



TO: Irene Lipof, Chairman,
and Members, Joint Conference & Efficiencies Committee

FROM: Geralyn Lunsford,
Senior Vice President & Chief Executive Officer,
Holtz Children's Hospital & The Women's Hospital at Jackson Memorial

DATE: November 22, 2016

RE: Holtz Children's Hospital & The Women's Hospital at Jackson Memorial Quality Report

At Holtz Children's Hospital and The Women's Hospital at Jackson Memorial, our ongoing commitment to improving patient safety and quality of care is a crucial component of our overall mission. We are dedicated to serving the most vulnerable members of our community and the future well-being of Miami-Dade County and its diverse stakeholders.

By focusing on industry-standard performance indicators and benchmarks, we can gauge our progress in improving safety measures, clinical processes of care, and patient satisfaction. Holtz and Women's Hospital has seen sustained improvement in several high-risk specialty areas, supporting regional and national quality collaboratives in the treatment of obstetric hemorrhage, complex maternal-fetal conditions, pediatric transplant and childhood illnesses. We have also seen sustained improvement in the core measure sets for perinatal care, which catalogues obstetric and newborn care.

Holtz and Women's Hospital continues to perform above the national average for the prevention of hospital acquired infections which is a testament to the continued focus on sustaining our culture of compulsive preventive care.

Holtz and Women's Hospital has also made strides in key safety measures, such as preventing and reducing falls, pressure ulcers, and medication errors. Holtz and Women's Hospital has achieved designation as Cribs for Kids National Safe Sleep Gold Champion, promoting the Safe to Sleep program in the fight against sleep-related infant death. We are scheduled for the Baby Friendly USA survey on November 17 and 18 and are hopeful to achieve this highly regarded designation for all three campuses.

Patient satisfaction scores have also seen improvement, with HCAHPS scores regularly above the national average.

The full range of data is presented below, and significant trends will be highlighted for discussion during the Public Health Trust Board of Trustees' Joint Conference & Efficiencies Committee meeting.

PC-01 Elective Delivery

	FY'2014 Q4	FY'2015 Q1	FY'2015 Q2	FY'2015 Q3	FY'2015 Q4	FY'2016 Q1	FY'2016 Q2	FY'2016 Q3
Jackson Holtz & Women's Hospital	20.69%	4.35%	12.00%	40.00%	10.34%	28.57%	5.56%	10.00%
Top Performing Hospitals	8.20%	4.30%	4.30%	4.30%	4.30%	3.30%	3.30%	3.30%

*All exceptions reviewed as appropriate for early delivery due to medical necessity. Opportunities identified for physician documentation to support medical necessity for purposes of core measure extraction.

PC-02 Cesarean Section - Overall Rate

	FY'2014 Q4	FY'2015 Q1	FY'2015 Q2	FY'2015 Q3	FY'2015 Q4	FY'2016 Q1	FY'2016 Q2	FY'2016 Q3
Jackson Holtz & Women's Hospital	28.57%	52.08%	42.50%	31.71%	39.68%	44.00%	19.35%	37.04%
Top Performing Hospitals	26.30%	25.90%	25.90%	25.90%	25.90%	26.80%	26.80%	26.80%

*All exceptions reviewed as appropriate for high risk OB – this data reflects all C/S patients including our high risk and repeat C/S population. Our Primary C-Section rate remains below the national average at 24% with VBAC rates averaging >80% success rates.

PC-03 Antenatal Steroids

	FY'2014 Q4	FY'2015 Q1	FY'2015 Q2	FY'2015 Q3	FY'2015 Q4	FY'2016 Q1	FY'2016 Q2	FY'2016 Q3
Jackson Holtz & Women's Hospital	66.67%	85.71%	88.89%	92.31%	100.00%	75.00%	100.00%	100.00%
Top Performing Hospitals	81.80%	89.70%	89.70%	89.70%	89.70%	91.80%	91.80%	91.80%

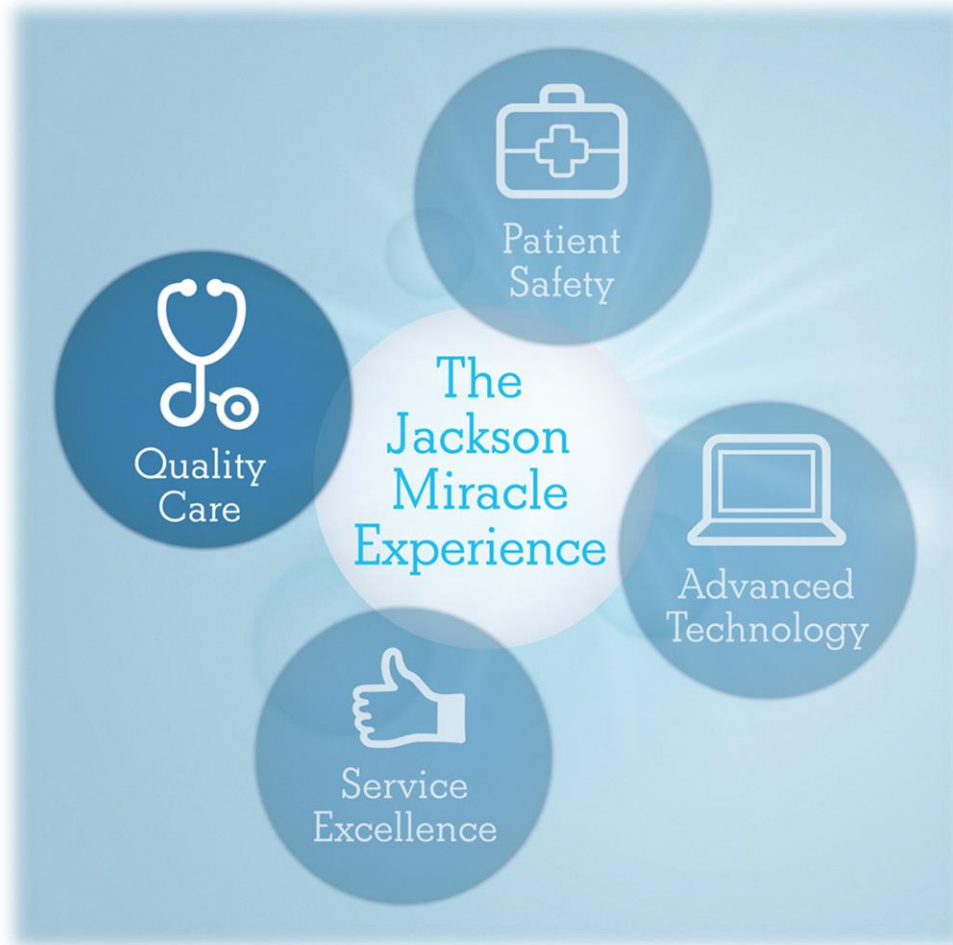
*All exceptions reviewed demonstrating imminent deliveries – JHS participation in FPQC/March of Dimes Antenatal Corticosteroid Therapy Initiatives 2015-2016. Opportunities for further improvement were realized through CERNER technology optimization with Powerchart Maternity platform which went live July 2016.

PC-04 Health Care-Associated Bloodstream Infections in Newborns

	FY'2014 Q4	FY'2015 Q1	FY'2015 Q2	FY'2015 Q3	FY'2015 Q4	FY'2016 Q1	FY'2016 Q2	FY'2016 Q3
Jackson Holtz & Women's Hospital	9.68%	11.86%	9.26%	16.28%	18.18%	7.46%	3.45%	5.26%
Top Performing Hospitals	0.90%	2.50%	2.50%	2.50%	2.50%	3.20%	3.20%	3.20%

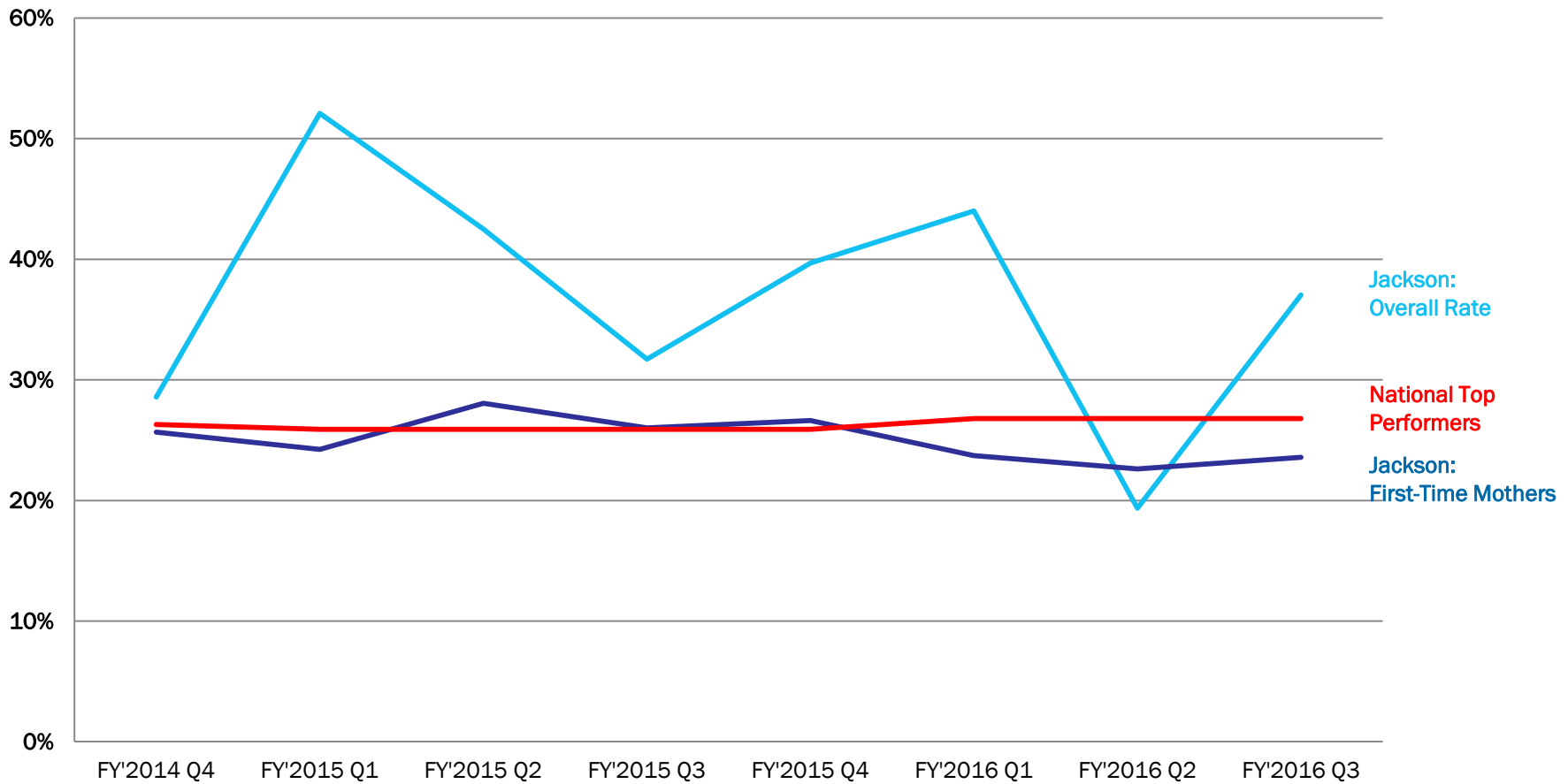
*These infection rates reflect many secondary infections that occur as a result of complications for very low-birthweight babies. Our efforts to decrease these infections included improved environment of care, overall infection prevention efforts and increased use of Donor Breast-Milk and Mother's Own Milk which is proven to decrease the respiratory and intestinal complications that can lead to these infections.

Quality Care



Clinical Process of Care

Cesarean Section Rate



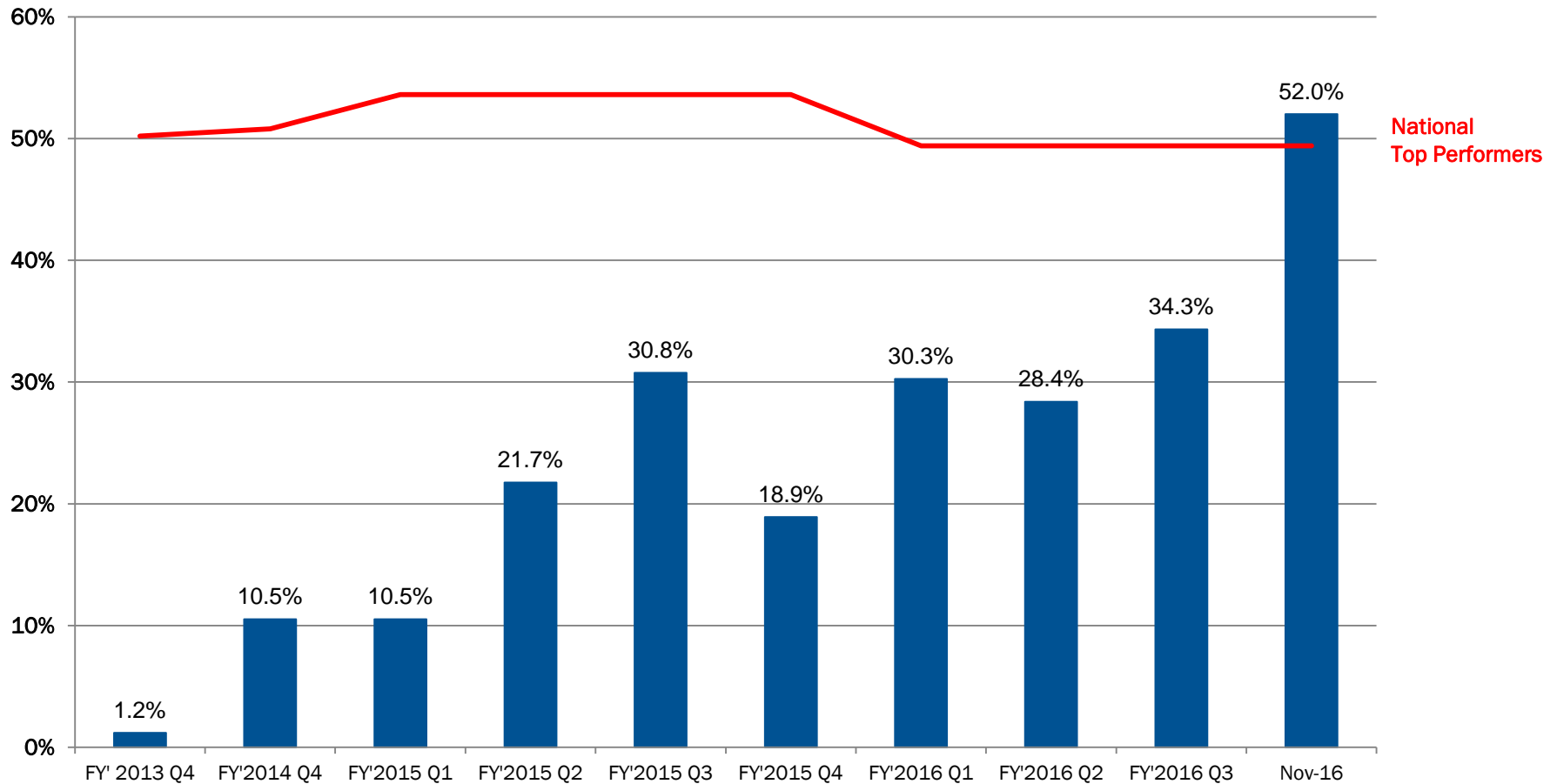
Clinical Process of Care

Antenatal Steroids



Clinical Process of Care

Percentage of Newborns Exclusively Breastfed



Quality Care Accomplishments



Safe Sleep

- Gold Champion Award



Baby Friendly USA

- Survey Completed



Clinician Symposium

- Innovations in Care

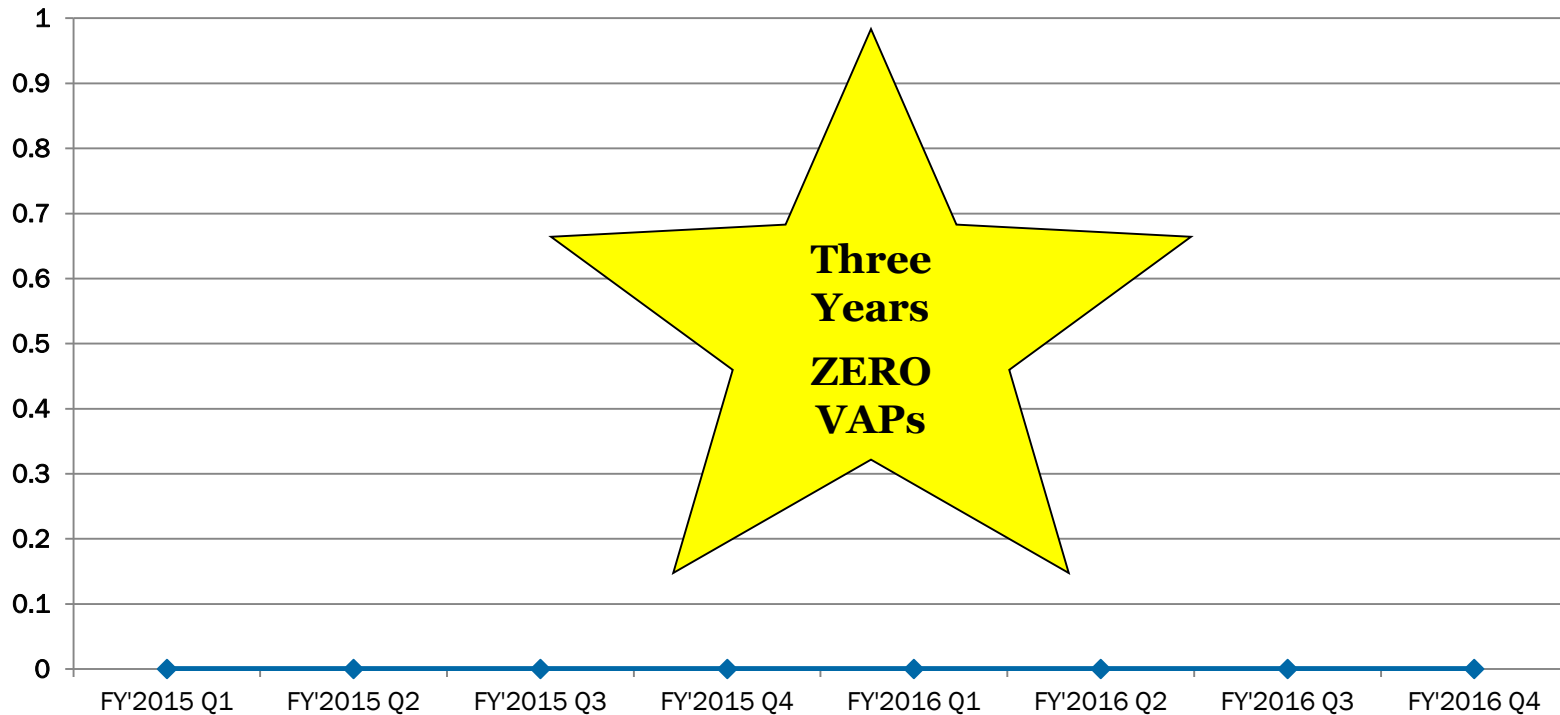
Patient Safety



Safety Measures

Infection Control

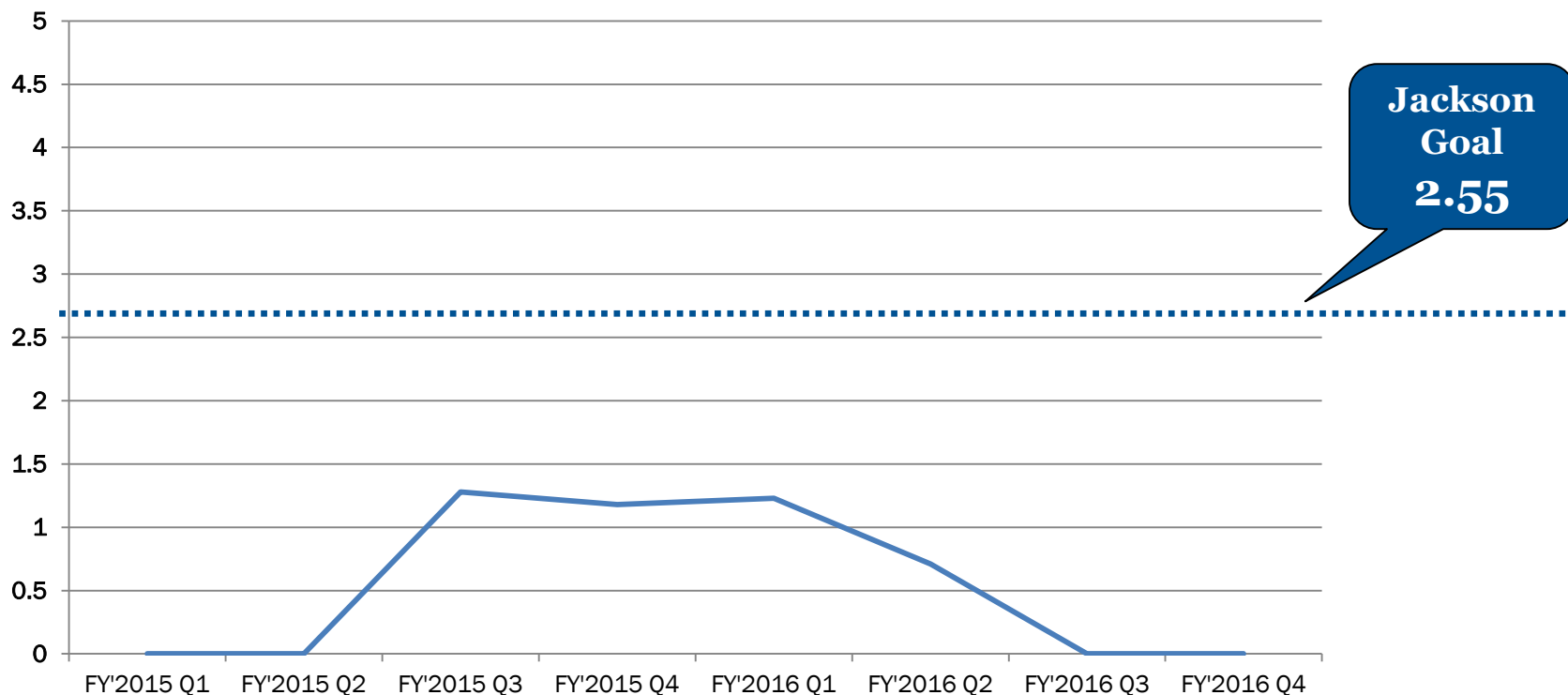
Ventilator-Associated Pneumonia



Safety Measures

Infection Control

Catheter-Associated Urinary Tract Infections

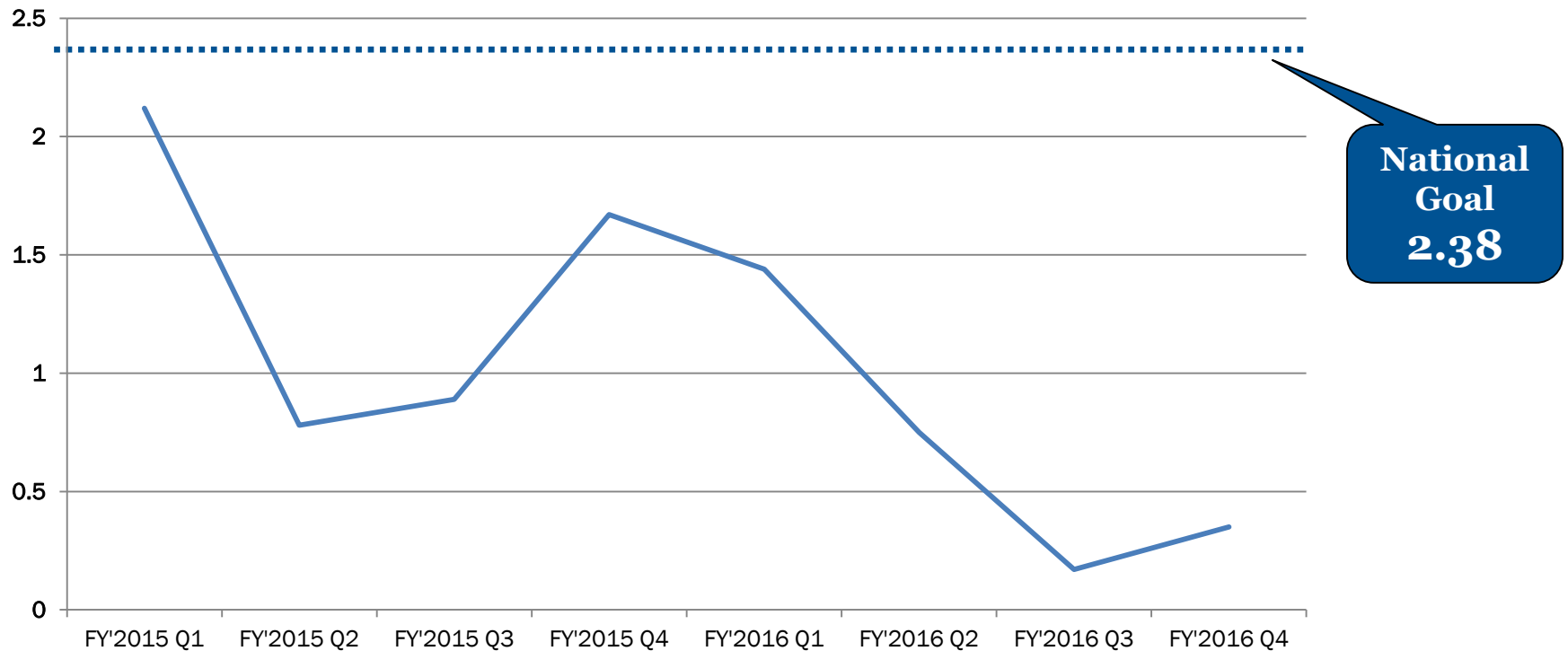


**Jackson
Goal
2.55**

Safety Measures

Infection Control

Central-Line Associated Blood Stream Infection



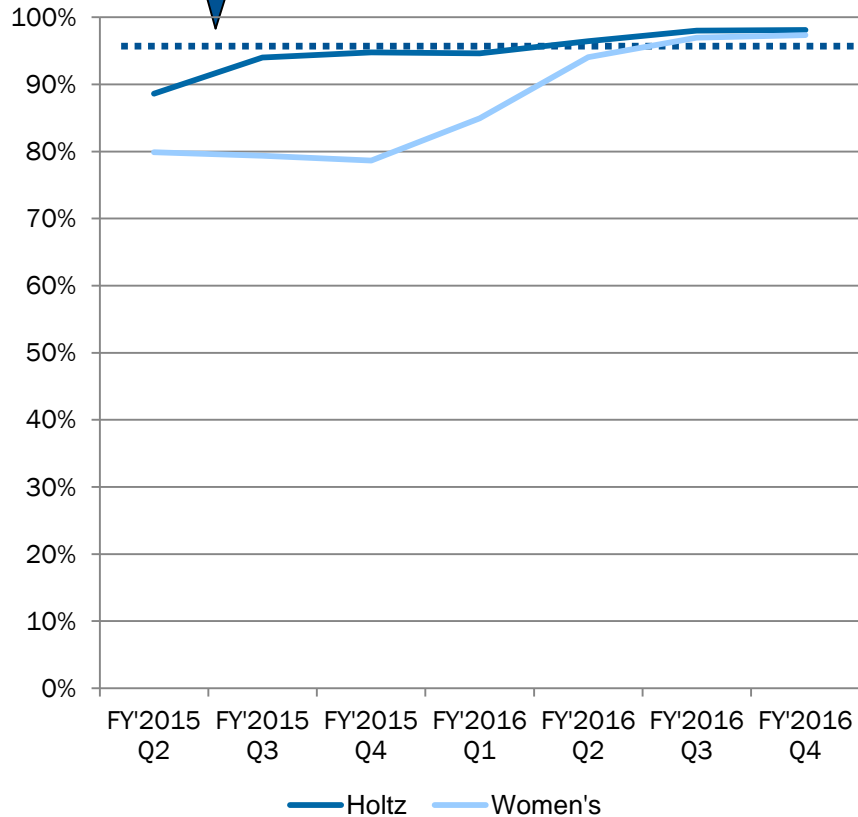
Safety Measures

Medication Safety

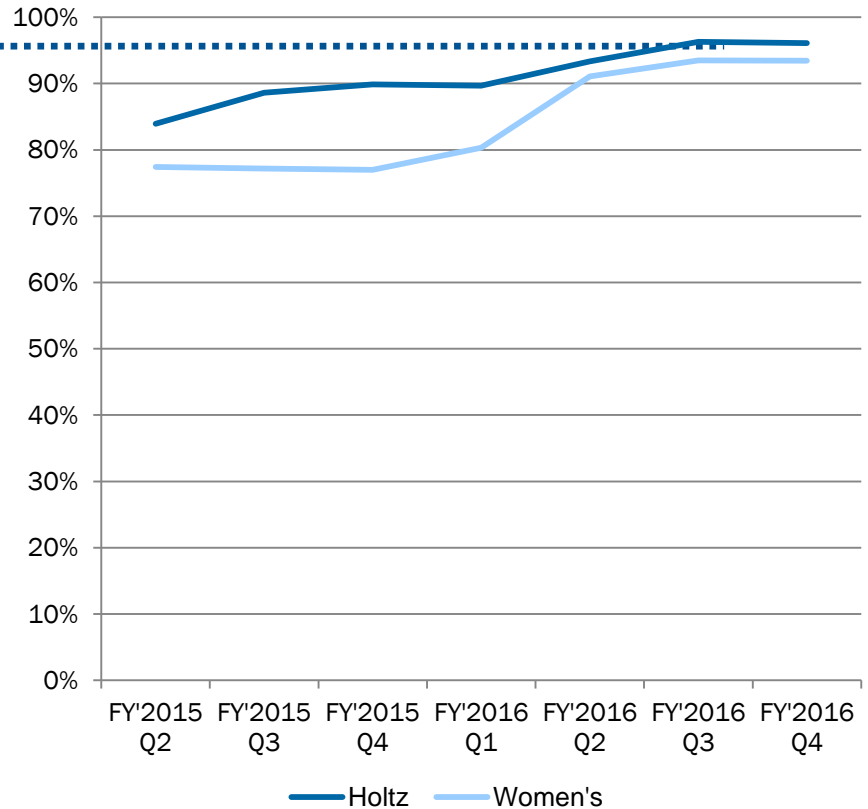
Bar Code Medication Administration

JHS Goal
95%

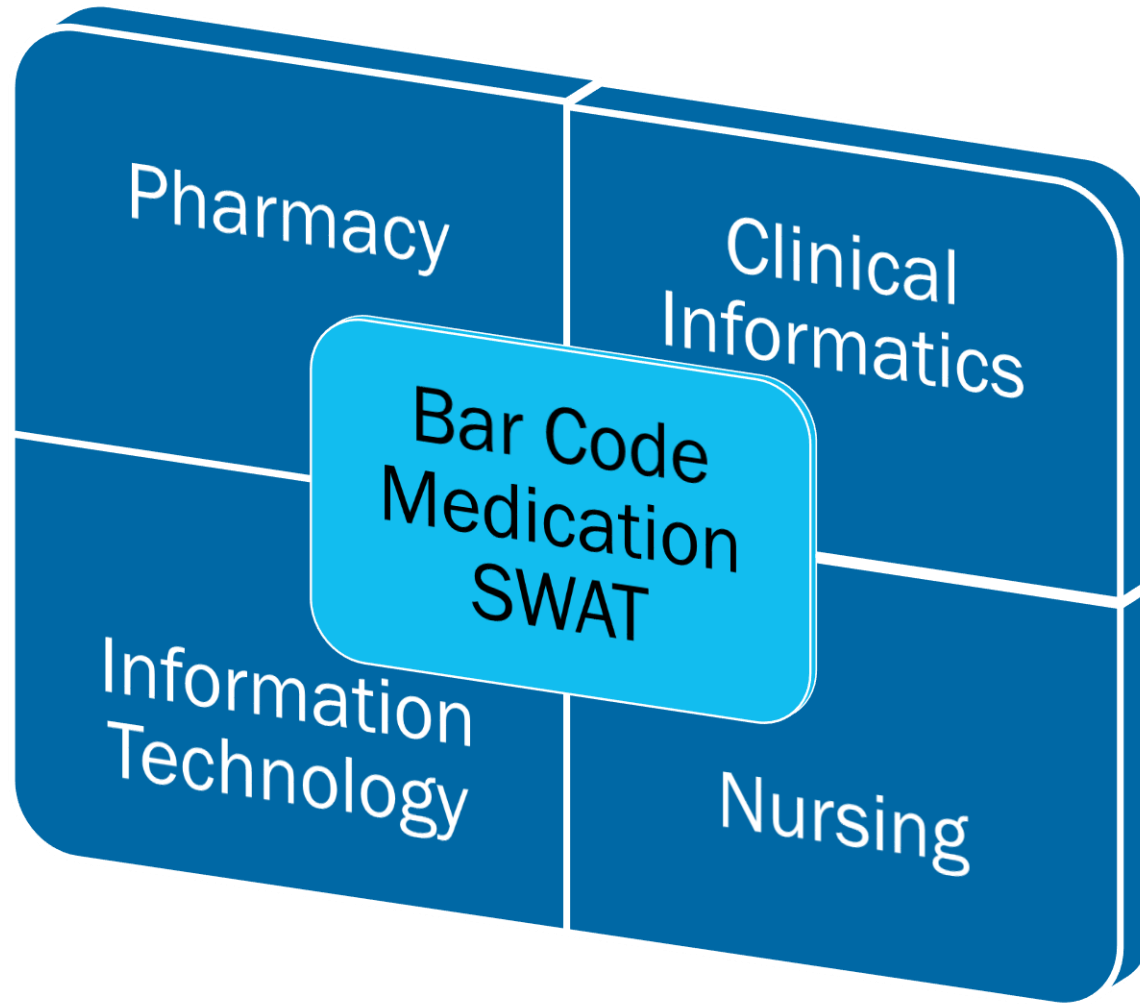
Positive Patient ID



Medication Successfully Scanned



Safety Tactics & Initiatives

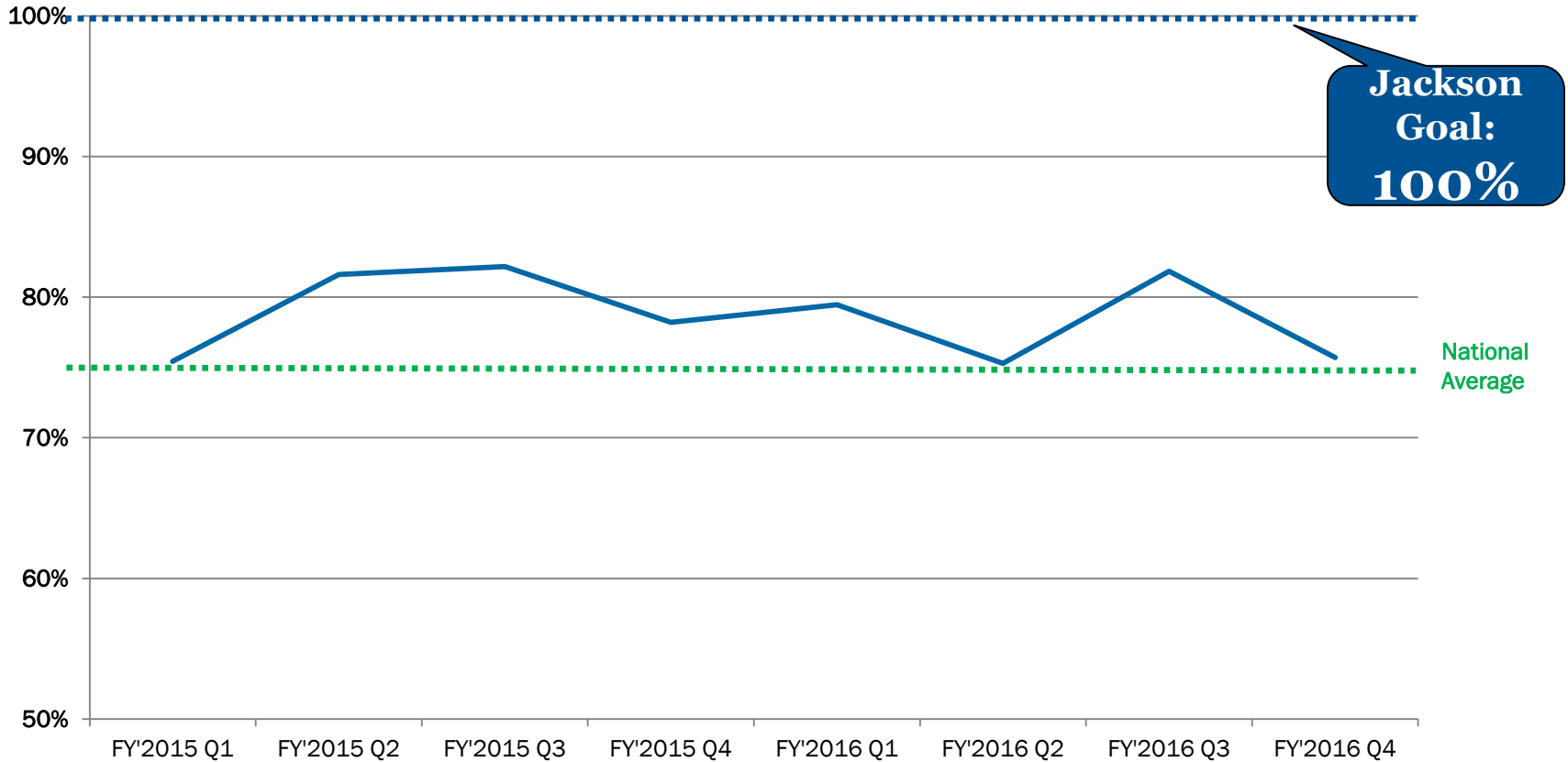


Service Excellence



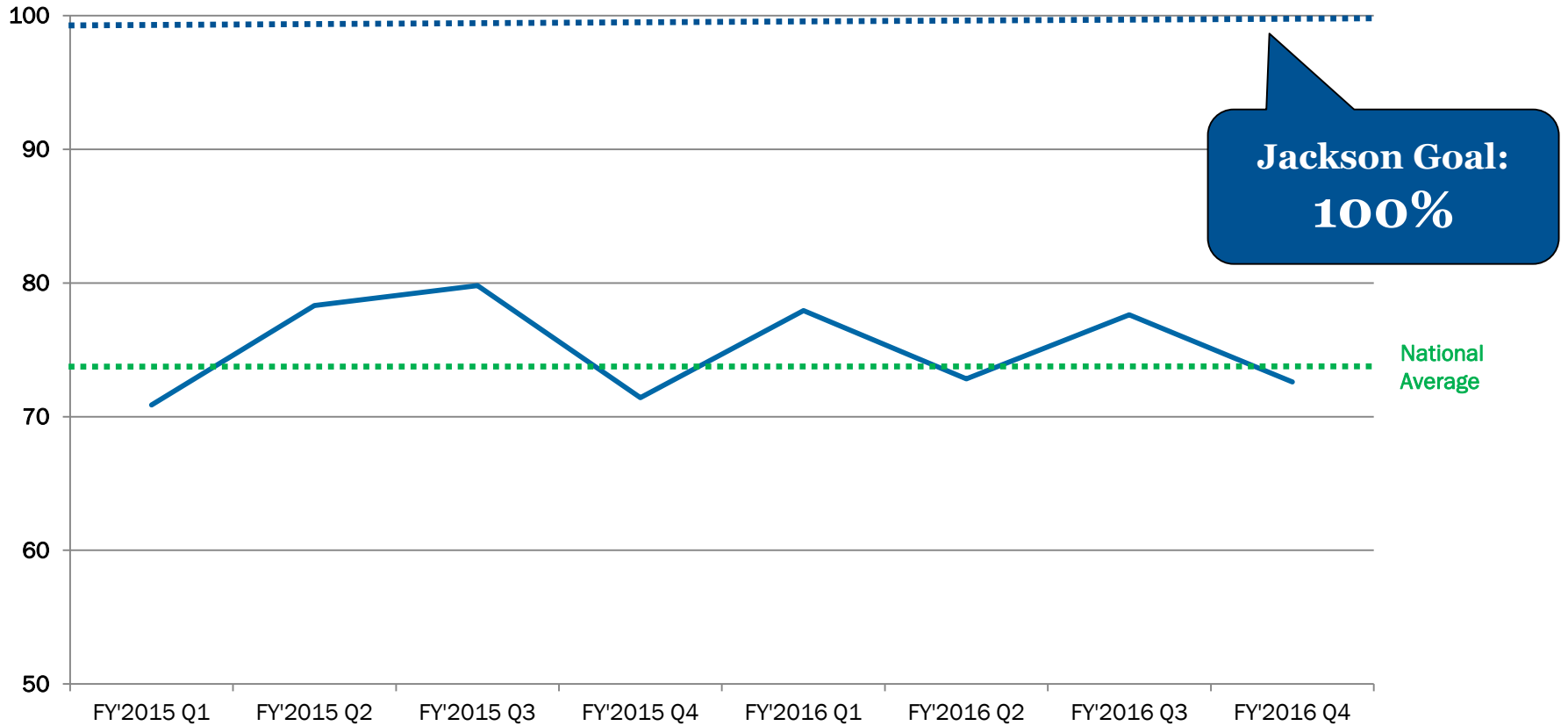
Service Excellence

Willingness to Recommend



Service Excellence

Overall HCAHPS Rating



Tactics & Initiatives

Holtz & Women's Improvement Projects

- Welcome Teams
- Pass The Baton
- Discharge Express
- Family Advisory Committees



System-Wide Service Excellence Initiatives

- Reinforce AIDET
- Leadership Rounding
- Length of Stay
- No-Pass Zone
- Connect Calls

