

HOSPITALS: Delivering Safe, Reliable, Quality Healthcare

Providing safe, high quality care to patients is the mission of every Connecticut hospital. It is the number one priority of nurses, doctors, hospital CEOs, and members of hospital boards. The hospital community in Connecticut understands that continuous improvement is necessary, and is implementing positive change that is saving lives every day.

Commitment to Excellence

Connecticut's hospitals collaborate with patients and patient advocates, state government, national leaders, and academic experts to apply evidence-based guidelines to improve healthcare. Hospitals are leaders in the quality and patient safety movement, using nationally recognized practices and an inclusive approach that has changed the way healthcare is delivered in Connecticut.

In December 2014, CHA and Connecticut hospitals completed a three-year national patient safety improvement initiative known as the Centers for Medicare & Medicaid Services (CMS) Partnership for Patients. This program was designed to reduce preventable inpatient harm and hospital readmissions. Connecticut was a consistent top-performing state and ended the project in the top quarter. The American Hospital Association's (AHA) Health Research & Educational Trust estimated that, over the course of the project, Connecticut reduced events of preventable harm by nine percent. Hospitals continued this work through 2016.

Now they are readying for participation in the next CMS patient safety project, which begins in the fall of 2016.

Commitment to Transparency and Culture Change

CHA's Patient Safety Organization has been at the forefront of the patient safety movement for several years. Connecticut hospitals have set themselves apart by leading the nation with an ambitious statewide initiative to eliminate all-cause preventable harm using high reliability science to create a culture of safety. High reliability uses behaviors, leadership, and accountability to provide additional checks for systems that are high risk. Factors associated with high reliability include a preoccupation with failure, a reluctance to simplify interpretations, sensitivity to operations, a commitment to resilience, and deference to expertise. High reliability has been used by many other industries that need to manage high risk, including the aviation industry, the nuclear power industry, and



Connecticut hospitals are focused on clinical improvements. Some achievements include:



A decline in early elective deliveries from 12% in January 2013 to 3.0% in the third quarter of 2015.



A standardized infection ratio, the statistic used to track infections, for catheter-associated urinary tract infections dropped to half the national average in the first quarter of 2016.



The standardized infection ratio for bloodstream infections has remained approximately half the national average.



Connecticut hospitals participate in targeted statewide activities to address surgical site and *C. difficile* infections.



the U.S. Navy. What they have in common is the possibility that a single human error can have catastrophic consequences.

The high reliability process reduces the number of serious safety events by reducing human errors and improving system reliability. Through extensive training and hands-on interactive workshops, hospital leaders are developing skills and learning to use practical tools that are enabling them to create a culture of safety, fix systemic problems, and prevent harm to patients.

More than 50,000 people across Connecticut have been trained in high reliability science and behaviors, including CEOs, clinicians, and non-clinical staff. In 2014, this work was recognized on a national level when CHA was awarded the prestigious Dick Davidson Quality Milestone Award for Allied Association Leadership.

Key Partnerships to Accelerate Change

CHA and Connecticut hospitals have built collaborative relationships with the Department of Public Health, Qualidigm, Perinatal and Surgical Quality Collaboratives, The Connecticut Center for Patient Safety, The Connecticut Partnership for Patient Safety, The Institute for Healthcare Improvement, and other healthcare providers and associations. These key partnerships have played a pivotal role in the successes that have been achieved to date.

CHA is partnering with the Connecticut Surgical Quality

Collaborative to improve statewide performance and patient outcomes, including surgical site infection prevention. CHA brought in national leaders to support the surgical quality collaborative.

In 2014, CHA embarked on a first-of-its kind statewide radiation dose management initiative in which healthcare providers across the continuum collaborate to minimize radiation exposure across the population. The first statewide data repository for collecting CT scan data has been built at CHA, and analyses of current practices have just begun.

Partnering with Patients and Families

Connecticut hospitals recognize that patients, their family members, and patient advocates have an important perspective on healthcare. As such, in 2016 CHA formed a partnership among these groups to explore how care can be improved with their input. The partnership included conferences in which patients shared their personal stories, and healthcare leaders conducted productive, collaborative discussions on how best to utilize the valuable input received. In 2017, the focus will be on improving knowledge of palliative and hospice care for patients and clinicians.

For additional information, please contact CHA Government Relations at (203) 294-7310.