

Proposed Quality and Safety Metrics for CHIA's Phase 1 Healthcare Transparency Website

I. QUALITY/SAFETY METRICS FOR HOSPITALS

A. Overall Quality

- CMS Hospital Compare 5-star score

Specific measures drawn from Hospital Compare of high relevance to consumers

- Mortality national comparison
- Safety of care national comparison
- Readmission national comparison
- Effectiveness of care national comparison
- Timeliness of care national comparison
- Efficient use of imaging national comparison

Other consumer-relevant measures

- Patients assessed and given influenza vaccination

B. Overall Safety

- Leapfrog Patient Safety Grade

Specific measures of high relevance to consumers (data source Hospital Compare)

- Central line infections
- Catheter Associated Urinary Tract Infections
- Surgical Site Infections (Colon Surgery)
- MRSA Infections
- C. Difficile Infections

Other relevant measures (data source Hospital Compare)

- Uses outpatient safe surgery checklist
- Health care workers given influenza vaccination

C. Overall Patient Experience

- Hospital Compare patient experience score

Specific measures drawn from Hospital Compare Patient Experience scores

- Communication with nurses
- Communication with doctors

- Responsiveness of hospital staff
- Pain management
- Communication about medicines
- Discharge information
- Care transition
- Cleanliness of hospital environment
- Quietness of hospital environment
- Overall hospital rating
- Recommend the hospital

Other relevant measures (data source Hospital Compare)

- Able to track lab results electronically
- Able to track patients' lab results, tests, and referrals electronically between visits

D. Specific Services and Procedures

Emergency Department (data source Hospital Compare)

- Median time to fibrinolysis
- Outpatients with chest pain or possible heart attack who got drugs to break up blood clots within 30 minutes of arrival
- Average (median) number of minutes before outpatients with chest pain or possible heart attack who needed specialized care were transferred to another hospital
- Outpatients with chest pain or possible heart attack who received aspirin within 24 hours of arrival or before transferring from the emergency department
- Average (median) number of minutes before outpatients with chest pain or possible heart attack got an ECG
- Average (median) time patients spent in the emergency department before leaving from the visit
- Average (median) time patients spent in the emergency department before they were seen by a healthcare professional
- Average (median) time patients who came to the emergency department with broken bones had to wait before getting pain medication
- Percentage of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival

Maternity (data source Leapfrog Hospital Survey)

- Low-risk c-sections
- Early elective deliveries
- Episiotomy

Colonoscopy (data source Hospital Compare)

- Percentage of patients with history of polyps receiving follow-up colonoscopy in the appropriate time frame

Surgery (CHIA Case Mix database)

- Deaths among surgical inpatients with serious treatable conditions
- Collapsed lung
- Serious blood clots after surgery
- Accidental cuts and tears from medical treatment

II. QUALITY/SAFETY METRICS FOR **AMBULATORY SURGERY CENTERS**

Data source: CMS Hospital Compare

A. Accidents

- Burns
- Falls
- Wrong Site, Wrong Side, Wrong Patient, Wrong Implant

B. Safe Practices

- Safe surgery checklist use
- Influenza vaccination coverage among healthcare personnel
- Prophylactic IV antibiotic timing

C. Hospital Transfers

- All Cause Hospital Transfer/Admission