

# B17 Bomber to Bedside:



## Using a 'Bundle' Methodology to Enhance Quality

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# Who We Are

- Largest academic community hospital in PA
- Largest Level 1 Trauma Center in PA
- Certified Stroke Center
- Employees – 9,656  
Medical Staff – 1,100+  
Nurses – 2,334
- Magnet Hospital
- 154,792 ED visits /  
63,743 admissions
- 988 acute care beds
- 3 hospital campuses
- Revenues over  
\$1 Billion



Cedar Crest

17th Street

Muhlenberg

8 Health Centers



# Quality Milestones

## 2005

- **America's Best Hospitals** for digestive disorders, geriatrics, heart care and heart surgery, hormonal disorders and orthopedics-U.S. News & World Report
- **Best heart bypass surgery results in Pennsylvania**-Pennsylvania Health Care Cost Containment Council (PHC4)
- **Leadership Award in Heart Care**-VHA, Inc.
- **Burn Care Verification for Adults and Children**-American Burn Association and the American College of Surgeons
- **Primary Stroke Center**-Joint Commission
- **Quest for Quality Prize Care**-McKesson/ American Hospital Association
- **Top 100 Integrated Health Networks**-Verispan
- **100 Most Wired Hospitals**-Hospitals & Health Networks
- **Governor's Award for Safety Excellence**-Pennsylvania Department of Labor and Industry



## 2006

- **America's Best Hospitals** for cancer care, digestive disorders, endocrinology, heart care and heart surgery, kidney disease, orthopedics, respiratory disorders and urology-U.S. News & World Report
- **Best heart bypass surgery results in Pennsylvania**-Pennsylvania Health Care Cost Containment Council (PHC4)
- **One of the first network cancer programs in U.S.**-Commission on Cancer.
- **Primary Stroke Center**-Joint Commission
- **Magnet Hospital redesignation for nursing excellence**-American Nursing Credentialing Center
- **Three HAP Achievement Awards**-Hospital and Healthsystem Association of Pennsylvania
- **Associate Membership**-National Association of Children's Hospitals and Related Institutions (NACHRI)
- **Top 100 Integrated Health Networks**-Verispan
- **100 Most Wired and 25 Most Wireless Hospitals**-Hospitals & Health Networks
- **Innovator Award**-Hospitals & Health Networks



## 2007

- **America's Best Hospitals** for cancer care, digestive disorders, endocrinology, heart care and heart surgery, kidney disease, orthopedics-U.S. News & World Report
- **Leapfrog Top Hospital**-The Leapfrog Group
- **Primary Stroke Center**-Joint Commission
- **Best 100 Companies to Work For**-FORTUNE
- **Top 100 Integrated Health Networks**-Verispan
- **100 Most Wired and 25 Most Wireless Hospitals**-Hospitals & Health Networks

THE LEAPFROG GROUP  
for Patient Safety  
Rewarding Higher Standards



## 2008

- **America's Best Hospitals** for digestive disorders, geriatrics, and heart care and heart surgery-U.S. News & World Report
- **Nation's Highest Heart Attack Survival Rate**-Centers for Medicare and Medicaid Services (CMS)
- **Leapfrog Top Hospital**-The Leapfrog Group
- **Burn Care Re-verification for Adults and Children**-American Burn Association and the American College of Surgeons
- **Best 100 Companies to Work For**-FORTUNE
- **100 Best Places to Work in Healthcare**-Modern Healthcare
- **Blue Distinction Center for Complex and Rare Cancers**-Highmark Blue Shield
- **Top 100 Integrated Health Networks**-Verispan
- **100 Most Wired and 25 Most Wireless Hospitals**-Hospitals & Health Networks
- **First LEED-Certified Inpatient Facility in Pa.**-U.S. Green Building Council



## 2009

- **America's Best Hospitals** for geriatrics, and urology-U.S. News & World Report
- **Pennsylvania's Highest Heart Attack Survival Rate**-Centers for Medicare and Medicaid Services (CMS)
- **Accredited Chest Pain Center**-Society of Chest Pain Centers
- **Best 100 Companies to Work For**-FORTUNE
- **Leapfrog Top Hospital**-The Leapfrog Group
- **Full Accreditation**-Association for the Accreditation of Human Research Protection Programs (AAHRPP)
- **Outstanding Program Achievement Award**-American College of Surgeons' Commission on Cancer
- **Get With the Guidelines-Stroke Gold Performance Achievement Award**-American Stroke Association
- **100 Most Wired and 25 Most Wireless Hospitals**-Hospitals & Health Networks
- **EPA Mid-Atlantic Region Environmental Achievement Award**-U.S. Environmental Protection Agency
- **One of the 10 Best Hospitals in America**-Becker's Hospital Review





# Objectives

- Describe the process used by a team of clinicians to develop a standardized **"Quality Bundle of Care"**.
- Assimilate the measurement methods employed to report outcomes.



# How did we get here?

- Healthcare Reform
- CMS “never events”
- Quality outcomes at unit level
- CNO Roundtable learnings





# Time for 'Boarding'



- Structure

- Unit-based staff specialist (PCS)
- Standardization of 'data collection'

- Process

- Brainstorming the elements to review
- 'Teachable moments'

- Outcome

- Enhanced critical thinking of staff

# **“For your Safety: Please Follow Along”**

## **Engaging Leadership and Staff**

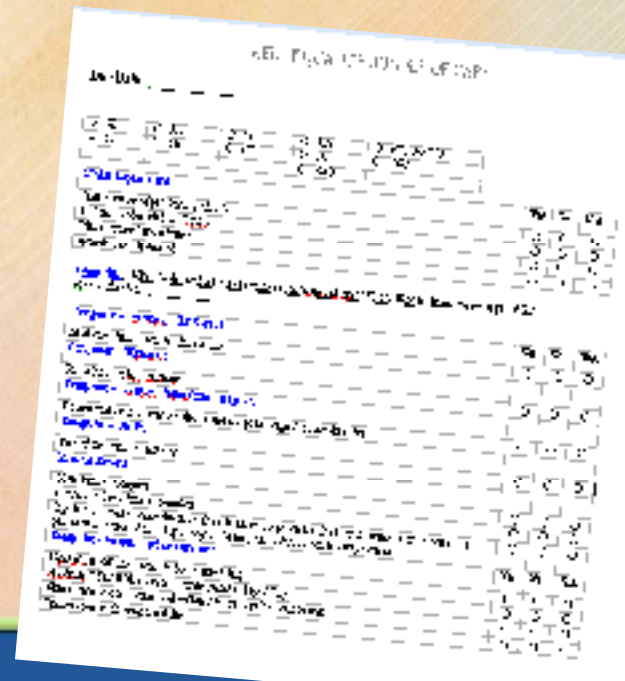
- “Buy-in”
- Ownership
- Impact on patient outcomes
- Focus on ‘proactive’ v. ‘reactive’





# ‘Ready for Take-off’

- Implementation
- Beyond tool development
- Small-scale trial and then revised





# ‘Piloting’ the Process Measurement

- 134 items (same as original B17 Bomber checklist)
  - Nurse-sensitive indicators (falls, pressure ulcers, med errors, CA-UTI's)
  - NPSG
  - High risk/low volume skills
  - Problem prone issues
  - New quality initiatives



# Maintaining the Momentum

- Bi-annual quality retreat
  - Single point of brainpower and views
- Recognition (letter)
- Diligence to the 'results'
- 1:1 with leadership team



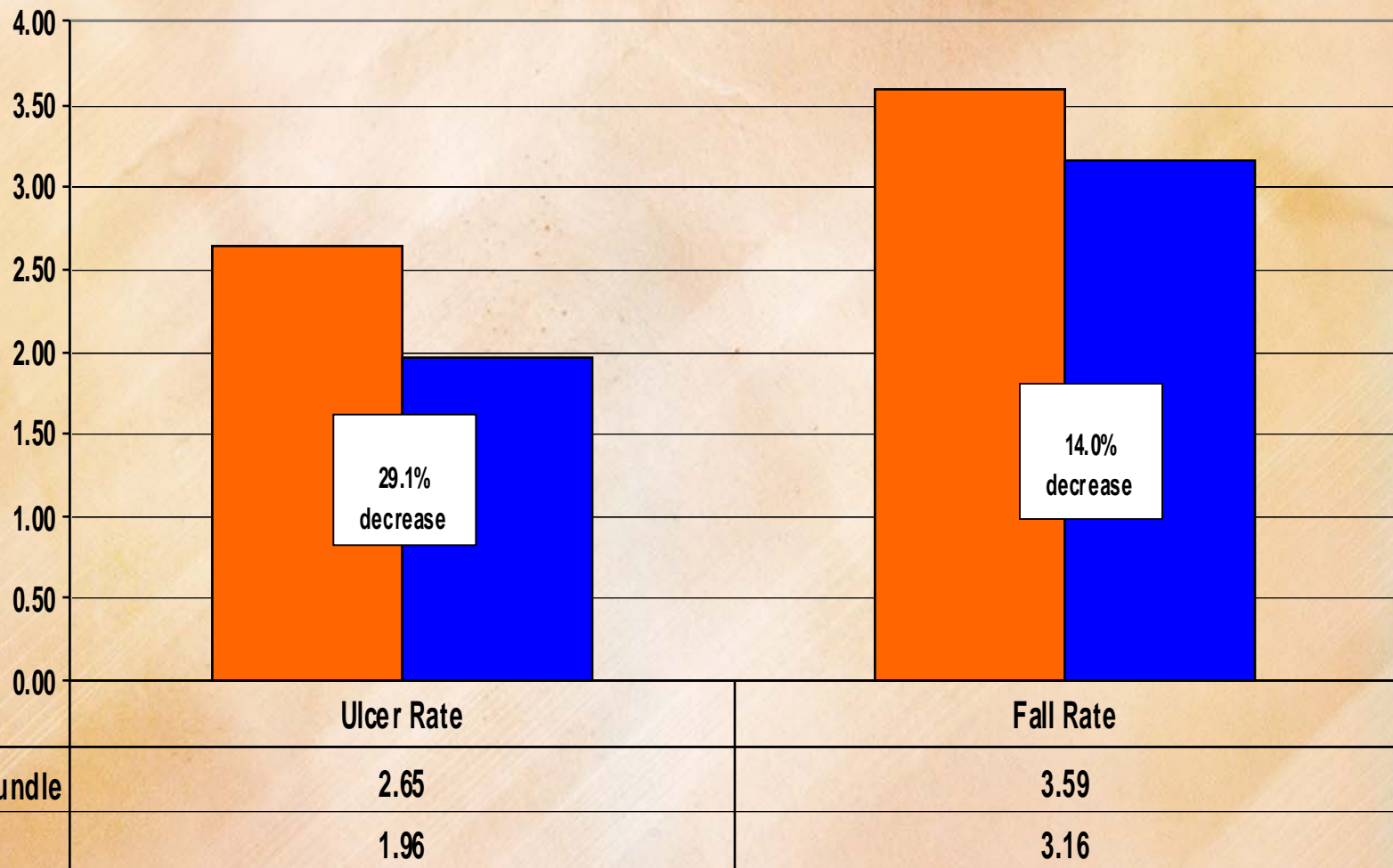


# ‘Another Safe Landing’ Successes

- Pre-Bundle
- Current



## Outcomes

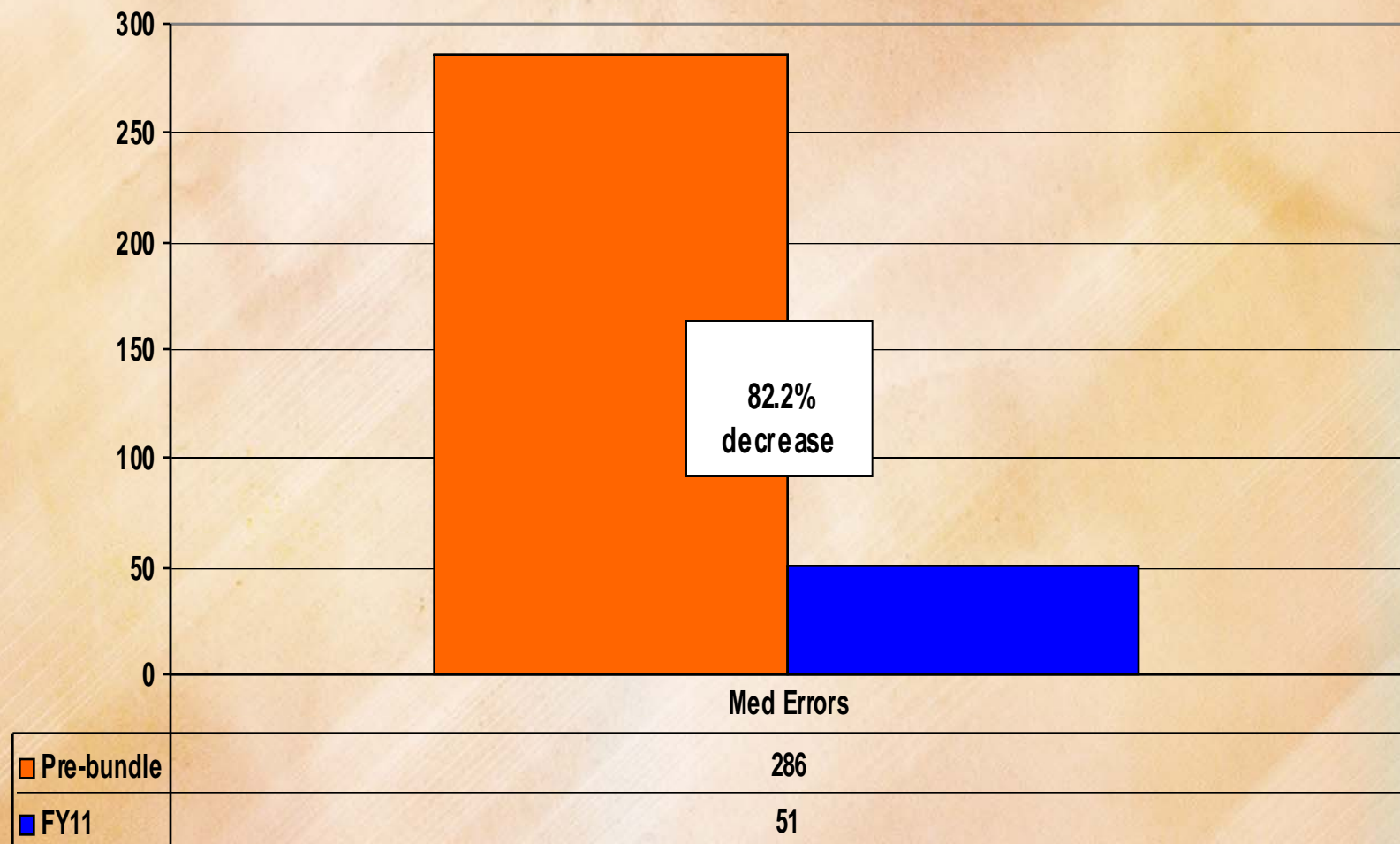


Pre-bundle

FY11



## Outcomes



Pre-bundle

FY11

# Implications for Practice

- Unit-based “Chief Quality Officers”
  - Prep for regulatory site visits
- Helps directors/managers to focus
  - Well-designed tool to serve as aid in peer review
- Transparent results
  - Quality board
  - Share results across division

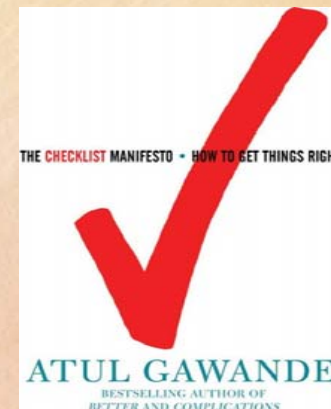




# Conclusion

## ■ Barriers

- Can become another ‘task’
- Work is continuing to hardwire process
- How to drive the ‘urgency’ across the network-answer the ‘WHY?’







# Questions?

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