

Poster Session
HRT11420 –Innovation Awards
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Email your presentation to:
innovations2014@healthroundtable.org

HBN/CHASAN

Presenter(s): Carissa Nolan,
Operations Manager CNA

Hospital Code Name: Catholic Negotiating Alliance (CNA)

CNA / HBN

Quality and Safety Benchmarking



- ▶ Achieved inter-organisational benchmarking across Catholic Private hospitals and the Sydney Adventist (SAN) in Quality and Safety, Mortality, Revenue and Operational reporting.
- ▶ Utilise the expertise of our Quality and Safety Managers across the Catholic Private Hospital and the Sydney Adventist to advise direction for new Patient Safety reporting inline with industry standards.
- ▶ Hospital Benchmarking Network (HBN) has seen an overall improvement in rates of SAB, RSI and Hand Hygiene across the facilities due to improved awareness and innovation.

Key Problem



- ▶ Board Director obligations
- ▶ Australian Health Industry had an increased focus on Quality and Safety reporting with the ACSQHC.
- ▶ ACSQHC developed and released Core Hospital Based Outcome Indicators, with some of these to be publically reported on My Hospitals (e.g. Staph and Hand Hygiene).
- ▶ CHASAN Group of Quality and Safety Managers across Catholic Health Australia and Sydney Adventist, did not have a centralised reporting mechanism.
- ▶ Participating hospitals had no mechanism to facilitate inter-organisational benchmarking.

CNA – Catholic Negotiating Network



- ▶ ACCC Authorisation that permits the collective benchmarking of data across Catholic Private Hospitals.

- ▶ Enabling Catholic Healthcare providers across Australia to:
 - ▶ Leverage off their collective scale, expertise, knowledge and resources across the Catholic Health Sector
 - ▶ Have a national impact on items such as health fund negotiations, procurement and benchmarking
 - ▶ Create an environment of cohesive and collaborative effort to benefit all members

- ▶ CNA is comprised of 8 hospital groups and over 50 hospitals

- ▶ 36 private acute facilities participate in HBN Reporting

- ▶ Sydney Adventist Hospital was invited by CNA to participate in the benchmarking

Aim of this Innovation



- ▶ Improvement Sought
- ▶ To provide the Catholic Private sector and Sydney Adventist with a reporting mechanism to facilitate inter-organisational benchmarking.
- ▶ To provide evidence based indicators and reports to facilitate process change internally, and to achieve improved outcomes.
- ▶ To utilise our CHASAN Groups industry expert knowledge to assist in the development and continual review of Quality and Safety reporting for participant hospitals.

Baseline data



- Current CHASAN reporting was, very manual, inconsistent and not robust.

KEY CHANGES IMPLEMENTED



REPORTING:

- ▶ Engaged with Chappell Dean to develop specific HBN Reports.
- ▶ Engaged with CHASAN to develop definitions for Quality and Safety KPIs for the Hospital KPI Report.
- ▶ Data submitted via the upload portal

Proportion of Formal Complaints closed within 35 days

Proportion of Formal Complaints acknowledged in 5 days

Proportion of appropriately performed Hand Hygiene moments

Rate of SAB per 10,000 bed days

Rate of CDiff per 10,000 bed days

Rate of Serious Harm (Falls) per 1,000 bed days

Rate of Serious Harm (Pressure Areas S3) per 1,000 bed days

Rate of Serious Harm (Pressure Areas S4) per 1,000 bed days

Rate of SSI (Hip) (Superficial)

Rate of SSI (Knee) (Superficial)

Rate of SSI (Cardiac) (Superficial)

Rate of SSI (Caesarean) (Superficial)

Rate of SSI (Hip) (Deep)

Rate of SSI (Knee) (Deep)

Rate of SSI (Cardiac) (Deep)

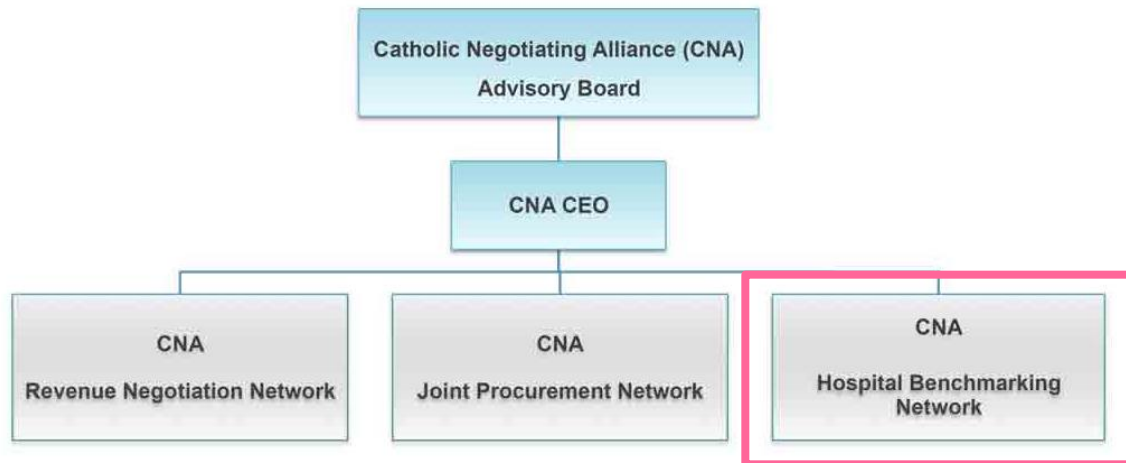
Rate of SSI (Caesarean) (Deep)

KEY CHANGES IMPLEMENTED



GOVERNANCE:

- ▶ Initiate HBN/CHASAN steering committee to act as an advisory body for HBN Quality and Safety reporting and review of HBN reports bi-annually.
- ▶ Use multiple stakeholders through out the organisations to drive report improvements.



OUTCOMES SO FAR



- ▶ Reporting over 41 KPIs across Catholic Private hospitals within the hospital KPI Reports

- ▶ Rates of SAB have seen a decline across HBN
 - ▶ HBN benchmark 0.9 (75th percentile) and MAX at 2.2
 - ▶ Increased awareness and innovations have lead to improvement

- ▶ Increasing reporting and rates of Hand Hygiene across HBN facilities

- ▶ Increased efficiency and revenue quality due to process re-engineering as a result of benchmarking.

LESSONS LEARNT



What would you recommend to other organisations?

- ▶ Clear governance
- ▶ Expert steering committees and advisory groups. Including agreed code of conduct and terms of reference.
- ▶ Multi-pronged organisational penetration. Reports used across a wide range of stakeholders.
- ▶ Bi-annual briefing to Executives with accountability loop

Who can provide information on this innovation from your service ?

To help share good ideas, please list details for 2 people who could be contacted about this innovation

Carissa Nolan – Operations Manager, CNA

T 07 3326 3208 | E carissa.nolan@catholicalliance.org.au

Kate Steer – Clinical Information Analyst, CNA

T 03 9411 7128 | E kate.steer@catholicalliance.org.au