New York State Healthcare Providers: Committed to Ongoing Improvements in Patient Care and Outcomes

HOSPITALS, NURSING HOMES, HOME CARE, AND OTHER PROVIDERS ACROSS NEW YORK STATE ARE VOLUNTARILY PARTICIPATING IN A DIVERSE AND GROWING PORTFOLIO OF ORGANIZATIONAL, GOVERNMENT, PRIVATE, HEALTH PLAN, AND GRANT-FUNDED QUALITY IMPROVEMENT PROGRAMS. THESE PROGRAMS ENABLE THE SHARING OF KNOWLEDGE AND THE DEVELOPMENT OF NEW SKILLS, WITH THE ULTIMATE GOAL OF IMPROVING PATIENT CARE AND OUTCOMES.
Summary

Led by the Centers for Medicare and Medicaid Services (CMS), PFP is a national initiative that aims to make care safer by reducing hospital-acquired conditions by 40% and improving care transitions by reducing preventable readmissions by 20% by December 2014. PFP works through the efforts of 27 hospital-engagement networks across the country, among them, the New York State Partnership for Patients (NYSPFP)—a joint collaborative of HANYS and Greater New York Hospital Association. Nearly all hospitals in New York State participate in PFP, with the vast majority in NYSPFP. The U.S. Department of Health and Human Services released a report in May 2014 on the national PFP program, specifically highlighting the success of NYSPFP hospitals in reducing hospital-acquired conditions and readmissions. NYSPFP works with participating hospitals to further additional advances in patient care quality and safety.

Results

As of April 2014, New York results include:

- a 79% decrease in early elective deliveries;
- a 31% decrease in central line-associated bloodstream infections;
- a 29% decrease in Stage 2 and greater hospital-acquired pressure ulcers;
- a 20% decrease in ventilator-associated pneumonia in 2012 and a 14% decrease in ventilator-associated events (2013 to present); and
- a 10% decrease in 30-day, all-cause, all-payer readmissions.

NYSPFP has provided education and tools to enhance a culture of safety. More than 1,000 participants have attended TeamSTEPPSTM training, and the majority of NYSPFP hospitals participated in the AHRQ Culture of Safety survey.
**HANYS’ Statewide Sepsis Learning Network**

**Summary**

HANYS is partnering with the Surviving Sepsis Campaign to help hospitals improve early identification and treatment of sepsis. Programs have focused on evidence-based protocols, innovative strategies, and considerations for special populations.

In 2014, HANYS launched a groundbreaking initiative that applies the Agency for Healthcare Research and Quality (AHRQ) Comprehensive Unit-Based Safety Program (CUSP) to hospital sepsis care.

**Results**

An average of 100 providers participated in each of the 12 programs held since 2012, learning cutting-edge strategies to improve sepsis outcomes. In addition, more than 100 people will participate in a new series of CUSP educational programs and ten hospitals are participating in the learning laboratory to help test new tools and resources. More than 300 unique users downloaded the *HANYS Hospital Sepsis Care Resource Guide*, which includes professional guidance, protocols, order sets, and other tools.

**Catheter-Associated Urinary Tract Infection (CAUTI) Prevention Projects**

**Summary**

HANYS is partnering with the Health Research and Educational Trust (HRET) to apply the CUSP approach to the prevention of CAUTI in hospital emergency departments. HANYS and HRET are also collaborating on a project to reduce CAUTI in long-term care settings by focusing on teamwork and communication. Complications associated with CAUTI result in increased length of stay, patient discomfort, excess healthcare costs, and may be life-threatening.
Nursing Home Training and Education Project

Summary
The New York State Department of Health (DOH) awarded HANYS a contract to lead the Medical Direction and Medical Care in Nursing Homes Education, Training, and Technical Assistance (ETTA) project. ETTA, comprised of a workgroup of associations, nursing home administrators, medical directors, directors of nursing, and DOH, developed guidelines to improve health outcomes and quality of life for nursing home residents.

Results
The ETTA project provides education, tools, and a quality improvement process to all skilled nursing facilities in New York State seeking to create an organizational culture that fosters improved medical services and care delivery. In addition, up to 50 leadership teams (nursing home administrators, directors of nursing, and medical directors) will receive focused education and assistance in implementing ETTA processes.
New York State Diabetes Campaign

Summary
This statewide effort, funded by the New York State Health Foundation, included more than 112 hospitals and 250 primary care clinics working together to develop strategies and tools to more effectively manage care and improve outcomes for diabetes patients. More than 1.3 million New Yorkers have diabetes, which can lead to heart disease, stroke, hypertension, blindness, kidney disease, nervous system disease, amputations, and other complications.

Results
HANYS worked with more than 1,100 providers to achieve recognition from either the National Committee for Quality Assurance’s Diabetes Recognition Program (NCQA DRP) or Bridges to Excellence for outstanding patient outcomes across 11 measures. Those who achieve DRP Recognition are part of an elite group that is publicly recognized for their skill in providing the highest-level diabetes care.

Obstetric Safety

Summary
Through regional train-the-trainer education programs, New York State’s Obstetric Safety Initiative: Providing Excellence in Electronic Fetal Monitoring provided multi-disciplinary obstetric teams with education to standardize interpretation, communication, and management of fetal heart rate tracings, thereby improving patient outcomes.

Results
Nearly 400 obstetric providers from 87 hospitals participated in the train-the-trainer programs, including physicians, nurses, and midwives. As a result, 95% of nurses and 78% of physicians at those facilities received standardized electronic fetal monitoring training by the conclusion of the two-year program. Almost all of the participating hospitals implemented at least one practice improvement.
Gold STAMP Program to Reduce Pressure Ulcers

Summary

Gold STAMP (Success Through Assessment, Management, and Prevention) is a statewide quality improvement initiative focused on preventing, treating, and improving outcomes for pressure ulcers. Also known as bed sores, pressure ulcers are wounds caused by unrelieved pressure on the skin that can cause serious infections, some of which are life-threatening. Gold STAMP offers all settings of care a process for improvement that includes organizational self-assessments, a systems-based approach to pressure ulcers, a comprehensive online resource manual, and onsite facilitation of cross-setting provider meetings to help build collaborative relationships, coordinate cross-setting activities, and execute action plans.

Results

Gold STAMP trained more than 700 healthcare professionals from hospitals, nursing homes, home care agencies, hospices, and assisted living residences. In addition, 12 cross-setting collaboratives have been established statewide that include 21 hospitals, 25 nursing homes, 14 home care agencies, and two hospices. Across all settings, DOH reports a statewide drop of 21.3% in the prevalence of pressure ulcers and a corresponding decrease in the Medicaid costs for pressure ulcers of 8.4%.

Patient Experience of Care

Summary

HANYS has partnered with HRET for a year-long collaborative designed to improve the hospital patient experience of care. Each program focuses on a different topic addressed by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient survey. Results from this survey are published on CMS’ Hospital Compare website and have implications for hospital reimbursement.
**Results**

In 2013, more than 1,000 individuals participated in educational sessions focused on communication, responsiveness, discharge procedures, pain management, cleanliness, and quietness of the hospital environment.

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**Ventilator-Associated Pneumonia (VAP) Prevention Project**

**Summary**

This educational program series was designed to reduce the incidence of VAP, a potentially life-threatening infection in the lungs that can occur during a hospital stay.

**Results**

The program achieved a 36% reduction in VAP events across 46 hospitals and 70 critical care units in New York State. The program has generated interest from organizations across the country, including the U.S. Centers for Disease Control and Prevention.

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**National Partnership to Improve Dementia Care in Nursing Homes**

**Summary**

The goal of this initiative was to improve care practices and decrease antipsychotic use for residents by 15% by the end of 2012. CMS’ campaign emphasized the use of non-pharmacological alternatives, including consistent staff assignments, increased resident exercise, alternative therapies to better manage acute and chronic pain, and a robust schedule of individualized activities. HANYS worked with partners to provide audioconferences to spread best practices to New York State providers.

**Results**

The program is currently being evaluated to measure its impact.
Other Initiatives

Healthcare providers are focused on improving patient outcomes through countless other initiatives, including:

- Patient-centered Medical Homes;
- Health Homes;
- Palliative care;
- CMS Community-based Care Transitions Program;
- Accreditation programs;
- Institute for Healthcare Improvement;
- Infection reduction; and
- Medication safety.

Healthcare Analytics

HANYS provides members with sophisticated analytic reports on various federal quality programs, including the Readmissions Reduction Program, Hospital-Acquired Condition (HAC) Reduction Program, and the Value-Based Purchasing (VBP) Program. Using benchmarked performance information, hospitals can develop comprehensive strategies to improve facility-specific patient care and outcomes and reduce the potential for federal payment penalties.
HANYS Quality Institute

HANYS is proud of the progress made by our member hospitals and is committed to supporting facilities as they continue this important quality improvement work.

HANYS Quality Institute is the Association’s center for quality improvement, helping New York’s hospitals and health systems prioritize, manage, and sustain initiatives that improve patient care and outcomes. A key part of the Institute’s work is to foster the sharing of best practices among healthcare providers to advance quality improvement.

HANYS Quality Institute collaborates with industry, government, academic experts, specialty societies, and other national leaders, to provide our member hospitals with cutting-edge tools, techniques, and strategies.

HANYS Quality Institute’s quality improvement initiatives and collaboratives align with the national “Triple Aim” to improve the health of populations, enhance patient care, and reduce costs.

HANYS Quality Institute is a leading voice with policymakers in New York State and Washington, D.C. Our advocacy, led by a team of clinical and policy experts, emphasizes rational, evidence-based, and sustainable policies that enable providers to offer the highest quality care in the most efficient manner possible.