

CHANGES & CHALLENGES: Quality & Patient Safety at BMH

All of health care faces a continually changing environment and significant challenges as it experiences competitive demands to demonstrate the delivery of high quality and safe services in a cost effective manner. Not unlike other businesses, health care is confronted with economic, political, and legal pressures to balance escalating costs with the demand for increased quality and safety in the delivered services. And hospitals and healthcare institutions are dealing with human lives, so quality and patient safety are of paramount importance.

Accordingly, Brattleboro Memorial Hospital (BMH) is looking at *Performance Improvement (PI)* as a way to address these issues. PI is a process of systematically evaluating and developing functions and processes to ensure excellence and quality. These performance improvement activities occur not only to monitor quality but also to continually improve care and demonstrate organizational effectiveness.

At BMH there is a coordinated effort to integrate the performance improvement plan, patient safety, care delivery systems for nursing and medicine, infection control, utilization review, risk management and quality control activities to facilitate the goals for continuous improvement.

The hospital plans for the delivery of patient care through a systematic process of assessing, planning, designing, implementing, measuring, and evaluating the services it provides. The mission and vision of the organization drives this planning effort.

Brattleboro Memorial Hospital's Mission

To provide community based quality health services delivered
with compassion and respect

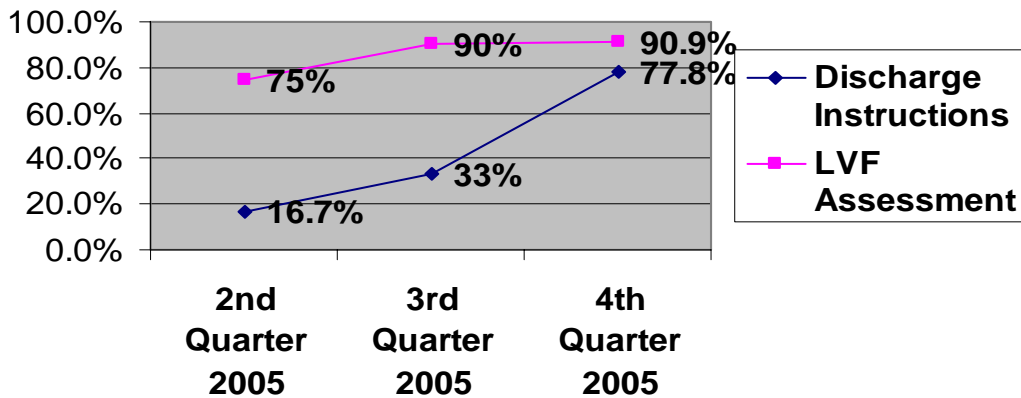
Brattleboro Memorial Hospital's Vision

Best patient care experience/every patient; every time.
Best place to work/employees, volunteers and medical staff.

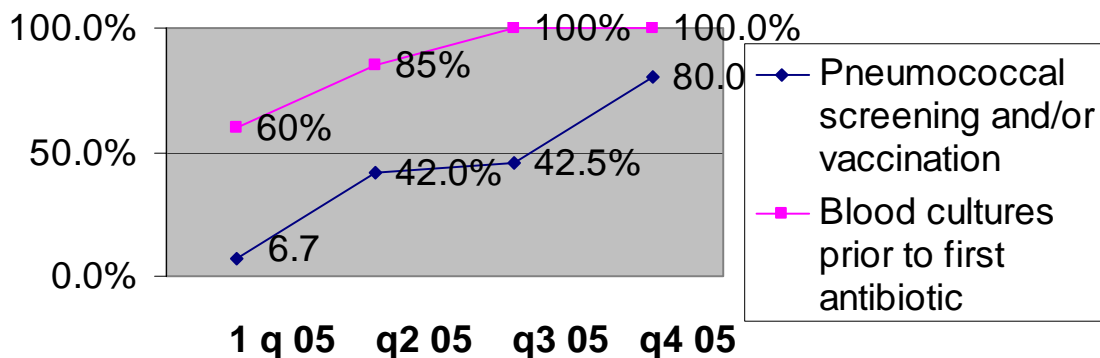
Some highlights of the hospital's performance improvement initiatives for 2005 are:

- BMH participates in the *Hospital Quality Initiative*, a voluntary reporting of compliance with evidence-based standards for high-risk, high volume diagnosis. The graphs below demonstrate the positive effect BMH's concentrated effort has made on specific indicators this past year. BMH will continue to focus efforts on individual measures to systematically improve compliance with the goal of insuring - *the right care for every patient every time.*

Heart Failure Core Compliance



Pneumonia Core Compliance



- BMH has implemented a safety program focusing on the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) *Patient Safety Goals*, which places an increased emphasis on a safe environment for patient care and encourages patients to become actively involved in their own care.
- BMH participates in the American Hospital Association *Surgical Care Improvement Project* focusing on improving outcomes for surgical patients. The hospital has implemented documentation revisions to assist in the assurance of appropriate antibiotic administration.
- BMH participates in the Institute for Health Care Improvement (IHI) *Save 100,000 Lives Campaign*, a formal program revolving around reporting outcomes after implementing suggested evidence-based interventions.

Through its participation in these efforts, BMH is not only able to share its best-practice initiatives, but is able to gain knowledge on how other hospitals in the nation participating in these initiatives have been able to improve outcomes. BMH can then implement that practice as appropriate to our community, thus providing continuously improving quality and patient safety to the greater Brattleboro community.