2013
Quality of Care Report
UK HealthCare®
2013 was a banner year for UK HealthCare when it comes to quality and safety. We received the Rising Star award from the University HealthSystem Consortium (UHC) in recognition of the great strides we’ve made toward improving the quality of our patient care. Ranked No. 56 in overall quality of care in 2012, we improved to No. 12 in 2013. No other UHC member has ever risen so far, so quickly.

We are incredibly proud of this award, and more importantly, of the improvements it recognizes. It is the culmination of focused, strategic efforts to become a patient-centered organization.

We have made an enterprisewide commitment to excellence – from inpatient units to ambulatory care – because we know that is what it takes to reach our highest potential. This award is just one external validation of our success in these efforts.

We are hardwiring a safety focus into our culture by enlisting patient safety deputies from across the enterprise. This team, which includes nurses, physicians, respiratory therapists, anesthesiologists, housekeepers and food service staff, has enabled us to create a system of education and accountability throughout the organization and to unite various existing safety efforts into one central effort, eliminating redundancy and multiplying results.

We have also launched a quality website that allows us to report our performance in a transparent manner to the public, and we are gradually increasing the amount of information we convey through the site.

We are not resting on our accomplishments, but are continually working toward greater improvement. Our promise to Kentuckians is that they can get the very best care right here regardless of the complexity of the issue or the care required.

That’s why we’re here.

Michael Karpf, MD
Executive Vice President for Health Affairs
UK HealthCare®/University of Kentucky
UK HealthCare: A Rising Star

Highest jump in UHC history

University HealthSystem Consortium (UHC) has named UK HealthCare among the 2013 recipients of the Rising Star award for patient safety, mortality, clinical effectiveness and equity of care. Designed to recognize significant improvements in patient safety and quality outcomes, the award is reserved for hospitals whose rankings rose by at least 20 positions based on the UHC’s annual Quality and Accountability Study.

UK HealthCare demonstrated marked improvement from previous years’ statistics – showing the highest jump in UHC’s history with a Quality and Accountability Ranking of 12th among the nation’s more than 100 academic medical centers, up from 56th just one year ago. UK HealthCare shares Rising Star recognition with Thomas Jefferson University Hospital in Philadelphia and Stanford Hospital & Clinics.

“We have a fundamental commitment to focus on benchmark clinical programs. This award is external validation of our success in these efforts.”

– Michael Karpf, MD, Executive VP for Health Affairs

Visit us online at ukhealthcare.uky.edu/quality.
Unlike other top hospital rankings used across the U.S., the UHC ranking relies entirely on objective data and analysis of patient outcomes. UK HealthCare saw improvements in every area of assessment, including:

**Overall Quality and Accountability**
Ranked No. 12 in 2013, compared to No. 56 in 2012.

**Mortality**
Ranked No. 8 in 2013, compared to No. 18 in 2012.

**Safety**
Ranked No. 18 in 2013, compared to No. 86 in 2012.

**Patient Centeredness**
Ranked No. 20 in 2013, compared to No. 38 in 2012.

### 2013 Calendar Year Quality and Safety Performance

**PATIENT CENTEREDNESS**

**Adult Inpatient Survey**
HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems)

71%*  

**Ambulatory Patient Survey**
CG-CAHPS (Clinician and Group Consumers Assessment of Health Providers and Systems)

82%*

*Patients ranking us 9 or 10 out of a 10 point scale
30-day Readmissions (same hospital)  
10.63%

Heart Attack  99.3%  
Heart Failure  PERFECT  
Pneumonia  99.1%  
Surgical Care  99%

421 minutes  
Average time patients spent in the emergency department before they were admitted to the hospital as an inpatient.  
(A lower number of minutes is better.)

141 minutes  
Average time patients spent in the emergency department after the doctor decided to admit them as an inpatient before leaving the emergency department for their inpatient room.  
(A lower number of minutes is better.)

191 minutes  
Average time patients spent in the emergency department before being sent home.  
(A lower number of minutes is better.)

Mortality Index CY 2013 Statistically Expected Mortality index is calculated using observed/expected.

A lower number is better.
A System for the Numbers

Teamwork builds accountability

In order to establish a system of education and accountability, the Quality and Safety Team brought multiple disciplines together for collaboration. With many successful quality programs already in place in the hospital and outlying service centers, quality directors worked to remove silos and develop a hub that offered successful programs to all disciplines. Executive leadership helped select nurses, physicians, respiratory therapists, anesthesiologists, housekeepers and food service staff who had an interest in the issue for the Patient Safety Team.

“It has really been the passion of our team members that has helped to make our efforts successful,” said Kimberly Blanton, enterprise director of infection prevention and control/safety for UK HealthCare. “We wanted to work with the staff members who are doing the care. To find out what challenges they faced and then create a system to address those needs.”

In addition to biweekly safety team meetings, the department has developed a network of steering committees and a patient safety deputy team whose members serve as liaisons between quality administrators and their own units.

“Our safety deputies have been so valuable,” Blanton said. “They take the information they learn and share it with their co-workers or neighboring units. Some even present information at staff meetings. They are always thinking of ways to improve safety for the patients and UK’s employees. They are great eyes and ears for us.”

Deputies also perform periodic audits – watching for hand-washing compliance, checking to see if patients at risk for deep vein thrombosis (DVT) are wearing compression pumps, or if postoperative patients have access to an incentive spirometer. The results are submitted to Quality staff for review.

Goals for the future

Even after having achieved so much success, Quality team members continue to strive toward improvement. New ventures include the development of a system to identify documentation errors in the patient’s electronic medical record that could impact future care.

“If someone charts that a patient was diagnosed with a complication they didn’t have, that information will follow them forever and could impact their future medical care. We want every patient to go home with a clear and accurate patient record when they leave our facility,” Blanton said. Blanton says it is her goal to reach all areas of UK HealthCare. “This is a large medical system and we face many challenges when it comes to communicating with everyone, but we want to work on those. We have to build value and engagement with all employees for quality and safety programs to be successful.”

“Our goal is to decrease patient harm. This translates into better patient care and improved clinical outcomes.”

– Kimberly Blanton, RN, Enterprise Director, Infection Prevention and Control/Safety
Key Metrics Used to Measure Patient Safety

PSI 3 – Pressure Ulcers
PSI 6 – Iatrogenic Pneumothorax
PSI 7 – Central Line Associated Bloodstream Infection
PSI 8 – Post Op Hip Fracture
PSI 9 – Post Op Hemorrhage or Hematoma
PSI 11 – Post Op Respiratory Failure
PSI 12 – Post Op PE/DVT
PSI 13 – Post Op Sepsis
PSI 14 – Post Wound Dehiscence
PSI 15 – Accidental Puncture or Laceration

“We have to build value and engagement with all employees for quality and safety programs to be successful.”

– Kimberly Blanton
GREAT CATCH AWARD
Recognizes team members who intervene to prevent harm or potential harm to our patients.

RIISING STAR AWARD
Honors a group or team that has made an early and substantial mark on UK HealthCare’s quality and safety.

TOP PERFORMER AWARD
Recognizes group or team who demonstrate best overall performance or service in health care quality measures including preventive care, patient satisfaction or use of information technology.

SERVICE HOME RUN AWARD
Honors individuals or groups that go above and beyond for our patients or their families

2013 Award Winners

Great Catch Award
Becky Meyers, RN (cath lab)
Justin Wainscott, MD and Liam Albrich, CRNA (anesthesiology)
Ashley West, BS, MT (blood bank)

Rising Star Award
Length of Stay team
Neonatal Intensive Care Unit (NICU)
Surgical Pathology

Top Performer Award
Core Measures Team
Eastern State Hospital Leadership Team
Stroke Service
Pediatric Transport Team
Outpatient Chemotherapy

Service Home Run Award
UK Chandler Hospital 5 West
UK Good Samaritan Hospital Fourth Floor
Patient and Family Services
Cardiovascular Service Line
Pediatric Intensive Care Unit

At the quarterly quality meetings, the introduction of patients directly affected by the actions of recognized staff members puts a human face on quality improvement efforts. One of those patients, Katie Eddington, attended a meeting with her mom, UK HealthCare nurse Samantha Eddington.
Average attendance at our quarterly meeting on quality has increased to about 300 faculty and staff. At these meetings we recognize outstanding individual and departmental performances in the areas of quality and safety.
2013 Quality and Safety Leadership Appointments

Patient Safety Leadership Team

Eleftherios Xenos, MD
Patient Safety
Medical Director

Kim Blanton, MSN, RN
Infection Prevention and Control/Safety Director

Derek Forster, MD
Infection Prevention and Control
Medical Director

Sean McTigue, MD
Pediatrics Infection Control Director

Deborah Rohner, MD
Patient Safety
Associate Medical Director

Levi Procter, MD
Patient Safety
Associate Medical Director

Laura Fanucchi, MD
Transitions of Care
Medical Director

Matthew Dawson, MD
Point of Care Ultrasound
Medical Director

Allison Rains, MD
Good Samaritan Hospital
Emergency Medicine
Services Director

Justin Fraser, MD
Cerebrovascular Surgery
Medical Director

Sara Salles, DO
Post-acute Care
Medical Director

Jessica Lee, MD
Stroke Care
Medical Director

Amanda Green, DNP
Sr. Clinical Systems
Coordinator, External
Measures

Philip Bernard, MD
Physician Information
Technology Services Director

Greg Yosmali, MHA
Enterprise Quality
Analytics Director Data
and Informatics
“We are working to foster a culture of transparency. As part of this goal, we want to share our outcomes – internally and externally – to aid us in continual improvement as we strive to provide the highest quality and safest care to each of our patients.”

– Bernard Boulanger, MD, Chief Medical Officer

Quality website launched

In February 2013, UK HealthCare added a new section on our website to share clinical outcome data. Our goal is to provide both measures for which external agencies hold us accountable as well as measures that show how we are performing in key components of quality: patient survival, quality of care, patient safety, efficient care and patient centeredness.

Information found on the website includes regularly updated and externally reported quality metrics and improvement efforts related to those metrics. It includes data required to be reported to government agencies available also on their websites, but it also includes data more current than will be found on other reporting sites.

We believe our patients have the right to understand the quality of care we provide, what we are doing well and where we need to do better. We may not always look good, but it is our belief that honesty and an honest effort to improve when and where we need to makes for better care.

Visit us online at ukhealthcare.uky.edu/quality
Our Goal to be a National Leader

Culture

Alignment

Transparency

Empowering Caregivers

The Patient