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

Percent Positive Response

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?

- 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
Wholehouse Central-Line Associated Bloodstream Infection (CLABSI) Rate
ICU Central-Line Associated Bloodstream Infection (CLABSI) Rate

Infections per 1000 catheter days

ICU CLABSI Rate  NHSN ICU Benchmark

2017-Q1 2017-Q2 2017-Q3 2017-Q4
ICU Catheter-Associated Urinary Tract Infections (CAUTI) Rate

Infections per 1000 Foley days

- ICU CAUTI Rate
- NHSN ICU Benchmark
Surgical Oncology:
Catheter-Associated Urinary Tract Infections

Infections per 1000 catheter days

- Surgical Oncology
- NHSN Benchmark
Nursing Quality Metrics

- Falls
- Pressure Injury
- Medication Administration Barcoding
Inpatient Falls Rate

Falls Rate
NDNQI Benchmark

1st Quarter NDNQI Benchmark pending
Pressure Injury Prevalence

- % of surveyed patients with pressure injury

Bar Graph:
- CC Mean
- National Mean (NDNQI)

Timeline:
- 2017-Q1
- 2017-Q2
- 2017-Q3
- 2017-Q4
- 2018-Q1

Legend:
- 1st Quarter NDNQI Benchmark pending
Emergency Response

• Code Blue and Rapid Response
  • Types of Patients
  • Type of Event
  • Patient Disposition
<table>
<thead>
<tr>
<th></th>
<th>17-Qtr 2</th>
<th>17-Qtr 3</th>
<th>17-Qtr 4</th>
<th>18-Qtr 1</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpt</td>
<td>21</td>
<td>12</td>
<td>18</td>
<td>13</td>
<td>64</td>
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<tr>
<td>Outpt</td>
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<td>22</td>
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</tr>
<tr>
<td>Employee</td>
<td>8</td>
<td>9</td>
<td>6</td>
<td>14</td>
<td>37</td>
</tr>
<tr>
<td>Visitor</td>
<td>3</td>
<td>4</td>
<td>6</td>
<td>2</td>
<td>15</td>
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<tr>
<td>Incorrect Calls</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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</tbody>
</table>

**Code Blue Response: Types of Patients**

- **Inpt**: Input
- **Outpt**: Output
- **Employee**: Employee
- **Visitor**: Visitor
- **Incorrect Calls**: Incorrect Calls

The chart shows the number of Code Blue responses for each type of patient across different quarters and the total.
<table>
<thead>
<tr>
<th>Code Blue Response: Type of Event</th>
<th>17-Qtr 2</th>
<th>17-Qtr 3</th>
<th>17-Qtr 4</th>
<th>18-Qtr 1</th>
<th>TOTAL</th>
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<tbody>
<tr>
<td>Arrest</td>
<td>5</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>11</td>
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<tr>
<td>Acute Emergency</td>
<td>10</td>
<td>9</td>
<td>18</td>
<td>17</td>
<td>54</td>
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<tr>
<td>Stable Event</td>
<td>28</td>
<td>27</td>
<td>33</td>
<td>21</td>
<td>109</td>
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</tbody>
</table>

**Chart Description:**
- **Number:** The chart represents the number of Code Blue responses across different quarters and types of events.
- **Type of Event:** Includes categories such as Arrest, Acute Emergency, and Stable Event.
- **Quarter Breakdown:** The chart shows the number of responses for each quarter and the total.
- **Legend:**
  - **Green:** Arrest
  - **Red:** Acute Emergency
  - **Blue:** Stable Event

**Total Numbers:**
- **Arrest:** 11
- **Acute Emergency:** 54
- **Stable Event:** 109
<table>
<thead>
<tr>
<th></th>
<th>17-Qtr 2</th>
<th>17-Qtr 3</th>
<th>17-Qtr 4</th>
<th>18-Qtr 1</th>
<th>TOTAL</th>
</tr>
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<tbody>
<tr>
<td>Transfer to ICU</td>
<td>14</td>
<td>7</td>
<td>11</td>
<td>11</td>
<td>43</td>
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<tr>
<td>Transfer to OSH</td>
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<td>10</td>
<td>18</td>
<td>14</td>
<td>50</td>
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<td>Remained on Unit</td>
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<td>13</td>
<td>12</td>
<td>3</td>
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<td>Expired</td>
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<td>1</td>
<td>3</td>
<td>3</td>
<td>9</td>
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<tr>
<td>Other</td>
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<td>7</td>
<td>8</td>
<td>9</td>
<td>28</td>
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<tr>
<td>Category</td>
<td>17-Qtr 2</td>
<td>17-Qtr 3</td>
<td>17-Qtr 4</td>
<td>18-Qtr 1</td>
<td>Total</td>
</tr>
<tr>
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<td>----------</td>
<td>----------</td>
<td>----------</td>
<td>-------</td>
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<tr>
<td>ICU</td>
<td>11</td>
<td>8</td>
<td>5</td>
<td>8</td>
<td>32</td>
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<tr>
<td>Unit/Other</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Remained on Unit</td>
<td>14</td>
<td>13</td>
<td>24</td>
<td>10</td>
<td>61</td>
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</tbody>
</table>

**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.)
Unacceptable Blood Bank Specimens

Percent unacceptable specimens

CC Threshold

Percent specimens with collection problems
Clinical Documentation

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

% of Compliance

CC Goal

% verbal orders signed in 72 hours

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
“Do Not Use” Abbreviation Adherence

% appropriate use of abbreviations

- Compliance with Abbreviation Use
- CC Goal
Accuracy of Record Coding

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
- Wounds
- Ergonomic
- Allergy
- Other*: Emotional, Inhalation, Communicable Exposure
- Burns

*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

Number of Cases

Quarters
1st 2nd 3rd 4th 1st

0 5 10 15 20 25 30 35 40
Percent of Occupational Injuries and Illnesses
Jan 1, 2018 - March 31, 2018  n=32

Musculoskeletal: 47%
Wounds: 31%
Burn: 16%
Other: 6%
Occupational Injury and Illness Incidence Case Rates for Hospitals Nationwide in 2016 Compared with Incidence Case Rates for the NIH Clinical Center in 2017

- TRC
- ORC
- DAFW
- DJTR
- DART

US Hospitals
CC

Case Incidence Rate

0 1 2 3 4 5 6 7

0 1 2 3 4 5 6 7 8

US Hospitals
CC

Legend:

- US Hospitals
- CC