

## Quality Briefing

### ***New Jersey Hospitals Awarded as “2019 Top Hospitals” by The Leapfrog Group***



NEW JERSEY  
HEALTH CARE  
**QUALITY  
INSTITUTE**

Granted to the highest performing hospitals in the nation-wide Leapfrog Hospital Survey, the esteemed Leapfrog Top Hospital awards annually recognize those hospitals that have superior systems in place to prevent medical errors, higher quality maternity care, and lower infection rates, as well as other aspirational traits. Less than six percent of all eligible facilities are awarded a Top Hospital designation. Designations can be achieved in one of four categories: Top General Hospital, Top Teaching Hospital, Top Rural Hospital, and Top Children's Hospital.

### **Top General Hospitals**

- Riverview Medical Center
- Robert Wood Johnson University Hospital Hamilton



### **Top Teaching Hospitals**

- Englewood Hospital and Medical Center
- Jefferson Cherry Hill Hospital
- Jersey Shore University Medical Center
- Ocean Medical Center
- Saint Barnabas Medical Center



**Healthcare Acquired Infection Measures** evaluate a health care facility's ability to protect their patients from acquiring preventable infections during their stay.

- Catheter-associated Urinary Tract Infections (CAUTI) – 17% of NJ hospitals met Leapfrog's standard
- Methicillin-resistant Staphylococcus aureus (MRSA) – 31% of NJ hospitals met Leapfrog's standard
- Surgical Site Infections (SSI) – 35% of NJ hospitals met Leapfrog's standard

**Maternity Care Measures** examine key areas of maternity care quality.



- Cesarean (C) sections – 35% of NJ hospitals met Leapfrog's standard
- Early Elective Deliveries – 98% of NJ hospitals met Leapfrog's standard
- Episiotomy – 45% of NJ hospitals met Leapfrog's standard

***\*Data is a sample of measures included in the Leapfrog Hospital Survey. To see all measures, visit [www.leapfroggroup.org/compare-hospitals](http://www.leapfroggroup.org/compare-hospitals).***

## Top Hospital Best Practices

The Quality Institute interviewed all seven New Jersey 2019 Leapfrog Top Hospital designees to better understand the best practices used in their facilities to achieve Top Hospital status. These are some of the highlights from our interviews. Quality Institute members, we encourage you to implement these strategies within your organizations to improve quality and patient safety. For employers and purchasers, please share this with your network providers.

### Safety Huddles

**5 Top Hospitals said they use regular safety huddles to improve quality and patient safety.**



- One Top Hospital said during their safety huddle that department staff must be prepared to defend actions taken after a patient fall. This process helps to identify lessons learned and spread them across the system.
- Another Top Hospital said they use safety huddles to identify any potential NTSV C-section cases before a patient delivers to understand if the section is avoidable.
- A third Top Hospital said they conduct huddles every day that includes their executive team to talk about how each patient COULD be harmed. Then, leaders perform dedicated rounding time called “protected time.” It’s a no meeting zone time each morning.

### Quality Improvement Coalitions

**4 Top Hospitals said they work with quality improvement coalitions to share best practices and learn from their colleagues.**



- Two Top Hospitals worked with the Hospital Association to improve their work around sepsis.
- One Top Hospital joined Vizient, a health care performance improvement company that brings together a group of teaching hospitals from around the country where they share best practices through ongoing listservs.
- Another Top Hospital partnered with HPI Press Ganey, and their high reliability journey, to become a zero-harm organization. Staff members are trained to become safety coaches, which can include any staff with a passion for safety such as clinicians, and also includes food service workers and housekeepers.
- Another Top Hospital contacted the Centers for Disease Control and Prevention to identify best practices around infection control.

### Use of Data

**5 Top Hospitals are collecting and analyzing patient data to educate staff.**



- One Top Hospital uses weekly Bar Code Medication Administration (BCMA) reports to help inform staff about their performance on medication administration. Anyone with a 100% BCMA measure for the week gets an executive congratulations.
- Another Top Hospital prepares twice daily NTSV reports to provide a multi-disciplinary group of staff with information to find opportunities to avoid c-sections, educate clinicians, and to improve documentation.
- A third Top Hospital used a Sepsis Alert in their electronic medical record to collaborate with infection control on handwashing for patients before meals and educate the food and nutrition team.

### Innovative Best Practices

- One Top Hospital utilizes a patient satisfaction coach every week to help guide clinicians at the bedside. Their Intensive Care Unit also has an iPad for facetimeing family members that cannot visit to improve patient satisfaction.
- Another Top Hospital does “Schwartz Rounds,” where all staff come together to talk about difficult conversations with patients and their families. Schwartz Rounds were started in Boston by Ken Schwartz who was a clinician and then a patient. This is a safe space to come together for those who are often expected to maintain strength for their patients and need support from their colleagues.

