS PLACE OF DEATH INSURE CITY LIMITED YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>	8. CITY, TOWN, OR LOCATION Jacksonville	9. STREET ADDRESS 1438 Harrison St.
10. NAME OF HOSPITAL OR INSTITUTION Mercy Hospital 1419 Milnbr Ave.	11. LENGTH OF STAY 49 yrs.	12. DATE OF DEATH June 22, 1990	13. AGE (As given and corrected) 59
14. NAME OF DECEASED (Type or print) First Middle Last John Smith	15. SEX Male	16. COLOR OR RACE Colored	17. MARRIED <input type="checkbox"/> NEVER MARRIED <input type="checkbox"/> WIDOWED <input checked="" type="checkbox"/> DIVORCED <input type="checkbox"/>
18. LOCAL OCCUPATION (Give kind of work done starting next of working day, none if retired) Fireman, ret.	19. KIND OF BUSINESS OR INDUSTRY Lumber Co.	20. BIRTHPLACE (Town or foreign country) Swainsboro, Georgia	21. FATHER'S NAME Solomon Smith
22. MOTHER'S MARRIAGE NAME			



## TEXAS SUNSET ADVISORY COMMISSION

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# Some States (California) Have Incredible Data To Dissect

RIVERSIDE COMMUNITY HOSPITAL
↶ ↷ 🖨️ ✕

RIVERSIDE COMMUNITY HOSPITAL
✕

**ABOUT COMPLAINTS AND FACILITY-REPORTED INCIDENTS**

The Center for Health Care Quality's (CHCQ) Licensing and Certification Program is responsible for regulatory oversight of licensed and certified health care facilities and providers. CHCQ also investigates consumer complaints of alleged facility noncompliance with state and/or federal law and regulations and entity/facility reported incidents (FRI). Anyone can file a complaint against a health care facility: a patient or facility resident, a relative or friend, even a general member of the public.

[Read more](#) about the complaint investigation process.

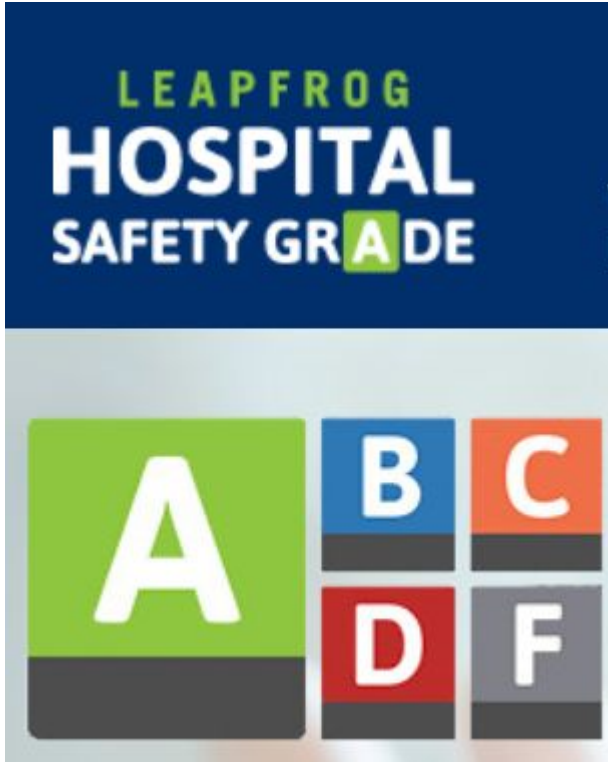
2022
2021
2020
2019

Export ↓

INTAKE ID	INTAKE RECEIVED DATE	ALLEGATION CATEGORY	ALLEGATION SUB CATEGORY	INVESTIGATION FINDINGS	INTAKE TYPE
CA00778636	03/29/2022	Other Services		No deficiencies noted	Complaint
CA00771596	02/01/2022	Quality of Care/Treatment		Substantiated without deficiencies	FRI
CA00771596	02/01/2022	State Monitoring	Stage 3 or 4 ulcer acquired after admission	Substantiated without deficiencies	FRI
CA00768524	01/11/2022	Quality of Care/Treatment		Substantiated without deficiencies	FRI
CA00768070	01/10/2022	Nursing Services		Substantiated without deficiencies	Complaint



# Non-Governmental Sources



This Hospital's Grade

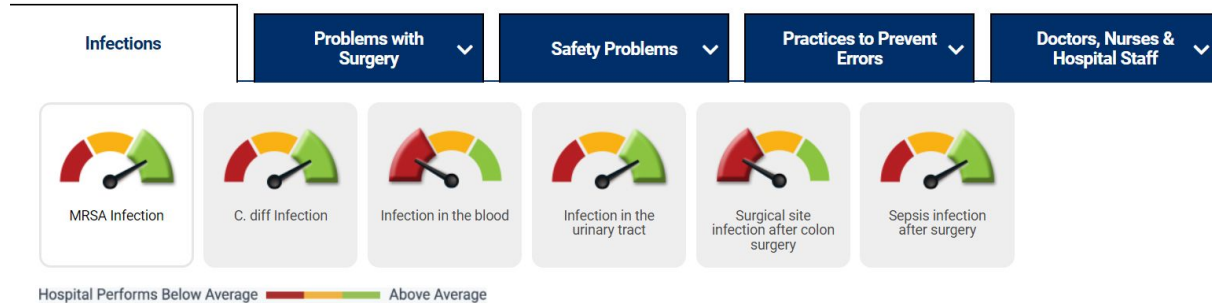


## CentraState Medical Center

901 W. Main Street  
Freehold, NJ 07728-2549  
[Map and Directions](#)

[View this hospital's Leapfrog Hospital Survey Results](#)

Learn how to use the Leapfrog Hospital Safety Grade



## How Safe is Your Hospital?

Search below to find the fall 2021 Leapfrog Hospital Safety Grade of your general hospital.

Search By City/State

City  - Choose -

[Use My Location](#)

# The Leapfrog Group - Voluntary Hospital Survey

## Maternity Care

### Measure name

### Leapfrog's Standard

### Hospital's Progress

#### Cesarean Sections

This is defined as first-time mothers giving birth to a single baby, at full-term, in the head-down position deliver their babies through a C-section. Hospitals should have a rate of C-sections of 23.6% or less.



ACHIEVED THE STANDARD

[SHOW MORE ON THIS HOSPITAL'S PERFORMANCE](#)

#### Early Elective Deliveries

This is defined as mothers being scheduled for cesarean sections or medication inductions prior to 39 weeks gestation without a medical reason. Hospitals should have a rate of early elective deliveries of 5% or less.



CONSIDERABLE ACHIEVEMENT

[SHOW MORE ON THIS HOSPITAL'S PERFORMANCE](#)

#### Episiotomies

This is defined as mothers having an incision made in the perineum (the birth canal) during childbirth. Hospitals should have a rate of episiotomies of 5% or less.



ACHIEVED THE STANDARD

[SHOW MORE ON THIS HOSPITAL'S PERFORMANCE](#)

#### Screening Newborns for Jaundice Before Discharge

Hospitals should screen at least 90% of babies for jaundice.



ACHIEVED THE STANDARD

[SHOW MORE ON THIS HOSPITAL'S PERFORMANCE](#)

#### Preventing Blood Clots in Women Undergoing Cesarean Section

At least 90% of women undergoing a cesarean section receive treatment to prevent blood clots.



ACHIEVED THE STANDARD

# Healthgrades

Hospital Quality Awards



**America's 100 Best Hospitals Award™ (2021, 2020)**  
Top 2% in the nation for consistently delivering clinical quality year over year



**America's 250 Best Hospitals Award™ (2021, 2020)**  
Top 5% in the nation for consistently delivering clinical quality



**Outstanding Patient Experience Award™ (2021, 2020, 2019)**  
Top in the nation for overall patient experience based on nine measures related to doctor communication, hospital cleanliness and noise levels, and medication and post-discharge

## Orthopedic

### Complication Based Ratings

Procedure/Condition

In Hospital

Hip Fracture Treatment



Worse than Expected

Hip Replacement



As Expected

Total Knee Replacement

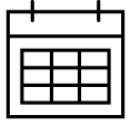


# Inova Fairfax Hospital

81%

**Patients that would definitely recommend**  
11% higher than the national average

# Remember To Check



Timeliness of the data



Type of data and its limitations



Shroud of secrecy



What's missing and why

# Where To Find Impacted Patients and Family Members

- Yelp
- Reddit
- Facebook
- Twitter
- Instagram
- National groups
- Support groups
- Better Business Bureau
- Patient advocacy groups





# And Remember, When Talking To A Patient

- Be kind
- Take your time
- Build trust



# Handouts! AKA The Motherlode of Resource Sheets



Check it  
out on the  
Whova app!

# Contacts



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