



Metrics that Matter

Corewell Health Gerber

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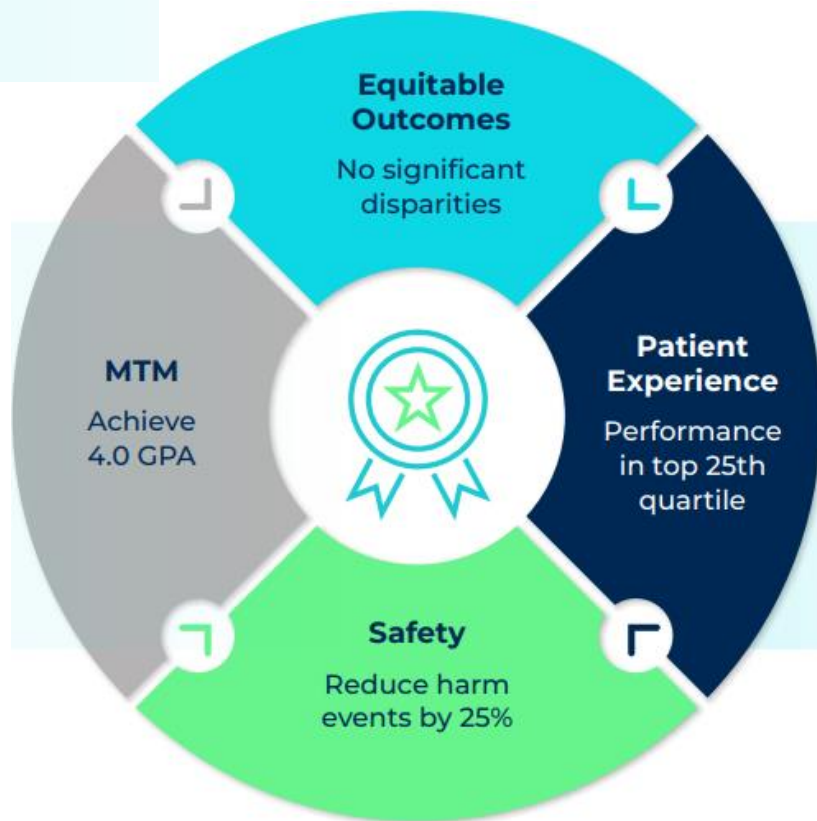
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11/7/2024

Journey to Excellence

System Quality, Safety
and Experience

Wildly Important Goals



Priority Metrics- Metrics that Matter

Corewell Health - Hospital Specific MTM Dashboard

Hospital dashboard with rolling 3, 6, and 12 month GPA. Metric performance driving scores on the left.
Performance Period: January 1, 2024 - August 31, 2024

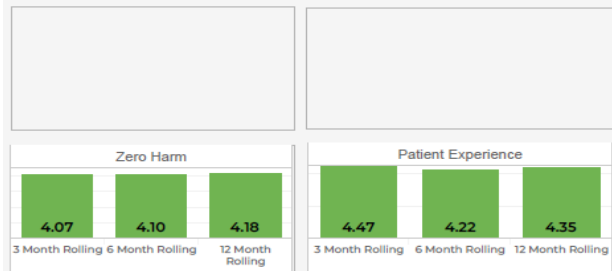
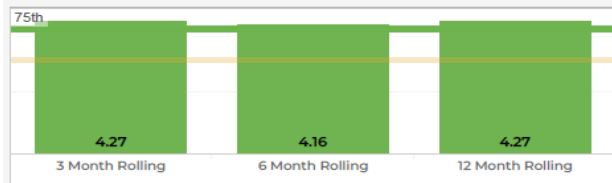
[Click me for Executive Slides](#)

Select your facility here:
Gerber

CY2024 GPA



Rolling 3, 6, and 12 Month GPA



Gerber's Hospital Specific Metric Report

Individual metrics listed below, rolling up to domain performance. Domains are 20% weight each for the hospital's Overall GPA.

		3 Month Roll..	6 Month Roll..	12 Month Roll..	CY2024
Patient Experience	Care Transitions	4.74	4.12	4.17	4.42
	Comm. Doctors	3.01	2.61	2.83	2.71
	Comm. Meds	5.00	4.80	4.77	5.00
	Comm. Nurses	5.00	4.20	4.55	4.70
	D/C Info	5.00	5.00	5.00	5.00
	Hospital Environment	5.00	5.00	5.00	5.00
	Responsiveness	3.56	3.79	4.13	3.88
	Domain Total	4.47	4.22	4.35	4.39
Zero Harm	Hand Hygiene	5.00	5.00	5.00	5.00
	Low Risk Primary C-Section Rate (NTSV)	5.00	5.00	5.00	5.00
	PSI-90 (Medicare Only)	2.20	2.31	2.54	2.39
	Domain Total	4.07	4.10	4.18	4.13

SCORING RANGE




Priority Metrics- Metrics that Matter



				CY2024																
				2024 1/1/2024 8/31/2024								2023 1/1/2023 12/31/2023								
				Metric Numerator	Metric Denominator	Avg. Metric Rate	GPA	Percentile ..	Percentile 25th	Percentile 50th	Percentile 75th	Metric Numerator	Metric Denominator	Avg. Metric Rate	GPA	Percentile ..	Percentile 25th	Percentile 50th	Percentile 75th	
Gender	Mortality	All Cause Mortal..	Watch Metrics	Lower is better	8.0	25.8	0.310	5.00	90	0.947	0.743	0.555	13.0	37.3	0.349	5.00	90	0.947	0.743	0.555
		Domain Total			8.0	25.8	0.310	5.00	90	0.947	0.743	0.555	13.0	37.3	0.349	5.00	90	0.947	0.743	0.555
	Readmission	Pneumonia YTD	Watch Metrics	Lower is better	0.0	8.0	0.000	5.00	90	0.156	0.151	0.146	1.0	14.0	0.071	5.00	90	0.156	0.151	0.146
		Pneumonia	Watch Metrics	Lower is better	1.0	14.0	0.071	5.00	90	0.156	0.151	0.146	2.0	21.0	0.095	5.00	90	0.156	0.151	0.146
		House-Wide All-..	Watch Metrics	Lower is better	15.0	118.0	0.127	5.00	90	0.150	0.145	0.141	27.0	179.0	0.151	1.80		0.150	0.145	0.141
		Hip/Knee YTD	Watch Metrics	Lower is better	0.0	1.0	0.000	5.00	90	0.042	0.039	0.036	0.0	1.0	0.000	5.00	90	0.042	0.039	0.036
		Hip/Knee	Watch Metrics	Lower is better	0.0	4.0	0.000	5.00	90	0.042	0.039	0.036	0.0	5.0	0.000	5.00	90	0.042	0.039	0.036
		Heart Failure YT..	Watch Metrics	Lower is better	2.0	12.0	0.167	3.18	53	0.175	0.168	0.162	1.0	15.0	0.067	5.00	90	0.175	0.168	0.162
		Heart Failure	Watch Metrics	Lower is better	5.0	24.0	0.208	1.00	10	0.175	0.168	0.162	3.0	27.0	0.111	5.00	90	0.175	0.168	0.162
		COPD YTD	Watch Metrics	Lower is better	0.0	3.0	0.000	5.00	90	0.185	0.176	0.171	1.0	8.0	0.125	5.00	90	0.185	0.176	0.171
		COPD	Watch Metrics	Lower is better	0.0	6.0	0.000	5.00	90	0.185	0.176	0.171	3.0	15.0	0.200	1.00	10	0.185	0.176	0.171
		Domain Total			23.0	190.0	0.064	4.35	80	1.265	1.212	1.170	38.0	285.0	0.091	4.20		1.265	1.212	1.170
	Zero Harm	PSI-90 Composi..	Watch Metrics	Lower is better		909.0	0.894	2.98	48	0.994	0.892	0.790		1,549.0	0.873	3.18	53	0.994	0.892	0.790
		PSI-90 (Medicar..	GPA Metrics	Lower is better		163.0	0.973	2.39	33	1.002	0.927	0.857		250.0	0.963	2.53	38	1.002	0.927	0.857
		PSI 9 Postop H..	Watch Metrics	Lower is better	0.0		0.000						1.0		1.000					
		PSI 8b In-Hospit..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 8a In-Hospit..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 6 Iatrogenic..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 4 Death Rat..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 3 Pressure ..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 15 Abdomin..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 14 Postoper..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 13 Postop S..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 12 Periop P..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 11 Postop ..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		PSI 10 Postop A..	Watch Metrics	Lower is better	0.0		0.000						0.0		0.000					
		Low Risk Primar..	GPA Metrics	Lower is better	15.0	103.0	0.146	5.00	90	0.280	0.264	0.248	25.0	146.0	0.171	5.00	90	0.280	0.264	0.248
		Hand Hygiene	GPA Metrics	Higher is better			0.992	5.00	90	0.750	0.850	0.900			0.978	5.00	90	0.750	0.850	0.900
		Falls with Moder..	Watch Metrics	Lower is better	0.0	10.0	0.000	5.00	90	0.028	0.000	0.000	1.0	16.0	0.063	1.64	19	0.028	0.000	0.000
		Falls with Injury	Watch Metrics	Lower is better	4.0	4,446.0	0.900	2.31	33	1.060	0.540	0.030	5.0	6,902.0	0.724	2.65	40	1.060	0.540	0.030
		Domain Total			19.0	5,631.0	0.217	3.78	68	4.114	3.473	2.825	32.0	8,863.0	0.265	3.33	58	4.114	3.473	2.825
Overall	Overall	GPA Metrics	Higher is better				4.26	78							4.20	77				
	Domain Total						4.26	78							4.20	77				
Total					50.0	5,846.8	0.171	4.18	77	6.326	5.428	4.549	83.0	9,185.3	0.212	3.94	73	6.326	5.428	4.549

Operational Alignment- Obstetrics

		Dept / Service Line QSE												Owner:		Jackie Kozitzki
														Gate Chart rolls up to:		Angie Frye
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CY24 (X MONTH DATA LAG)																
Lag Metric Goal Statement	Data Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC			
Improve Gerber OB Communication of Medications from 76.8% (3) to 78.1% (4) by October 2024	Target	76.9	77	77.1	77.3	77.4	78.1	78.1	78.1	78.1	78.1	78.1	78.1			
	Actual	75	87.5	83.3	87.5	84.6	86.7									
Lead Metric Goal Statement																
Improve # of patients that received completed medication cards upon discharge to 30/month by Dec. 31, 2024	Target	0	0	10	12	14	16	20	24	28	30	30	30			
	Actual	0	0	12	20	14										
Please Explain - Include actions completed, lessons learned, barriers, wins and steps to take in the next 30 days.																

Operational Alignment- OB New Medication Education Tool

New Medication What You Need to Know



During your stay we will give you some new medications. It is important that you understand **why** you are taking these medications and understand some of the most common **side effects**.

By understanding these potential side effects, you can communicate more clearly with the care team, so we can keep you **comfortable** and **safe**.

You may or may not go home on these new medications. Please refer to your discharge paperwork for this list.

Med Name <small>Generic (brand)</small>	Med Purpose	Possible Side effects
Narcotics: <input type="checkbox"/> Oxycodone (Roxicodone) <input type="checkbox"/> Hydromorphone (Dilaudid) ¹ <input type="checkbox"/> Morphine <input type="checkbox"/> Hydrocodone-Acetaminophen (Norco) <input type="checkbox"/> Tramadol (Ultram) ² <input type="checkbox"/> Fentanyl (Sublimaze) ³ Other: <input type="checkbox"/> Gabapentin (Neurontin) ⁴ <input type="checkbox"/> _____	Moderate to severe pain  Nerve pain 	•Slow/ shallow breathing •Dizziness/ lightheadedness •Constipation •Nausea/upset stomach •Dry mouth ^{1,2,3} •Tiredness ^{1,2,3,4} •Irritation where the patch is placed ³ •Weight Gain •Muscle-Twitching •Blurred Vision ⁴
Anti-inflammatories: <input type="checkbox"/> Ketorolac (Toradol) <input type="checkbox"/> Ibuprofen (Advil/Motrin) <input type="checkbox"/> _____	Pain, fever, and inflammation 	•New or unexpected bleeding •Upset stomach
Diuretics: <input type="checkbox"/> Torsemide (Demadex) <input type="checkbox"/> Furosemide (Lasix) <input type="checkbox"/> _____	Remove extra fluid 	•Frequent urination •Dizziness/lightheaded
Statins <input type="checkbox"/> Atorvastatin (Lipitor) <input type="checkbox"/> _____	Decrease cholesterol 	•Muscle or joints aches, pains, weakness •Diarrhea
Antidiarrhea: <input type="checkbox"/> Loperamide (Imodium) ¹ <input type="checkbox"/> Diphenoxylate-atropine (Lomotil) ² <input type="checkbox"/> _____	Slow down or stop diarrhea 	•Dizziness/ lightheadedness •Abdominal discomfort •Constipation/Nausea ¹ •Confusion ² •Itchiness ²
Urinary System Medications <input type="checkbox"/> Oxybutynin (Ditropan) ¹ <input type="checkbox"/> Tamsulosin (Flomax) ² <input type="checkbox"/> _____	Reduce sudden urges, times, and need to pee¹ Improve urine flow² 	•Headache •Dry mouth ¹ •Tiredness ¹ •Changes to eyesight ¹ •Dizziness ² •Diarrhea ² •Runny nose ²

Med Name <small>Generic (brand)</small>	Med Purpose	Possible Side effects	Other Information
Other: <input type="checkbox"/> _____ <input type="checkbox"/> _____ <input type="checkbox"/> _____			

To help you learn we will ask you to explain some of your medications a few different times during your stay.

We will track when you are ready to learn and when you are able to explain your medications in your own words. Each time you do this, put a check in the box!



I am ready to learn!

1. ☐ 2. ☐ 3. ☐

I can explain my medications in my own words!

1. ☐ 2. ☐ 3. ☐

If you have any questions about your new medications while here in the hospital please talk to your doctor or nurse.

"Pulse Surveillance"- Regulatory

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Hospital Acquired Conditions (HAC)

Source: https://tableaugw.spectrum-health.org/#/site/Certified/Views/CHWCommunityHospitalHACs/HAIEventCount?iid=1		
Target: Zero	Data Cadance: monthly	Data Lag: 1 month (1.2024-9.2024)
Analysis:		
Actual – Zero hospital acquired infections: CLABSI, CAUTI, C Diff, and MRSA.		
Action: Please explain – Continue surveillance of infections and device utilization; lean in as data supports. Continue strong hand hygiene practice.		

CLABSI



GOAL: Zero CLABSI allowed in 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
CLABSI	0	0	0	0	0	0	0	0	0	0	0	0	0
Line days	41	34	16	26	23	25	30	19	24				

0%
of the estimated # of infections allowed

STATUS: ON target 



CAUTI



GOAL: Zero CAUTI allowed in 2024

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
CAUTI	0	0	0	0	0	0	0	0	0	0	0	0	0
Catheter days	32	31	33	28	29	64	54	37	57				

0%
of the estimated # of infections allowed

STATUS: ON target 



ANY
QUESTIONS?





Corewell HealthTM