



2018

Patient Safety & Quality Report

***Dedicated to Providing Quality Care and
Enhancing the Health of our Community***



2018

(Year to date)

By the Numbers

Emergency Department Visits: 13,873

Admissions: 1734

Outpatient Surgeries: 872

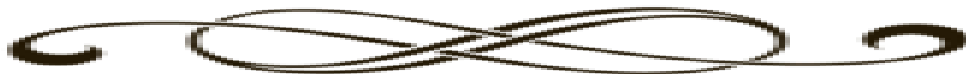
Pharmacy Doses: 93,106

Employees: 308

Nurses: 98

At Desoto Memorial Hospital we are dedicated to providing quality health care and enhancing the health of our community. As the ability to measure and analyze quality and safety efforts grows, we are able to show the dramatic improvements that have been made in 2018. In this report you will be able to see the work we do to create and maintain high quality and safe health care to our community.

We are incredibly proud of the entire staff at Desoto Memorial Hospital for their hard work and dedication to our community.



Readmissions

Readmissions can be used as an indicator of how well hospitals are doing to prevent complications, provide clear discharge instructions and help patients make a successful transition to their home or another setting.

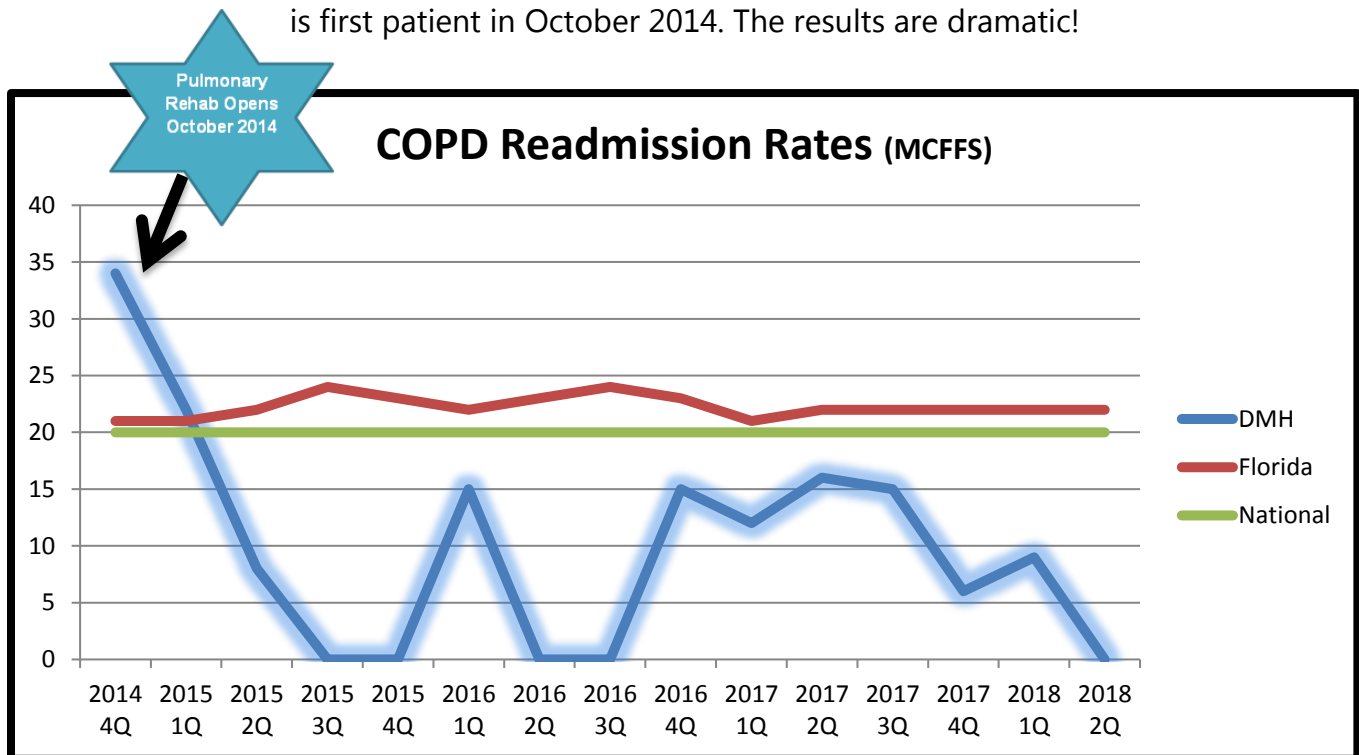
DMH has drastically improved all readmission rates since 2013.

Medicare Fee For Service Readmission Rates			
	2013	2018 YTD	Change
All Diagnosis	17	8	53%↓
Acute Myocardial Infarction	13	0	100%↓
Chronic Obstructive Pulmonary Disease	28	7	75%↓
Heart Failure	26	20	23%↓
Pneumonia	21	0	100%↓
Stroke	13	0	100%↓

COPD & Pulmonary Rehabilitation

In 2013 it was discovered that many of our COPD patients were unable to participate in Pulmonary Rehab because of logistics. Traveling to out-of-county clinics 2 – 3 times per week was unrealistic.

These patients would frequently return to our Emergency Department and were ultimately readmitted. In 2014, DMH made a commitment to bring Pulmonary Rehabilitation to Desoto County. With the help of the Auxiliary, DMH Foundation and the Cardiopulmonary staff Pulmonary Rehab saw its first patient in October 2014. The results are dramatic!

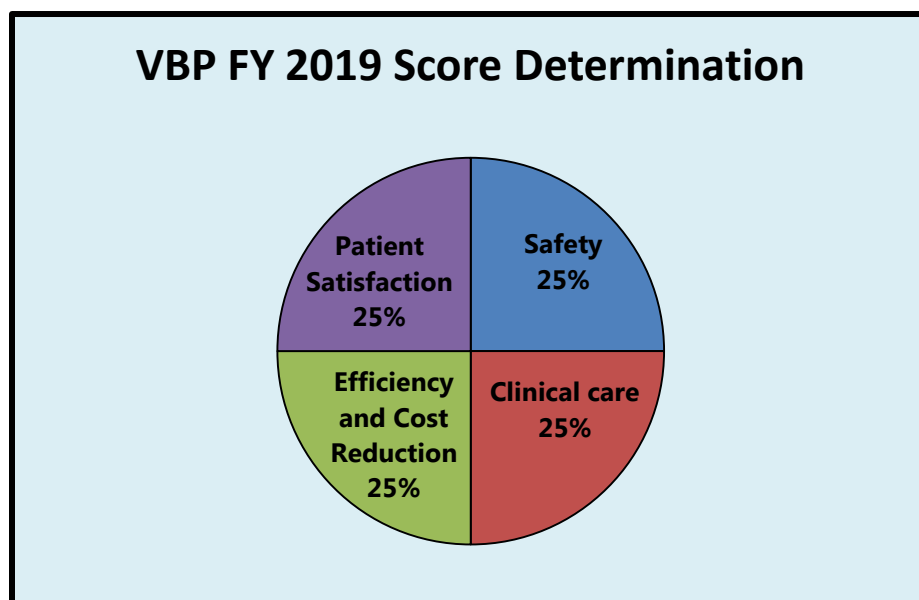
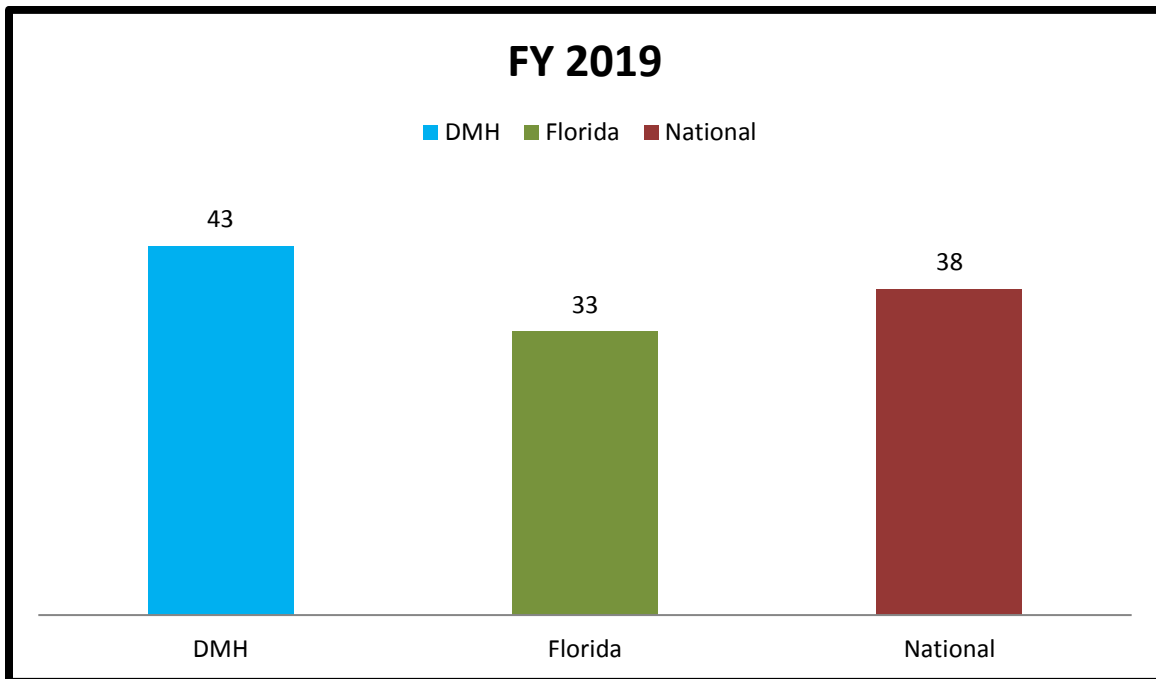


Value Based Purchasing

CMS has created a scoring system based on many different aspects of health care quality. Each hospital is compared to every other hospital in the nation. Scoring is determined by how hospitals performed in comparison to all other hospitals.

FY 2019 was based on Patient Satisfaction, Mortality Rates, Efficiency, Health Care Associated Infections (HAI) and other safety indicators (AHRQ PSI 90).

We are proud to announce the latest VBP scores:



Patient Safety Initiatives

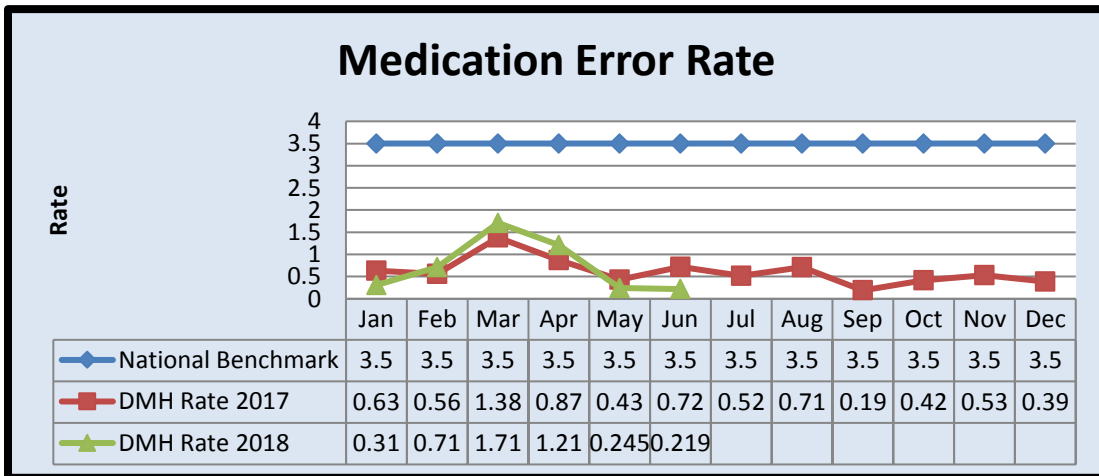
Preventing Harm is Everyone's Responsibility

Eliminating or reducing the risk of harm to our patients is our number one priority. In 2014 the Quality and Nursing departments embarked on a path of transparency. Publishing all harm event numbers across the facility sparked a change and a renewed commitment to safety. Knowledge of harm event numbers empowered staff and the results were remarkable:

Some of the Safety Indicators that are monitored monthly:

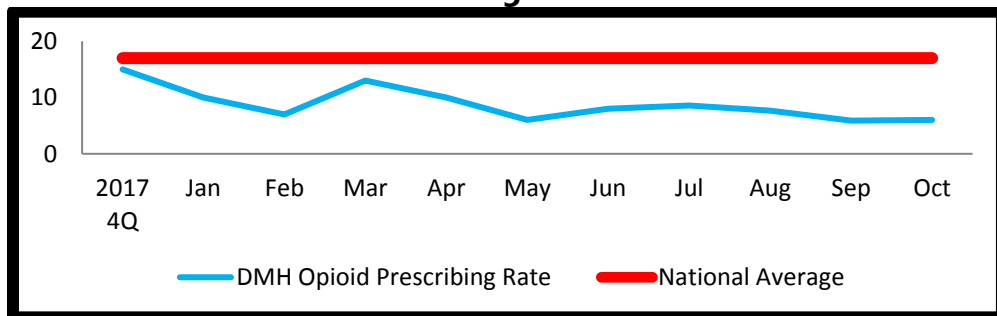
CLABSI (Catheter Associated Blood Stream Infection): Due to the dedication of the IV Therapy, Diagnostic Imaging and Nursing staff DMH has not had any incidence of CLABSI in 46+ months.

Med Errors: Pharmacy and Nursing continue to work together to maintain an extremely low medication error rate. Monthly medication error meetings are held to discuss each error and to develop ways to reduce the occurrence of medication errors.



Opioid Prescribing: Treating pain in the Emergency Department is one of the most important things we do to help our patients. At the same time, opioid dependence, addiction, abuse and misuse are enormous public health issues.

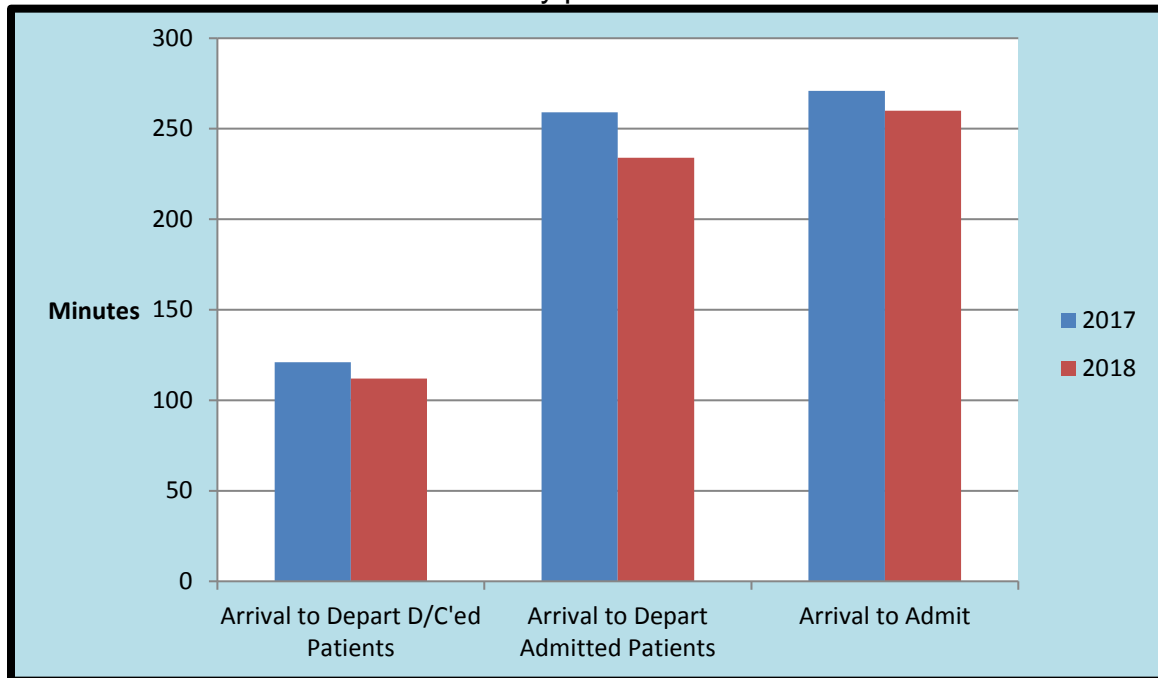
Managing patients' pain effectively while helping to reduce opioid misuse in our community is our goal.



Since 2017 4Q we have reduced the number of Opioid prescriptions by **47%**

Emergency Department (ED) Throughput

Throughput refers to emergency department processes that impact patient flow. This includes triage, staffing, diagnostic services, surgical resources and information technology. The ED medical and clinical staff have worked hard to improve processes which improve the safety and quality of the care they provide.



Patient & Family Engagement (PFE)

PFE is a concept that creates an environment where patients, families, clinicians, and hospital staff work together as partners to improve the quality and safety of hospital care.

What are we doing to promote Patient & Family Engagement?

- We start the Discharge process on Admission and ensure all patients receive the "Discharge Checklist" on Admission.
- All disciplines are involved in the Discharge process:
 - Case Management
 - Nursing
 - Pharmacy
 - Respiratory
 - Nutrition Services
- We perform all shift change reports and transition reports at the bedside. We include the patient and family in these discussions.
- We allow patients to choose their visitors and support person
- We allow one support person to be present at all times
- Educate family and patients about our CST process

PFAC

Patient and Family Advisory Council

In 2018 we created the PFAC to partner with patients and family members to improve the quality of care and services we provide and to improve the overall patient and family experience. We want to use the constructive input that only patients and family members can provide to help future patients experience even higher levels of satisfaction. Please welcome our 2018-2019 PFAC members:

Pam Vowels, Asya Shine, Jaccari Simmons and Shasta Mott.

We thank the committee members for volunteering their time to help us improve the hospital experience for our patients.



50 Years of Caring

We celebrated the 50th anniversary of DMH being at its current site by holding a Patient Safety & Quality Fair on November 1st and 2nd, 2018. Over 30 departments participated in the Fair. Each department was challenged to create a display that showcased what they were doing to promote patient safety and quality. On Day 1 several awards were presented. The Board members voted and awarded a first and second prize for “Board’s Choice.” DMH staff voted and awarded the “People’s Choice Awards”. On Day 2, the community was invited to attend and view all of the displays. The Fair also raised over \$1,000.00 for the employee relief fund!

It was a time of and reflection and a time of celebration of the hard work that's done every day improving the safety of DMH and the community.



Board Choice: 1st place: Emergency Management, 2nd Place: Laboratory
People’s Choice: 1st place: Infection Prevention, 2nd Place: Outpatient Nursing Services

Awards & Recognition



Desoto Memorial Hospital was recognized for outstanding performance at the 2018 Florida Hospital Association (FHA) annual meeting. DMH was awarded the *Excellence in Patient Safety Award*.

DMH has been participating in the FHA Hospital Improvement Innovation Network (HIIN) since 2012. Out of the 94 hospitals that participate in the HIIN, DMH was one of only four hospitals that earned this recognition.

Please thank all of the staff for their continued commitment to DMH and the safety of our patient.

2019

As we look towards 2019, our goals remain focused on patient safety and providing quality care to our community. The Quality Council has determined that the top priorities for Performance Improvement Projects will be:

Sepsis Bundle Compliance

&

Communication: Limited English Proficiency Patients

&

Home Health: Improving Home Medication Ability

&

Home Health: Improving Acute Hospitalization rates



In conclusion, we touch thousands of lives every year. We strive to provide the tools, training and skills to our staff so that we can deliver the safest care and best experience to our patients, their families and our community.

