

# MHDO Consumer Advisory Group

## Healthcare Quality Measures

Compiled by Good Group Decisions  
Revised November 6, 2014

This document lists healthcare quality measures that MHDO members have named as important. The list includes measures named in:

- Homework results for November 7, 2014
- Meeting and conference call notes and in other member communications to MHDO staff or Consumer Advisory Group facilitators

### Results of Homework for November 7, 2014

MHDO Consumer Advisory Group Members were provided with a list of six healthcare quality resources to review. Members were asked to **select the top ten measures that would be of greatest interest and five general categories of quality data that they would like to see on HealthCost**. Five members submitted responses to the homework.

#### Healthcare Quality Measures of Greatest Interest

Number of members  
who identified this  
measure

##### Process Measures



Getting timely appointments, care, and information

2

Website: <http://www.mainepatientexperiencematters.org>

Got needed care on evenings, weekends, or holidays

2

Website: <http://www.mainepatientexperiencematters.org>

Hospital utilization by procedure and by condition

1

Website: <http://gateway.maine.gov/mhdo/monahrq/index.html>

Attention to mental or emotional health

1

Website: ME patient experience matters

Number of RN care hours per patient day

1

Website: Rule 270

Time from ED arrival to ED departure for admitted ED patients Website: Why Not the Best	1
Provider seemed informed and up-to-date about care you got from specialists Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	1
Hand Hygiene	1
Involuntary psychiatric hospitalizations Website: <a href="http://www.scielo.br/scielo.php?pid=S0102-311X2013001100020&amp;script=sci_arttext">http://www.scielo.br/scielo.php?pid=S0102-311X2013001100020&amp;script=sci_arttext</a>	1
TBI Pharmaceutical Cost and Psychiatric Hospital Data	1
<ul style="list-style-type: none"> <li>• Readmission data <ul style="list-style-type: none"> <li>○ Medicaid /Medicare/Private Hospital</li> <li>○ Cost for stay per consumer, with readmission rate.</li> <li>○ Times of year or month when admission are High?</li> </ul> </li> <li>• Medication <ul style="list-style-type: none"> <li>○ Were all admits required being medication compliant.</li> <li>○ If so, where they involved with therapy?</li> </ul> </li> <li>• How many admits were homeless</li> <li>• How many discharged to a shelter or back to stable residency</li> <li>• Number of consumers being forced to shelters upon discharge whom have SSI/SSDI</li> <li>• Website (APS Healthcare) <ul style="list-style-type: none"> <li>○ <a href="http://www.qualitycareforme.com/MaineContactUs.htm">http://www.qualitycareforme.com/MaineContactUs.htm</a></li> </ul> </li> </ul>	

## Outcome Measures

Death Rate among Surgical Inpatients with Serious Treatable Complications Website: - Hospital Safety Score	2
Reduce hospital acquired injuries Website: Leapfrog group One member noted: I'd combine these and then break down into falls, PE, DVTs	2
Injury to infant during delivery <ul style="list-style-type: none"> <li>• Website: MONAHRQ</li> <li>• One member did not name a website but identified: Newborns with birth injury/infection</li> </ul>	2

Healthcare associated infection (HAI) rates and compliance with evidence-based interventions	2
<ul style="list-style-type: none"> <li>• Website: Rule 270</li> <li>• One member did not name a website but identified: Infection rates – overall and specifics – SSI, CAUTI, CLABSI, C-Diff, MRSA, VAPs</li> </ul>	
Managing Serious Errors	1
Website: The Leapfrog Group	
Medications errors	1
Dying in hospital while getting care that rarely results in death	1
Website: MONAHRQ	
Methicillin-resistant Staphylococcus aureus (or MRSA) blood infections	1
Website: Why Not the Best	
Percentage of births c-section	1
Website: MONAHRQ	
Rate of episiotomy	1
Website: Leapfrog group	
Hospital Acquired Conditions	1
Website: <a href="http://www.leapfroggroup.org/cp">http://www.leapfroggroup.org/cp</a>	
Hospitals Near You (with a letter grade rating)	1
Website: <a href="http://www.hospitalsafetyscore.org">http://www.hospitalsafetyscore.org</a>	
How Often Do Benefits Occur?	1
Website: <a href="http://www.healthnewsreview.org">http://www.healthnewsreview.org</a>	
 <u>Patient Satisfaction</u>	
Patients would definitely recommend this hospital to friends and family	3
Websites:	
<ul style="list-style-type: none"> <li>• Why Not the Best</li> <li>• <a href="http://gateway.maine.gov/mhdo/monahrq/index.html">http://gateway.maine.gov/mhdo/monahrq/index.html</a></li> </ul>	
Patients' Rating of the provider	2
Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	

Patient rating of hospital overall Website: MONAHRQ One member did not name a website but identified: Patient Satisfaction – Overall and/or for the specialty of interest. Could be HCAHPS or another, Press-Ganey, Avatar, etc.	2
How Often Did Doctors Communicate Well with Patient Website: <a href="http://gateway.maine.gov/mhdo/monahrq/index.html">http://gateway.maine.gov/mhdo/monahrq/index.html</a>	2
How Often Did Nurses Communicate Well with Patients? Website: Maine’s MONAHRQ	1
Were Patients Given Information About What to Do During Their Recovery at home? Website: Maine’s MONAHRQ	1
Providers office followed up to give you results of blood test, x-ray, or other test Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	1
Provider talked with you about all prescriptions Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	1
Whether mental health consumers know that they have the opportunity to have advance directives and crisis plans. Having these plans can greatly reduce use of ambulances and ER. Websites: “ <a href="http://psychiatryonline.org/data/Journals/PSS/4357/981.pdf">psychiatryonline.org/data/Journals/PSS/4357/981.pdf</a> <a href="http://www.ncbi.nlm.nih.gov/pubmed/16524992">http://www.ncbi.nlm.nih.gov/pubmed/16524992</a>	1
Autism - Are best practices being used to teach parents? Websites: <ul style="list-style-type: none"> <li>• <a href="http://teacch.com/clinical-services/parent-support-and-education">http://teacch.com/clinical-services/parent-support-and-education</a></li> <li>• <a href="http://teacch.com/research">http://teacch.com/research</a></li> <li>• <a href="http://teacch.com/">http://teacch.com/</a></li> </ul>	1
Compare Adult Primary Practices on patient experience Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	1
Helpful, courteous, and respectful office staff Website: <a href="http://www.mainepatientexperiencematters.org">http://www.mainepatientexperiencematters.org</a>	1

## General Categories of Greatest Interest

Number of members  
who identified this  
measure



### Category

Patient experiences	2
Patient safety	2
Communication	1
Evaluating and critiquing the marketing of providers and pharmaceutical industry	1
Hospital utilization by condition and procedure	1
Prenatal care	1
High blood pressure/heart disease	1
Cancer treatment	1
Pediatric care	1
Primary care	1
Patient costs	1

## Other Measures Identified

### From the MHDO Consumer Group Meeting of September 12

- Indicators of Good Quality
  - When the provider is proactive
    - The doctor takes the initiative to follow up on a specific incident
    - The doctor is proactive about preventive care
    - A nurse practitioner proactively suggests tests which prove to be critical
  - Good listening on behalf of the provider
    - Takes patient experience seriously
  - Good medical records
    - Good entries
    - Records are referred to
    - Records are specific enough
  - Good relations between patient and PCP
    - A doctor takes the time to explain options and potential side effects
    - If procedures are ordered, they are reflected on later
  - Integrated mental and physical health
    - Both are implemented by the provider at all times
  - Whenever I engage with a provider, I leave in a greater state of wellness than when I entered
  - Up to date and competent professionals
  - Care is coordinated

- Harm free
- Access, affordability, and equity
- Striving for and reaching excellent standards of care
- Assessing appropriate test and treatments
- Striving for continuous improvement in how care is given
- Indicators of Poor Quality
  - Not good listening on behalf of provider
  - Not entering all information into medical record
  - Medical record diagnoses not specific enough
  - Medical records not referred to
  - Unhealing / negative environment
    - Overhearing staff complaining while in recovery
  - Providers unresponsive to feedback
    - Asking to speak to someone about the negative experience but no one ever replies
  - Unnecessary procedures

#### From “Tween” Conference Calls and Email Communications

- Hospital transparency regarding rate of infections (Healthgrades website)
- Consumer Reports reviews of hospitals
- Comparison grid of hospitals as rated by various rating websites (see end for example from Kentucky)
- Information about adverse healthcare acquired outcomes such as:
  - Failure to rescue (when a patient suddenly gets worse and the medical response is delayed or has failed)
  - Sepsis (the body's response to serious infection)
  - Post operative hemorrhage and evisceration (suture line breaking open and innards poking through)
- Patient reporting system by which patients or family members may report conditions that happen after discharge that are associated or acquired in the Hospital.
- For hospitals, surgical centers, dialysis centers, and long term care
  - Rates of HAI (Healthcare Associated Infection)
    - By organism and type of infection
      - Examples
        - MRSA - Methicillin Resistant Staphylococcus Aureus
        - MSSA - Methicillin Sensitive Staphylococcus Aureus
        - C Diff - Clostridium Difficile, a diarrhea infection that is generally an HAI
        - CRE
    - By type of infection
      - Examples
        - CAUTI

- CLABSI
- SSI (Surgical Site Infection) by procedure
- VAP - Ventilator Associated Pneumonia
- Necrotizing Fasciitis - “flesh eating infection” usually caused by Strep A organism, but can also be caused by MRSA and other organisms
- Any infection that contributes to the Cause of Death
- Deaths associated with HAI, and other Healthcare Acquired Conditions
- HAIs that are CO (community onset) that are contracted during a hospital or long term care stay or are otherwise healthcare associated (HA).
- Surgical complications like DVTs (Deep Vein Thrombosis or blood clot), Pneumonia, retained instruments/sponges, anesthesia accidents
- Pressure ulcers
- Falls with or without injuries
- Medication errors
- Penalties/fines/settlements for substandard care
- Hand sanitizing compliance rate
- For physicians/free standing clinics
  - Patient reported quality ratings on individual physicians/providers
  - Licensure reprimands, disciplines, in State and out of State
  - History of unexpected harmful outcomes/ complications on procedures performed
- For pharmaceuticals
  - Known side effects
  - How long on market
  - Off label use
  - Is physician taking money from company
  - Alternatives, i.e. different medicine, generic, no med at all
- Devices
  - Known risks (e.g. metal on metal joint replacements and surgical mesh implants)
  - Warrantee?
  - Alternatives?
  - Registries?
- Conditions surrounding care
  - Nurse to Patient ratios (hospital and long term care settings), nurse response to needs
  - Accommodations for bedside advocate
  - Environmental cleanliness
  - Ability to meet with (phone or in person) care team
  - Bedside rounding
    - When doctors and nurses go as a team to the patients bedside and discuss their case. When done at the bedside, it becomes a patient centered “nothing about me without me” experience
  - Clear identity of caregivers/introductions
  - Quiet

- Privacy respected/ known HIPAA violations
- Patient Advisory Councils. All settings.
- Whether providers work as a team
- Whether patient safety is the priority

Hospital	Leapfrog Group® Hospital Safety Score(sm) (1)	Take the Extended Leapfrog Survey (1)	Consumer Reports Safety Score (2)	Proposed CMS Penalty for Hospital Acquired Conditions (HACs) (3)	CMS Penalty/Bonus Hospital Compare Performance(4)	CMS Penalty/Bonus Readmissions	CMS Composite (5)	US NEWS & World Report High Performing Specialties	Substantiated CMS Violations / Complaint Inspection Reports Available for Review since 7/1/2012 (6)	Nurse Magnet Recognition
Baptist Health, Lexington	A	No	59	No Penalty (3.95/10)	0.05%	-0.21%	-0.16%	10	2/1	Yes
St Joseph Hospital, Lexington	C	No	56	No Penalty (4/10)	-0.29%	-0.24%	-0.53%	0	5/3	No
St Joseph East	C	No	65	No Penalty (5.4/10)	-0.09%	-0.09%	-0.09%	0	3/1	No
University of Kentucky	C	No	41	Penalty (7.3/10)	0.34%	-0.29%	0.05%	7	28/9	No
Frankfort Regional	B	Yes	51	No Penalty (2.975/10)	-0.13%	-0.15%	-0.28%	0	No Complaints Listed	Yes
Georgetown Hospital	Not Available	No	66	Penalty (7.05/10)	-0.18%	-0.04%	-0.22%	0	No Complaints Listed	No
Pikeville Medical Center	A	No	54	No Penalty (6.1/10)	0.85%	-0.19%	0.66%	0	1/1	No
Jewish Hospital-Shelbyville	D	No	52	Penalty(10/10)	-0.50%	0.00%	-0.50%	0	No Complaints Listed	No
St Joseph - Mt Sterling	B	No	59	Penalty(10/10)	-0.02%	0.00%	-0.02%	0	1/1	No
St. Elizabeth Florence	A	Yes	53	Penalty (7.725/10)	0.05%	-0.70%	-0.65%	1	No Complaints Listed	No
St. Elizabeth Med. Ctr. (Edgewood)	A	Yes	54	No Penalty(5.725/10)	0.10%	-0.13%	-0.03%	9	2/1	Yes (*)
St. Elizabeth Fort Thomas	A	Yes	54	No Penalty (5.3/10)	-0.06%	-0.40%	-0.46%	0	No Complaints Listed	No
Norton Hospital(s)/Healthcare (**)	C	Yes	48	Penalty (7.025/10)	-0.24%	-0.12%	-0.36%	3	1/1	No
Jewish/Sts Mary's Healthcare (***)	C	No	43	Penalty (9.35/10)	-0.48%	-0.53%	-1.01%	2	1/1	No
Baptist Health, Louisville	B	No	61	Penalty (7.3/10)	-0.21%	-0.07%	-0.28%	9	0/0	Yes
University of Louisville Hosp.	C	Yes	40	Penalty (7.95/10)	-0.12%	-0.07%	-0.19%	1	1/1	No
(1) The Leapfrog Hospital Safety Score(sm) grades hospitals on data related to how safe they are for patients.										
(2) Higher is better - Scale 1 to 100										
(3) Proposed/Preliminary CMS (Centers for Medicare and Medicaid Services) Data: Lower is better - Scale 1 to 10, a score of 7 or higher may result in a 1% penalty.										
es whose value purchasing initiative is based upon weighted measures on Hospital Compare.										
The percentage is the penalty or bonus applied to the facility's entire Medicare payments.										
(5) The composite column is reflective of the combined data from the Hospital Compare Performance Data and Readmission Data.										
The percentage is the penalty or bonus applied to the facility's entire Medicare payments.										
(6) Complaint Inspections Available Since July 1, 2012 This data is incomplete and should not be used to rank or compare hospitals.										
(*) Listed As: St. Elizabeth Healthcare - Edgewood/Grant/Covington										
(**) Listed as Norton Hospital, Norton Hospitals, or Norton Healthcare										
(***) Listed as Jewish Hospital, Jewish Hospital & St Mary's Healthcare or St Mary's & Elizabeth Hospital; Consumer Reports only lists Jewish Hospital;										
CMS combines the data from Jewish and St Mary's Healthcare; The Leapfrog Group(sm) surveys the hospitals separately but only reports a Safety Score for St Mary's & Elizabeth Hospital										
US News & World Report does not rank Sts. Mary and Elizabeth Hospital.										
Leapfrog Safety Score <a href="http://www.hospitalssafescore.org">http://www.hospitalssafescore.org</a>										
Leapfrog Survey <a href="http://www.leapfroggroup.org/cp">http://www.leapfroggroup.org/cp</a>										
Consumer Report Ratings: <a href="http://www.consumerreports.org/health/doctors-hospitals/doctors-and-hospitals.htm">http://www.consumerreports.org/health/doctors-hospitals/doctors-and-hospitals.htm</a>										
CMS HAC Preliminary Data Kaiser Healthcare News -- Downloadable Spreadsheet: <a href="http://capsules.kaiserhealthnews.org/wp-content/uploads/2014/06/2014-06-23-HAC-Full-Hospital-List.csv">http://capsules.kaiserhealthnews.org/wp-content/uploads/2014/06/2014-06-23-HAC-Full-Hospital-List.csv</a>										
CMS Value Purchasing/Readmissions Kaiser Healthcare News -- Interactive Chart <a href="http://www.kaiserhealthnews.org/Stories/2013/November/14/value-based-purchasing-medicare-hospitals-chart.aspx">http://www.kaiserhealthnews.org/Stories/2013/November/14/value-based-purchasing-medicare-hospitals-chart.aspx</a>										
US News & World Report: <a href="http://health.usnews.com/best-hospitals/areakey">http://health.usnews.com/best-hospitals/areakey</a>										
Joint Commission Annual Report <a href="http://www.jointcommission.org/assets/1/6/TJC_Annual_Report_2013.pdf">http://www.jointcommission.org/assets/1/6/TJC_Annual_Report_2013.pdf</a>										
Hospital Inspections: <a href="http://www.hospitalinspections.org/statekey/">http://www.hospitalinspections.org/statekey/</a>										
Nurse Magnet Recognition: <a href="http://www.nursecredentialing.org/findamagnethospital.aspx">http://www.nursecredentialing.org/findamagnethospital.aspx</a>										
Data Retrieved June 28, 2014										