Summa Health of Akron to Receive 2017 Ohio Patient Safety Best Practice Award

Cleveland Clinic Fairview Hospital, Nationwide Children’s Hospital, OhioHealth Grant Medical Center Will Receive Honorable Mention

Columbus, Ohio – (March 17, 2017) In recognition of National Patient Safety Awareness Week (March 12-18), the Ohio Patient Safety Institute is proud to announce Summa Health as the recipient of the 8th Annual Dr. Frank Dono Best Practice Award for their quality improvement project that reduced preventable readmissions from 19.7 percent in January 2015 to 14.9 percent in September 2016.

“This year’s honorees have demonstrated that effective research, evidence-based strategies and collaboration with leadership and other clinical professionals, can improve patient outcomes,” said Rosalie Weakland, RN, FACHE, senior director of quality programs, Ohio Hospital Association. “Health care workers are on the frontlines every day to ensure the best patient experience, and the Summa Health project team’s recent collaboration to reduce readmissions is commendable.”

Summa Health’s pilot project, “Transitioning with Excellence - a multidisciplinary discharge and transition improvement project” was led by a team of administrators, computer programmers, nurses, physicians, pharmacists, psychologists, social workers, process engineers, respiratory therapists and dieticians who worked collaboratively to identify stronger methods of patient care transitions. “This is an example of what can be accomplished when we focus on our patients and the care that we provide,” said David Orr, Summa Health vice president of Quality. “Summa Health and its employees are committed to being a safe place to get quality care close to home for the people of Akron and surrounding areas. We couldn’t be prouder of the commitment of our employees and medical staff to patient safety.”

Summa Health’s quality improvement team engaged the hospitals’ patient and family advisory council to provide input on the project’s activities. The project team assessed the current process to understand root causes and barriers to delivering optimum patient care, and then re-engineered roles and communication strategies. The team continues to meet to promote ongoing improvements to the new standards of care. The group met weekly for approximately four months before implementing the developed change on a medical unit specializing in respiratory disease with a high readmission rate. The primary outcome measured after full implementation was avoidance of readmissions. Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores, and a tabulation of avoidance of serious medication errors were also measured.

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The OPSI Best Practice Award is presented annually to an Ohio health care provider that displays excellence in the following areas:

- Improving patient safety
- Developing innovative programs to improve patient safety
- Creating best practices that other Ohio health care providers can adopt/adapt
- Developing a culture of collaboration that improves patient safety.

OPSI named three hospitals as runner-ups for the award including:

- **Cleveland Clinic Fairview Hospital** – “Patient safety checks (patient rounds).” A cross-sectional team of hospital-led health care workers devised a strategy for caregivers to utilize a mobile application to document rounding and transfer the data directly into the electronic medical record. Nursing leadership, education and informatics collaborated to create an education plan, standard operating procedure (SOP) for the patient safety checks and documentation review worksheet. One-on-one education and observation of rounding practices was provided to all caregivers. This new method has generated a stronger compliance of greater than 99 percent in timeliness and accuracy in documentation since July 2016.

- **Nationwide Children’s Hospital** – “Improving antipsychotic medication safety.” A multidisciplinary quality improvement team established a side effect monitoring protocol for all pediatric patients receiving antipsychotic medications for more than 30 days. The monitoring protocol consisted of eight elements such as lipid profiles, BMI, abbreviated involuntary movement scale (A-AIMS) and documentation of vitals in EMR. The QI team developed key drivers and implemented interventions, such as best practice alerts in EMR; trainings to clinic staff and clinicians; biweekly and weekly reports to low performing clinicians; and review of clinician workflow to identify areas for change. Outcomes: By 4th quarter 2013, protocol compliance increased from 48 percent to 85 percent and with quarterly feedback and support, the outpatient behavioral health team was able to sustain 85 percent compliance for the past two years.

- **OhioHealth Grant Medical Center** – “Multidisciplinary approach to suicide prevention.” A team of hospital multidisciplinary professions joined together to develop a strategy using the PDSA (Plan, Do, Study, Act) model. This tool enabled the team to identify issues real-time and make immediate corrective actions. Upon identification of patient at risk for suicide, the care team initiated an evidence based checklist. Patients were dressed in a royal blue gown (used for suicidal patients only) to serve as visual management to hospital associates. EMR also flagged patient with royal blue banner stating “suicide risk.” The team determined that a 2-person team was necessary to secure the patient room. The nursing supervisor and security officer utilized an evidence based checklist to remove non-medically necessary items from patient’s room. This allowed staff to continue to focus on care of other patients. Success was maintained of greater than 90 percent from January, 2015 to October, 2016 by documenting patients’ initial risk screening, utilization of a modified SAD PERSONS scale (MSPS), documenting the patient environment and their belongings as being secured through the electronic medical record system. The team continues to track the four outcome measurements and have maintained an average of 98 percent from Nov. 1, 2016 thru Feb.28.

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Award honorees will be recognized during OHA’s 2017 Annual Meeting Quality Summit on Wednesday, June 14, at the Columbus Hilton at Easton.

The OPSI Award is named in honor of Frank Dono, DO, a long-time leader and pioneer of patient safety and quality. Throughout his 50 years as a health care professional, Dr. Dono was a pioneer in the cause for patient safety and his leadership was instrumental in helping develop strong safety standards and practices in health care. He was passionate about patient safety not only in the hospital setting but across the continuum of care. He had been one of the key OPSI board members since its inception and contributed to helping the organization with many successful projects.

OPSI proudly supports the National Patient Safety Foundation’s 2017 Patient Safety Awareness Week (March 12 - 18) to promote patient safety to patients and families and disseminate strategies to prevent harm. OPSI is committed to providing education and resources to promote patient safety information and develop programs for hospital and provider safety, including medication safety, surgical and procedural safety, infection prevention, safety culture and best practices.

About Summa Health
Summa Health is one of the largest integrated healthcare delivery systems in Ohio. Encompassing a network of hospitals, community health centers, a health plan, a physician-hospital organization, a multi-specialty physician organization, research and the Summa Health Foundation, we are nationally renowned for excellence in patient care and for exceptional approaches to healthcare delivery. Summa’s clinical services are consistently recognized by the American Nurses Credentialing Center (Magnet status), U.S. News and World Report, Thomson Reuters and The Leapfrog Group. For more information, visit summahealth.org or find us on Facebook at facebook.com/summahealth and Twitter, twitter.com/summahealth. For media inquiries, contact Summa Health’s Jim Gosky, senior public relations strategist at 234-312-5052 (office) or by email, goskyj@summahealth.org

About OPSI:
Founded in 2009, the Ohio Patient Safety Institute (OPSI) is an organization dedicated to improving patient safety in Ohio. The Institute is a subsidiary of the Ohio Health Council, which was founded by the Ohio Hospital Association, the Ohio State Medical Association, and the Ohio Osteopathic Association. Through this collaboration and common effort, OPSI has the ability to work with hospitals and physicians in Ohio to improve patient safety for all Ohioans.

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