How To Investigate Hospital Quality

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

I wouldn’t know where to begin.

YOU GOT THIS!
Investigative Reporting Makes Health Care Better/Safer

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

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

Quality and Safety Ratings

<table>
<thead>
<tr>
<th>VEHICLE</th>
<th>Overall Rating</th>
<th>Frontal Crash</th>
<th>Side Crash</th>
<th>Hollow</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011 Honda Accord Sedan 4 DR FWD</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td></td>
</tr>
<tr>
<td>2012 Honda Accord 4 DR FWD</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td></td>
</tr>
<tr>
<td>2012 Honda Accord V6 4 DR FWD</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td>★★★★★</td>
<td></td>
</tr>
</tbody>
</table>

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
“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:** ★★★★★

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

- Lower numbers are better

- **Score:** 0.606
- No different than national benchmark
- **National benchmark:** 1,000

#### Surgical site infections (SSI) from colon surgery

- Lower numbers are better

- **Score:** 0.831
- No different than national benchmark
- **National benchmark:** 1,000

#### Surgical site infections (SSI) from abdominal hysterectomy

- Lower numbers are better

- **Score:** Not available
- **National benchmark:** 1,000

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### Care Compare - Medicare

#### Death rate for heart failure patients

- **Score:** 11.3%
- No different than the national rate
- **National result:** 11.2%
- **Number of included patients:** 37

#### Death rate for pneumonia patients

- **Score:** 16%
- No different than the national rate
- **National result:** 15.3%
- **Number of included patients:** 80

#### Death rate for stroke patients

- **Score:** 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

\[ SIR = \frac{observed}{expected} = \frac{170 + 58}{100000 \times \left(\frac{2}{1000}\right) + 58000 \times \left(\frac{1.5}{1000}\right)} = \frac{228}{200 + 87} = \frac{228}{287} = 0.79 \]

Methicillin-Resistant Staphylococcus aureus

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
## Knee Arthroplasty Surgical Site Infections 2019

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>No. of Procedures</th>
<th>Observed # of Infections (O)</th>
<th>Expected # of Infections (E)'</th>
<th>National Significance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanticare Regional Medical Center - City Campus</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Atlanticare Regional Medical Center - Mainland Campus</td>
<td>1398</td>
<td>3</td>
<td>5.273</td>
<td></td>
</tr>
<tr>
<td>Bayshore Medical Center</td>
<td>46</td>
<td>0</td>
<td>0.241</td>
<td></td>
</tr>
<tr>
<td>Bergen Regional Medical Center</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Cape Regional Medical Center</td>
<td>78</td>
<td>0</td>
<td>0.385</td>
<td></td>
</tr>
<tr>
<td>Capital Health Medical Center - Hopewell</td>
<td>372</td>
<td>4</td>
<td>1.637</td>
<td></td>
</tr>
<tr>
<td>Capital Health System - Fuld</td>
<td>7</td>
<td>0</td>
<td>0.066</td>
<td></td>
</tr>
<tr>
<td>Carepoint Health-Bayonne Medical Center</td>
<td>17</td>
<td>0</td>
<td>0.163</td>
<td></td>
</tr>
<tr>
<td>Carepoint Health-Christ Hospital</td>
<td>11</td>
<td>0</td>
<td>0.051</td>
<td></td>
</tr>
<tr>
<td>Carepoint Health-Hoboken University Medical Center</td>
<td>54</td>
<td>0</td>
<td>0.387</td>
<td></td>
</tr>
<tr>
<td>Centrastate Medical Center</td>
<td>98</td>
<td>0</td>
<td>0.332</td>
<td></td>
</tr>
<tr>
<td>Chilton Memorial Hospital</td>
<td>149</td>
<td>0</td>
<td>0.512</td>
<td></td>
</tr>
<tr>
<td>Clara Maass Medical Center</td>
<td>125</td>
<td>0</td>
<td>0.367</td>
<td></td>
</tr>
<tr>
<td>Community Medical Center</td>
<td>403</td>
<td>1</td>
<td>1.427</td>
<td></td>
</tr>
<tr>
<td>Cooper University Hospital</td>
<td>264</td>
<td>1</td>
<td>1.23</td>
<td></td>
</tr>
<tr>
<td>Fast Minnie General Hospital</td>
<td>7</td>
<td>0</td>
<td>0.044</td>
<td></td>
</tr>
</tbody>
</table>

### Reports, Incidents, Serious Events 2019

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

Break For Questions!
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.

<table>
<thead>
<tr>
<th>BEAUMONT HOSPITAL - TAYLOR</th>
<th>10000 TELEGRAPH ROAD TAYLOR, MI 48180</th>
<th>Oct. 22, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>VIOLATION:</strong> INFECTION CONTROL</td>
<td></td>
<td>Tag No: A0747</td>
</tr>
</tbody>
</table>

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

- 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](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
Some States (California) Have Incredible Data To Dissect
Non-Governmental Sources

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

Use My Location

Search

Learn how to use the Leapfrog Hospital Safety Grade

Infections

Problems with Surgery

Safety Problems

Practices to Prevent Errors

Doctors, Nurses & Hospital Staff

Infections

- MRSA Infection
- C. diff Infection
- Infection in the blood
- Infection in the urinary tract
- Surgical site infection after colon surgery
- Sepsis infection after surgery

Infection in the blood

Hospital Performs Below Average

Above Average
## Maternity Care

<table>
<thead>
<tr>
<th>Measure name</th>
<th>Leapfrog’s Standard</th>
<th>Hospital’s Progress</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cesarean Sections</td>
<td>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.</td>
<td>ACHIEVED THE STANDARD</td>
</tr>
<tr>
<td>Early Elective Deliveries</td>
<td>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.</td>
<td>CONSIDERABLE ACHIEVEMENT</td>
</tr>
<tr>
<td>Episiotomies</td>
<td>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.</td>
<td>ACHIEVED THE STANDARD</td>
</tr>
<tr>
<td>Screening Newborns for Jaundice Before Discharge</td>
<td>Hospitals should screen at least 90% of babies for jaundice.</td>
<td>ACHIEVED THE STANDARD</td>
</tr>
<tr>
<td>Preventing Blood Clots in Women Undergoing Cesarean Section</td>
<td>At least 90% of women undergoing a cesarean section receive treatment to prevent blood clots.</td>
<td>ACHIEVED THE STANDARD</td>
</tr>
</tbody>
</table>
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 8% 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

<table>
<thead>
<tr>
<th>Procedure/Condition</th>
<th>In Hospital</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hip Fracture Treatment</td>
<td>5/5 stars</td>
</tr>
<tr>
<td>Hip Replacement</td>
<td>4/5 stars</td>
</tr>
<tr>
<td>Total Knee Replacement</td>
<td>4/5 stars</td>
</tr>
</tbody>
</table>

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!

YOU GOT IT DUDE!
Contacts

Lauren Weber
laurenw@kff.org, cell 314.703.5829

Lisa McGiffert, Patient Safety Action Network
lmcgpsan@gmail.com  512.415.5405

Patricia Kelmar, U.S. PIRG (Public Interest Research Group)
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