PfP HEN 2.0
Integration of Worker & Patient Safety Update

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OHA Hospital Engagement Network
Partnership for Patients

OHA led a quality improvement program through the national Partnership for Patients (PfP) initiative to reduce patient harm and preventable readmissions from 2012-2014. As one of 26 hospital engagement networks in the country, OHA worked with 68 member hospitals and health systems to focus on patient safety and health care cost.

At the PfP’s completion in 2014, preventable hospital-acquired conditions at participating hospitals had decreased by 55 percent, surpassing the 40 percent goal which alone would have led to 1.8 million fewer injuries to patients. This generated an estimated savings of $17 million for hospitals.
Leading Edge Advanced Practice Topics (LEAPT)

In October 2013, the Centers for Medicare and Medicaid Services (CMS) awarded the Ohio Hospital Association’s hospital engagement network (HEN) $2.9 million to further expand work on improving patient safety and health care quality. OHA’s HEN, comprised of 74 hospitals, is one of six hospital engagement networks across the country to be selected for this award.

The work of OHA’s HEN is a component of the broader CMS Partnership for Patients (PfP) initiative launched in 2011 – a three-year, national public-private collaboration to improve the quality, safety and affordability of health care for all Americans. The PfP aims to make health care safer and less costly by providing hospitals with the resources and support to target and reduce preventable harm.

The LEAPT funding allows a subset of the Ohio HEN hospitals to create tested strategies to measure and improve outcomes for patients. Specifically, these participating hospitals will develop and share best practices for advances in the following areas:

- Severe sepsis
- Reducing hospital readmissions
- Acute Renal Failure
- Cost of harm
- Hospital culture of safety

Improving Worker Safety can Improve Safety for All
Program Description

Seven OHA members (536 employee average) participated in the OHA PfP initiative focusing on “Integration of Worker and Patient Safety” in 2015/2016.

This initiative furthered work done in 2013/2014 by six OHA members who also worked on the Integration of Worker and Patient Safety and produced evidence that improvements to worker safety can be a key component to improving patient outcomes. Their work resulted in a worker injury rate reduction of 31%.
Learning Objectives

• Understand what projects hospitals have undertaken to integrate worker & patient safety

• Identify opportunities at your hospital to further the overall culture of safety

• Leverage the progress achieved and make the case for your hospital to be a safe haven for all
The National Problem

Injury Rates For Hospital Workers Are Too High

Concerning Causes of Injury

Patient Handling
Falls
Needlesticks
Aggressive Patient Behavior
How Does Ohio Compare?

We Are Making Great Progress In Ohio

Comparing Ohio Hospitals to Other States

National Workers’ Compensation Claims Rates* Compared to OHA Safety Leadership Council Benchmarking Data

Number of Hospital Employee - Workers’ Compensation Claims Per $1 Million Dollars of Payroll

<table>
<thead>
<tr>
<th></th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>41 Other States</td>
<td>0.99</td>
<td>0.90</td>
<td>0.87</td>
<td>0.77</td>
<td>0.78</td>
</tr>
<tr>
<td>Ohio Hospitals</td>
<td>0.90</td>
<td>0.85</td>
<td>0.77</td>
<td>0.75</td>
<td>0.64</td>
</tr>
</tbody>
</table>

This rate can get as high as 4.0

Average Cost Per Hospital Employee - Workers’ Compensation Claim

<table>
<thead>
<tr>
<th></th>
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<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>41 Other States</td>
<td>$7,453</td>
<td>$7,283</td>
<td>$6,739</td>
<td>$5,745</td>
<td>$4,298</td>
</tr>
<tr>
<td>Ohio Hospitals</td>
<td>$4,097</td>
<td>$3,498</td>
<td>$3,532</td>
<td>$3,157</td>
<td>$2,850</td>
</tr>
</tbody>
</table>

*Brooker Carless Study of OBA hospitals in forty-one states - Sixth Edition - 2015
Executives Must Know The Rates

Key Finding of LEAPT & HEN 2.0

<table>
<thead>
<tr>
<th>Cost Savings &amp; Improved Safety for Workers &amp; Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example of a Hospital at the Highest National Rate Compared to the OHA Average Rate (2012)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Costs At The Highest National Frequency Rates</th>
<th>Costs at the OHA Average Frequency Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payroll $80,000,000</td>
<td>Payroll $80,000,000</td>
</tr>
<tr>
<td>Rate / $1mill Pay 4.0</td>
<td>Rate / $1mill Pay 0.77</td>
</tr>
<tr>
<td>Resulting Claims 320</td>
<td>Resulting Claims 62</td>
</tr>
<tr>
<td>Average / Claim $6,739</td>
<td>Average / Claim $3,532</td>
</tr>
<tr>
<td>Total Annual Cost $2,156,480</td>
<td>Total Annual Cost $217,571</td>
</tr>
</tbody>
</table>

Adding the Cost Reduction From Improved Patient Safety Improves the Savings Further

How Does Your Hospital Compare?

Join the Ohio Safety Leadership Council - Workers’ Compensation Benchmarking Program & Educationals Workshop Series To Find Out and Network With Peers Making Improvements
Goals of HEN 2.0

- Overall Reduction of Worker Injury Rate
- 20% Reduction of Patient Handling Injuries
- 40% Increase in Reporting Incidences of Aggressive Behavior Prior to an Injury
- Minimum of 10 Staff Members Trained in “Escaping Violent Encounters for Healthcare Providers” (8 hour class)
- Conduct a minimum of 4 meetings during the project period between patient safety and worker safety representative to coordinate integration efforts
- Safety “Integration Survey”
- Monthly Meetings & Action Plan Updates
Progress of HEN 2.0

✓ Worker Injury Reduction
✓ 20% Reduction Patient Handling
✓ 40% Increase in Aggressive Behavior Reporting

*Data as of May 2015

<table>
<thead>
<tr>
<th>Goal</th>
<th>2014</th>
<th>HEN 2.0***</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers’ Comp Claim Rate**</td>
<td>4.49</td>
<td>3.42</td>
<td>-24%</td>
</tr>
<tr>
<td>Patient Handling Claim Rate**</td>
<td>0.84</td>
<td>0.54</td>
<td>-36%</td>
</tr>
<tr>
<td>Aggressive Behavior Reports</td>
<td>14</td>
<td>38</td>
<td>+169%</td>
</tr>
</tbody>
</table>

**Per 100 Full Time Equivalent Employees

***Annualized using Oct 2015 to April 2016 Data
## Progress of HEN 2.0

- Minimum of 10 Staff Members Trained in “EVE4HP” (8 hour class)
- 4 meetings between patient safety and worker safety staff

*Data as of June 2015

### Goal

<table>
<thead>
<tr>
<th>Goal</th>
<th>Members</th>
<th>Completed</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVE4HP Training Conducted</td>
<td>7</td>
<td>6</td>
<td>86%</td>
</tr>
<tr>
<td>4 Meetings (worker/patient safety)</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>Safety Integration Survey</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Goal

<table>
<thead>
<tr>
<th>Goal</th>
<th>Max Attendance</th>
<th>Actual Attendance</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Meeting &amp; A.P. Attendance</td>
<td>42</td>
<td>36*</td>
<td>86%</td>
</tr>
</tbody>
</table>

Note: Final EVE4HP Training Scheduled for June 22nd.

*3 credited for mandatory drills or regulatory inspections
HEN 2.0 Participant Feedback

• What are they proud of that they accomplished?
• What is still their biggest challenge?
• What was their experience with the EVE4HP training?
• Successes and challenges with increasing reports of aggressive behavior
• Patient Handling innovations....
• Findings from results of surveys deployed
• How do they plan on sustaining their efforts and continuous improvement after the project?
Projects Producing Results

- Specific HEN 2.0 Projects of Note
  - Complete patient handling development including surveys, equipment fair, policy, procedure, vendor screening, etc...
  - Training – aggressive behavior response & reporting
  - Defining aggressive behavior across the system/facility
  - “Pre-injury” behavior/risk reporting using existing forms
  - Maximizing rounding by including worker safety
  - Executive “Dashboards” regarding worker injuries / goals
  - Opening communication between worker safety & quality
  - Integrating worker safety into planned surveys
  - Daily huddles / pre-shift huddles (risk communication)
  - Color coding various risks – aggressive behavior, patient handling, etc...
Projects Producing Results

• Revisiting Lessons from LEAPT
  ✓ Recruiting an Executive Champion
  ✓ Working with multiple departments such as Marketing & Finance
  ✓ Addressing that “risks are just part of the job of a healthcare worker”
  ✓ Training on the floor or on-the-go – better for adults & can take less time
  ✓ Front line feedback, transparency and zero risk of retaliation for identifying worker or patient safety concerns
  ✓ Sustainability of improvements requires planning and continual executive engagement focusing on the “Safe Haven for All” mentality
  ✓ Return-on-investment arguments should include savings from work and patient injuries, if possible
  ✓ Coordination with worker and family engagement programs
  ✓ Centralized – electronic – reporting of worker and patient incidents
Thank You For Attending!

Questions?

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