

THE SOUTH CAROLINA HOSPITAL **Quality Guide 2008-2009**

Keeping the Pulse on Local Care





The Leapfrog Group for Patient Safety

The Leapfrog Group works with over 50 leading medical experts to identify solutions that will improve hospital quality and safety and then gather this information from hospitals around the country. The Leapfrog Hospital Quality and Safety Survey asks hospitals to report on the steps they take to improve the quality of patient care. Results of the survey are available for public viewing on Leapfrog's website (www.leapfroggroup.org). The Leapfrog Hospital Quality and Safety Survey asks hospitals if they adhere to the following quality and safety practices:

1. Overall Patient Safety Ratings

- **Safe Practices Score** – select a hospital that has a full Leapfrog Safe Practices Score. This means it has put in place 13 procedures to reduce preventable medical mistakes.
- **Prevent Medication Errors** – Patients should choose a hospital that uses computerized prescriber order entry (CPOE) systems to order medications, tests, and procedures. CPOE systems are computer systems designed to alert doctors and other prescribers to potentially serious problems with their instructions.
- **ICU Staffing** – Patients should choose a hospital with an intensive care unit (ICU) that is staffed by doctors and other caregivers who have special training in critical care medicine. These doctors are called 'intensivists.'
- **Managing Serious Errors** – Patients should choose a hospital that has implemented Leapfrog's policy on managing serious events (or "never events") such as surgery on the wrong body part or death due to contaminated drugs or devices.

2. High Risk Treatments – select a hospital with lots of experience and the best results for specific procedures, surgeries or conditions. This is known as Evidence Based Hospital Referral (High risk procedures). The scores for the following high risk treatments are based on a combination of quality and costs:

- Heart Bypass Surgery
- Heart Angioplasty
- Heart Attack
- Pneumonia

All other high risk treatments scores are based on the quality of care provided.

Source: www.leapfroggroup.org

Leap Frog Survey Results

	Overall Patient Safety Ratings				High Risk Treatment Safety Ratings					
Hospitals	Safe Practices	Prevent Medication Errors	Managing Serious Errors	Appropriate ICU Staffing	Heart Bypass Surgery	Heart Angioplasty	Heart Attack	Pneumonia	High-Risk Deliveries	Weight Loss Surgery
UPSTATE										
Allen Bennet Memorial Hospital/ Greer Memorial Hospital										
AnMed Health Medical Center										
AnMed Health Women's and Children's Hospital										
Greenville Memorial Hospital										
Hillcrest Hospital										
Mary Black Hospital										
Palmetto Health Baptist Easley										
Piedmont Medical Center										
St. Francis Hospital – Downtown										
St. Francis Hospital – Eastside										
Spartanburg Regional Health System										
Patewood Memorial Hospital										
MIDLANDS										
Carolina Pines Regional Medical Center										
Palmetto Health Baptist										
Palmetto Health Richland										
Providence Hospital										
LOW COUNTRY										
Bon Secours – St. Francis Xavier Hospital										
Coastal Carolina Medical Center										
Colleton Medical Center										
Conway Medical Center										
East Cooper Regional Medical Center										
Grand Strand Regional Medical Center										
Hilton Head Hospital										
Medical University of South Carolina										
Roper Hospital										
Trident Medical Center										
Tuomey Healthcare System										

Leapfrog Scoring:

- Fully implemented Leapfrog's recommended quality and safety practices.
- Good progress in implementing Leapfrog's recommended quality and safety practices.
- Good early stage effort in implementing Leapfrog's recommended quality and safety practices.
- Willing to report publicly; did not yet meet Leapfrog's criteria for good early stage effort.
- Hospital does not perform procedure.
- Hospital declined to respond

Five Things You Can Do To Prevent Infection

Avoiding contagious diseases like the common cold, strep throat, and the flu is important to everyone. Here are five easy things you can do to fight the spread of infection:

1. Wash your hands frequently using soap and warm water. Rub your hands really well for at least 15 seconds. Rub your palms, fingernails, in between your fingers, and the backs of your hands.
2. Doctors, nurses, dentists and other health care providers come into contact with lots of bacteria and viruses. Before they treat you, ask them if they've cleaned their hands. If you are being treated in the hospital, most patient rooms have hand gel sanitizers in or immediately outside of the room; ask visitors to sanitize their hands before and after leaving your room. Encourage visitors who are sick to not visit you; they may spread germs to you, other patients, or healthcare workers.
3. Cover your mouth and nose with a tissue when you cough or sneeze. If you do not have a tissue, cough or sneeze into your upper sleeve, not your hands. Many diseases are spread through sneezes and coughs. When you sneeze or cough, germs can travel 3 feet or more.
4. If you are sick, avoid close contact with others: stay away from other people or stay home. Don't shake hands or touch others.
5. Get shots to avoid disease and fight the spread of infection. Make sure that your vaccinations are current. Check with your doctor about shots you may need.



Source: *The Joint Commission and CDC*

SC Hospital Infections Disclosure Act (HIDA)

Infections that patients acquire while they are being treated in hospitals and in other health care facilities are a major public health problem in the United States. These "healthcare acquired infections" (HAIs), sometimes called healthcare associated infections, can be very serious. They can increase both the cost and length of your hospital stay and may even result in death. HIDA requires hospitals to report certain HAI rates to the Department of health and Environmental Control (DHEC) every six months. DHEC and South Carolina hospitals must make these reports available to the public. For more information on the infection rates for South Carolina, please visit <http://www.scdhec.gov/health/disease/hai/>.

How to Prepare for a Medical Emergency

- Have a regular physician and make sure they have your complete medical history on file.
- Discuss with family members an emergency plan of action in the event of a medical emergency.
- Carry important medical information with you at all times. This information should include: physician's name and number, any illnesses/conditions, allergies, medications and the dosage and family medical history. For children, include copies of immunization records and a signed and dated letter of consent for hospital treatment in the event of an emergency. Create a medical file for you and your family. Make sure that all family members and caretakers have easy access to this information.
- Adults should have a living will or advance directive. This designates who will represent you medically in the event that you are unable to do so.
- Familiarize yourself with restrictions or instructions with health insurance coverage – such as the need to contact your carrier within a certain time frame after you've been admitted to the ER.

Source: *The Health Pages*





Disease Prevention

Chronic diseases are the leading cause of death and disability in the United States with 45% of the population having at least one chronic disease. Chronic diseases, such as heart disease, asthma, cancer and diabetes are usually preventable and can be managed through early detection, improved diet, exercise and treatment therapy. Here are some ways that you can prevent some of these conditions:

- Get a fasting lipoprotein profile to find out what your total cholesterol, LDL cholesterol, HDL cholesterol, and triglyceride numbers are.
- Discuss your risk for heart disease with your physician or other health care provider and take steps to reduce the risk factors that put you at risk.
- Learn how to read a food label – Choose foods that are low in saturated fat, trans fat and cholesterol.
- Calculate your body mass index (BMI) and see how your weight measures up.
- Participate in physical activity of moderate intensity like brisk walking for at least 30 minutes on most days of the week. If you do not have 30 minutes then break the 30 minutes into three, 10-minute segments during the day.
- Don't smoke. If you do smoke, contact your healthcare provider to discuss ways in which they can help you quit.

Source: Partnership to Fight Chronic Disease and the National Heart, Lung, and Blood Institute

Communicating with Your Doctor

Communication with your doctor is a key element to understanding your health risks and medical treatment. Non-compliance with your doctor's treatment plan can cost you your life, you need to take responsibility by understanding all aspects of the treatment prescribed and ask questions when you do not understand something. Here are some important tips to keep in mind when communicating with your doctor:

- Give information. Do not wait to be asked. Tell your doctor what you think he or she needs to know even if it makes you feel embarrassed or uncomfortable.
- Bring your health history with you, including your family history and a list of medications you take.
- Make sure you understand your diagnosis. Ask questions until you understand. Write everything down. If you have been diagnosed with a serious condition, do not be afraid to ask for a second opinion or to speak to a specialist. Asked to be referred to someone with a lot of experience and success with your condition.
- Understand your treatment options and whether the treatments are based on the latest scientific evidence. Also, keep in mind that more is not necessarily always better; ask why you need a test or treatment and how it can help you. You may be better off without it.
- Do not assume that "no news is good news." If you are waiting for results from your doctor make sure you know when and how these results will be communicated. If you do not receive the results when you expect them, contact your doctor and ask for them.
- When making health care choices, find and use information about quality measures, such as those included in this report.

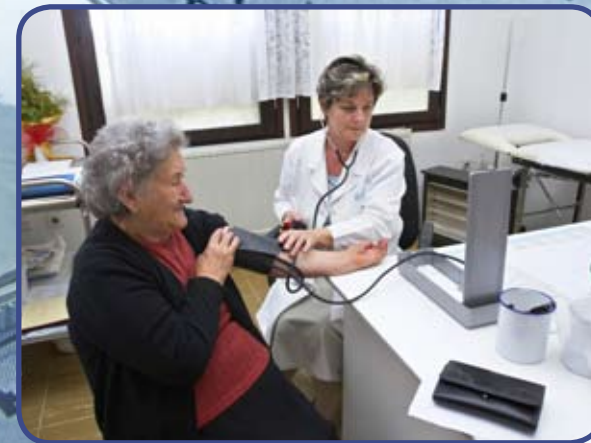
Source: Agency for Healthcare Research and Quality

Do You Know Your Numbers?

Keep track of your numbers using the chart below and talk to your doctor about your health risks. Knowing your numbers can add years to your life.

TRACK YOUR NUMBERS		
FACTOR	GOAL	YOUR NUMBERS
TOTAL CHOLESTEROL	Less than 200 mg/dL	
LDL (BAD) CHOLESTEROL	Less than 100 mg/dL	
HDL (GOOD) CHOLESTEROL	60 mg/dL and above	
TRIGLYCERIDE LEVEL	Less than 150 mg/dL	
BLOOD PRESSURE	Less than 120/80 mmHg	
FASTING GLUCOSE	Less than 100 mg/dL	
BODY MASS INDEX	Between 18.5 to 24.9 Kg/mz	

Data based on Recommendations from the American Heart Association



ABOUT THE SOUTH CAROLINA BUSINESS COALITION ON HEALTH

The South Carolina Business Coalition on Health (SCBCH) is an independent, 501(c)(3) non-profit community organization working to improve healthcare in South Carolina. We are providing this guide to assist you when making important decisions regarding your health. Tools like this encourage improvement in our healthcare system. We believe you and your family deserve the best quality healthcare, and we want to equip you with the tools and resources to enable you to receive that care.



South Carolina Business Coalition on Health

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