



Northern Arizona Healthcare

# FY2024 Mid-Year Quality & Safety Update



# NAH FY2024 ACHIEVEMENTS SO FAR

We are halfway through the fiscal year and Team NAH has many quality of care and patient safety accomplishments to celebrate.

- In November 2023, Verde Valley Medical Center (VVMC) and Flagstaff Medical Center (FMC) **both received an A Hospital Safety Grade** from The Leapfrog Group. This is the **second A in a row for both hospitals**, which affirms our ongoing commitment to high-quality, safe health care close to home. **Only 20% of hospitals in Arizona that were evaluated achieved an A grade this fall.**
- NAH Quality and Safety committees and subcommittees continue to demonstrate success in bringing together teams from across the system to focus on preventing infections and encouraging harm reduction. Building on last year's successes, these teams have been able to make the following impressive achievements compared to last fiscal year:
  - **40% reduction** in falls
  - **16% reduction** in venous thromboembolism (VTE)
  - **44% reduction** in pressure injuries (Stage II and above)
  - **7% reduction in** catheter-associated urinary tract infections (CAUTI) with ZERO infections for this FY to date
  - **2% reduction** in geometric mean length of stay (GMLOS), which means getting patients back home sooner and increasing capacity to better serve the community



The **Leapfrog Hospital Safety Grade** is the only hospital rating focused exclusively on hospital safety.

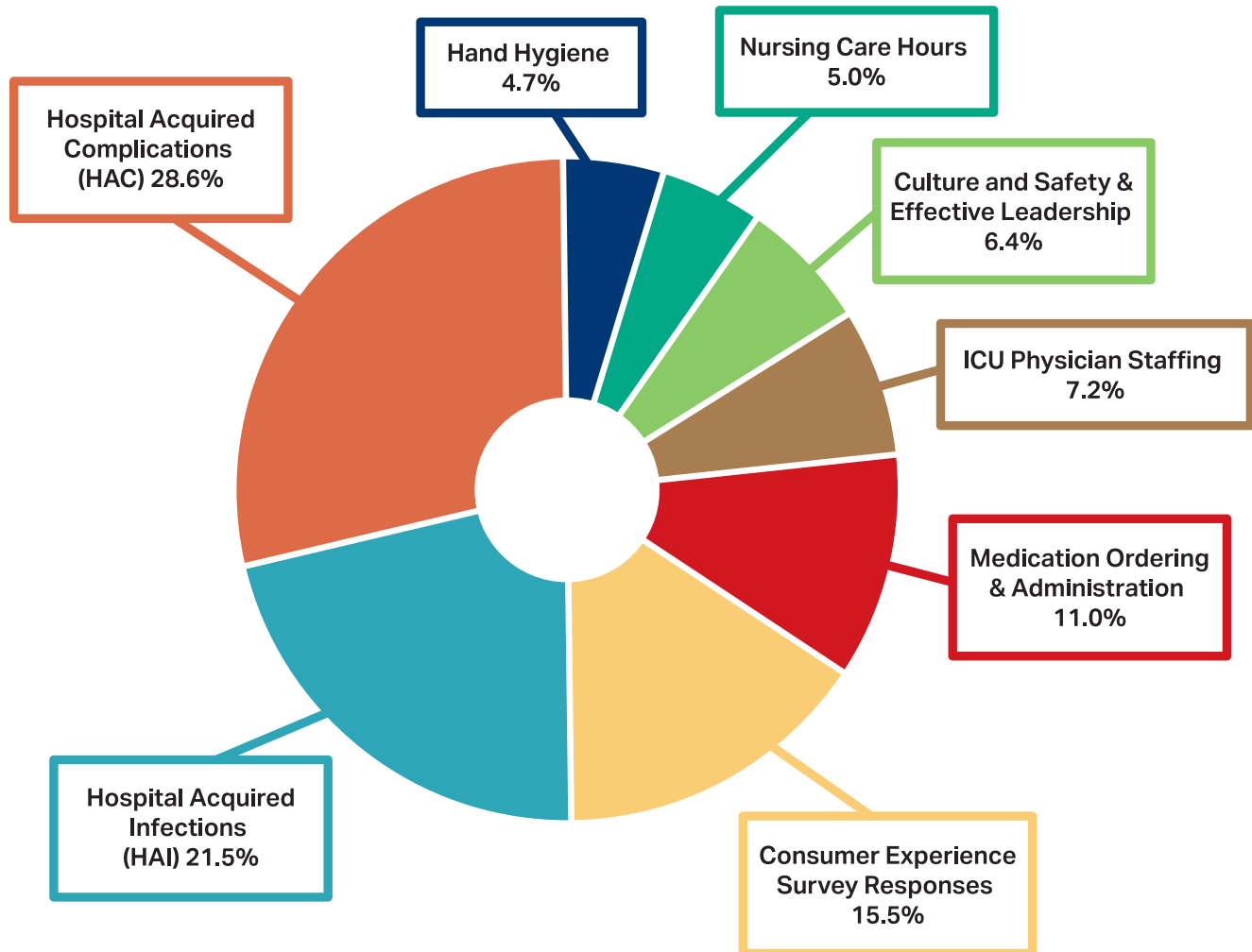
The Leapfrog Safety Grade is updated twice a year, in the spring and fall. Hospitals submit data and information from multiple sources:

- Patient surveys
- The Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN) database
- Centers for Medicare & Medicaid Services (CMS) quality reporting programs

Leapfrog awards points for safe procedures and processes that support adoption of best practices using over 30 measures in eight categories.

# WHAT GOES INTO THE LEAPFROG SAFETY GRADE?

FMC's and VVMC's A grades demonstrate a commitment to excellence in all eight categories. This remarkable achievement relies on every member of the NAH team doing their part to support a culture that prioritizes safety, communicating with patients in a way that they understand and preventing avoidable harm during hospitalization.



Category	Details
Hand Hygiene	Includes 5 domains: monitoring, feedback, infrastructure, culture and training and education
Nursing Care Hours	Total RN and PCT hours per patient day
Culture of Safety & Effective Leadership	Processes and structures to support best practices to prevent errors and maintain a safety culture
ICU Physician Staffing	ICU physician available 24-7 by phone or in-person
Medication Ordering & Administration	Use of Computerized Order Entry (CPOE) and Barcode Medication Administration (BCMA)
Consumer Experience Survey Responses	Grade includes 5 HCAHPS scores: nurse communication, doctor communication, staff responsiveness, communication about medications, discharge information
Hospital Acquired Infections (HAI)	Grade includes 5 infection rates: central line-associated bloodstream infection (CLABSI), catheter-associated urinary tract infection (CAUTI), clostridioides difficile (C.Diff), methicillin-resistant staphylococcus aureus (MRSA), colon surgical site infection (COLO SSI)
Hospital Acquired Complications (HAC)	Grade includes 5 complications: foreign object retained after surgery, air embolism, in-hospital falls with fracture, death rate among surgical inpatients with serious treatable conditions (PSI-04), CMS medicare patient safety and adverse event composite measure (PSI-90)



# Do no harm



Almost 50% of the Leapfrog A Grade depends on safe outcomes for patients, specifically, preventing Hospital Acquired Infections (HAIs) and Hospital Acquired Conditions (HACs). **NAH outperforms most Leapfrog-ranked hospitals** in both these categories and continues to improve year-over-year.

These improvements have largely been driven by our NAH Quality and Safety subcommittees. The subcommittees each have an operational lead, who is usually a clinical manager or director, quality staff support and, in most cases, a physician lead. This structure allows the people who are close to the work to determine what initiatives or changes will be most likely to succeed.

**The outcomes speak for themselves.** In terms of HAI reduction, both FMC and VVMC are below the national Health and Human Services (HHS) target for clostridium difficile infections (CDI), methicillin-resistant staphylococcus aureus (MRSA), central line-associated bloodstream infections (CLABSI) and catheter-associated urinary tract infections (CAUTI). **FMC was ranked No. 1 in Arizona for low MRSA and CLABSI infection rates and VVMC reported ZERO MRSA, CLABSI or CAUTI cases** in the year period from July 2022 – June 2023. *(2023, Quarter 2. Arizona Department of Health Services, Targeted Assessment for Prevention Strategies)*



# LIFESAVER RECOGNITIONS

Last year, the NAH Safety Team introduced Lifesaver Recognitions to celebrate colleagues who go above and beyond to improve safety for patients, co-workers or the community. So far this fiscal year, there have been six Lifesaver Recognitions. Because of our colleagues, patients in distress received immediate care, we avoided medication errors and surgeries continued safely.

All these instances show NAH colleagues following Just Culture by identifying a problem before harm could occur and going the extra mile to find solutions and share their experiences.



Sylvia Goldberg, RN FMC Peri-Operative Service



Andrea Gum, CRNA, of FMC Anesthesia



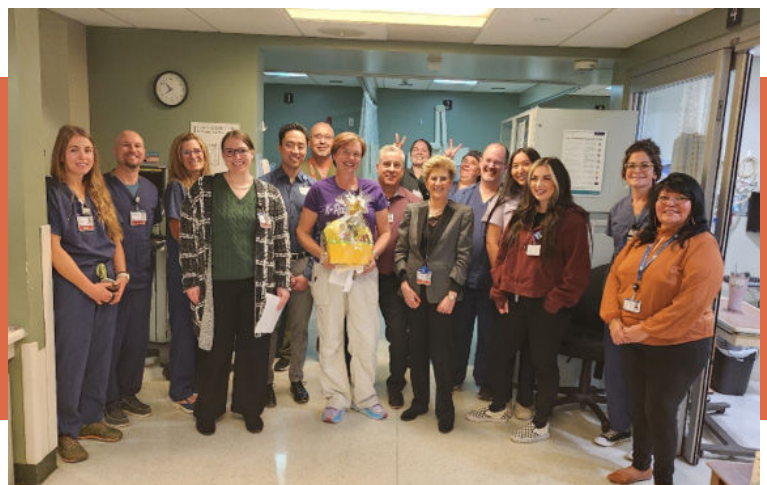
Donovan Begay, FMC Pharmacy Tech



Tiffany Lujan, Charge RN, with the FMC Humphrey's and Security teams



William Drexler, FMC Entire Care Physical Therapist



Sara Brothers, FMC Radiology Tech

# What's coming for the rest of FY2024?

**Providing safe, equitable, high-quality care by highly engaged clinical staff continues to be a goal at NAH. In the second half of FY24 expect to see:**

- **Implementation of an early warning score for hospitalized patients to identify early signs of clinical deterioration so that the health care team can intervene and provide appropriate treatment.**
- **Social Determinants of Health (SDOH) screenings in primary care. These screenings are already being performed on hospital inpatients. The same model will be expanded to include primary care so patients can be referred to care management and community resources.**
- **Safety Week celebrations at FMC and VVMC where we will have time to focus on what safety means to each of us and how we can work together to make NAH an even safer place to work and receive care.**
- **Patient Safety Lunches with NAH CEO Dave Cheney the Patient Safety team, where colleagues will have an opportunity discuss concerns and brainstorm solutions together.**



**Each participant in Dave's Safety Lunch receives a T-shirt.**





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# Thank You

