

Hospital Patient Safety

More than a decade ago, the Institute of Medicine (IOM) estimated that 98,000 people die each year as result of errors that occur in hospitals—making medical errors the eighth leading cause of death in this country. Since that time, a number of national efforts have been launched aimed at improving patient safety—and saving lives. Two of these initiatives, the Leapfrog Group’s Hospital Survey and the Institute for Healthcare Improvement’s Improvement Map Program, are described below.

About the Leapfrog Group

The Leapfrog Group, a coalition of public and private organizations, collects and publishes information about hospital safety and quality in the following categories:

Appropriate Intensive Care Unit (ICU) Physician Staffing: ICUs are staffed by trained ICU specialists called “intensivists.”

Prevent Medication Errors: Physicians enter patient prescriptions and other orders into computers linked to error prevention software.

Steps to Avoid Harm: Hospital has put in place 17 practices that can have a major affect on the safety of patients in health care settings such as timely clinical information for other caregivers and patients and identification and mitigation of safety risks and hazards.

High-Risk Treatment Safety: Hospital has proven outcomes or extensive experience with several high-risk procedures/conditions.

Appropriate ICU Physician Staffing

Fully meets standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Children’s Hospital – St. Paul • Fairview Ridges Hospital • Fairview Southdale Hospital • Gillette Children’s Hospital • HealthEast St. John’s Hospital • HealthEast St. Joseph’s Hospital • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • Park Nicollet Methodist Hospital • Regions Hospital • United Hospital • University of Minnesota Medical Center, Fairview
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Prevent Medication Errors

Fully meets standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • Regions Hospital • St. Cloud Hospital
Substantial progress toward meeting standards:	<ul style="list-style-type: none"> • Children’s Hospital – St. Paul

Steps to Avoid Harm

Fully meets standards:	<ul style="list-style-type: none"> • Children’s Hospital – Minneapolis • Children’s Hospital – St. Paul • Fairview Northland Medical Center • Madelia Community Hospital • Regions Hospital • University of Minnesota Medical Center, Fairview
Substantial progress toward meeting standards:	<ul style="list-style-type: none"> • Fairview Southdale Hospital • Gillette Children’s Hospital • HealthEast St. John’s Hospital • HealthEast St. Joseph’s Hospital • Mayo Clinic – Rochester Methodist • Mayo Clinic – St. Mary’s • Mercy Hospital • Ridgeview Medical Center • Woodwinds Health Campus
Some progress toward meeting standards:	<ul style="list-style-type: none"> • Buffalo Hospital • Cambridge Medical Center • Fairview Ridges Hospital • Lifecare Medical Center • New Ulm Medical Center • Park Nicollet Methodist Hospital • St. Cloud Hospital • St. Francis Regional Medical Center

Note: To be eligible for in-network coverage for hospital services, Patient Choice participants should verify that the hospital is affiliated with their selected Care System prior to receiving services.

The Leapfrog Group's Hospital Quality and Patient Safety Results (continued)

High-Risk Treatment Safety

Hospitals that fully meet standards for one or more of the eleven high-risk procedures:	Heart Bypass Surgery	Heart Angioplasty	Heart Attack	Pneumonia	High-risk Deliveries	Normal Deliveries	Weight Loss Surgery	Aortic Valve Replacement	Abdominal Aortic Aneurysm Repair	Pancreatic Resection	Esophageal Resection
Abbott Northwestern Hospital	+	+++	?	?	+++	?	+++	+	+++	+++	+++
Cuyuna Regional Medical Center	n/a	n/a	+	+	n/a	+++	+++	n/a	?	?	n/a
Fairview Northland Medical Center	n/a	n/a	++	+++	n/a	++	n/a	n/a	n/a	n/a	n/a
Fairview Ridges Hospital	n/a	n/a	++	+++	++	++	n/a	n/a	n/a	n/a	n/a
Fairview Southdale Hospital	+++	+++	+++	+++	n/a	+++	+++	++	+++	+	+++
Glencoe Regional Health Services	n/a	n/a	n/a	++	n/a	++	n/a	n/a	n/a	n/a	n/a
HealthEast St. John's Hospital	n/a	n/a	++	+++	?	+++	n/a	n/a	++	+	?
HealthEast St. Joseph's Hospital	+++	+++	+++	++	n/a	+++	+++	++	++	+	+++
Lakeview Hospital	n/a	n/a	+	++	n/a	++	n/a	n/a	n/a	n/a	n/a
Lifecare Medical Center	n/a	n/a	n/a	++	n/a	++	n/a	n/a	n/a	n/a	n/a
Mayo Clinic Rochester – Rochester Methodist	n/a	n/a	n/a	++	n/a	+	n/a	n/a	n/a	+++	n/a
Mayo Clinic Rochester – St. Mary's	+++	++	++	++	+++	n/a	+++	+++	+++	+++	+++
Mercy Hospital	++	++	?	?	n/a	?	n/a	?	+++	?	?
New Ulm Medical Center	n/a	n/a	n/a	+++	n/a	+	n/a	n/a	n/a	n/a	n/a
Owatonna Hospital	n/a	n/a	n/a	+++	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Park Nicollet Methodist Hospital	+	+++	+++	++	n/a	+++	+++	++	+++	?	+++
Paynesville Area Hospital	n/a	n/a	n/a	++	n/a	++	n/a	n/a	n/a	n/a	n/a
Regions Hospital	+++	+++	+++	+++	n/a	?	n/a	++	+++	+	+++
Ridgeview Medical Center	n/a	n/a	++	+++	n/a	++	n/a	n/a	n/a	n/a	n/a
St. Cloud Hospital	++	++	++	++	?	?	?	?	+++	?	++
United Hospital	++	++	?	?	+++	?	+++	++	+++	+	++
Unity Hospital	n/a	n/a	?	?	n/a	?	?	n/a	+++	n/a	n/a
University of Minnesota Medical Center, Fairview	+	++	++	+	++	++	+++	?	+++	+++	+++
Woodwinds Health Campus	n/a	n/a	++	+++	n/a	+++	n/a	n/a	n/a	n/a	n/a

Note: Due to lower patient volume and more scarce resources, some measures endorsed by The Leapfrog Group are harder for rural hospitals to implement. As a result, the survey is more applicable to hospitals in urban areas.

Not all of the results from the Leapfrog Group's Hospital Quality and Patient Safety Survey are shown in the following tables. You should also know that survey results are frequently updated. To view the most complete, up-to-date information visit www.LeapfrogGroup.org.

+++ Fully meets standards
 ++ Substantial progress toward meeting standards
 + Some progress toward meeting standards

n/a Hospital does not perform procedure
 ? Little progress toward meeting standards or no information submitted

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Hospital Patient Safety

About the IHI Improvement Map

Recently, the Institute for Healthcare Improvement (IHI) launched a new program to help hospitals implement key process improvements that will lead to exceptional care. The program, called IHI Improvement Map, includes processes such as:

- **Deploying Rapid Response Teams**—at the first sign of patient decline and before a catastrophic cardiac or respiratory event in patients who are progressively failing outside the intensive care unit.
- **Preventing Adverse Drug Events**—by reconciling patient medications at every transition point in care.
- **Delivering Reliable, Evidence-based Care for Acute Myocardial Infarction (MI)**—to prevent deaths from heart attack.
- **Preventing Surgical Site Infections**—by reliably delivering the correct perioperative antibiotics at the proper time.
- **Preventing Central Line Infections**—by implementing a series of interdependent, scientifically grounded steps.

- **Preventing Ventilator-associated Pneumonia**—by implementing a series of interdependent, scientifically grounded steps.

- **Preventing Harm from High-alert Medications**—initially focusing on anticoagulants, sedatives, narcotics and insulin.

- **Reducing Surgical Complications**—by implementing changes in care recommended by the Surgical Care Improvement Project.

- **Preventing Pressure Ulcers**—by using science-based guidelines.

- **Reducing Methicillin-resistant Staphylococcus Auereus (MRSA)**—by implementing scientifically proven infection control practices.

- **Delivering Reliable Evidence-based Care for Congestive Heart Failure (CHF)**—to reduce readmissions.

- **Getting Boards on Board**—by implementing processes to help hospital board of directors become more effective in accelerating care improvements.

The chart below shows each hospital’s level of implementation on several key processes:

Name of Hospital	Key Process Improvements											
	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board
Abbott Northwestern Hospital	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	+++	++
Avera Marshall Regional Medical Center	++	+++	+++	++	+++	+++	+++	+++	+++	+++	+++	+
Baldwin Area Medical Center	+++	+	+++	+++	?	?	+	+	?	+++	+++	?
Bethesda Hospital	+++	+++	?	?	+++	+++	+++	?	+++	+++	?	+++
Buffalo Hospital	+++	+++	+++	+++	?	+++	+++	+++	++	+++	+++	?
Burnett Medical Center	?	?	+++	+++	++	?	++	?	++	+++	+++	+

+++ Fully implemented
++ Good progress toward implementing
+ Good early stage effort toward implementing
? Little progress toward implementing or no information submitted
n/a Not applicable

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Name of Hospital	Key Process Improvements											
	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board
Cambridge Medical Center	+++	+++	+++	+++	+	+	+++	+	+++	+++	+++	?
Children's Hospital - Minneapolis	+++	+++	n/a	+++	+++	+++	+++	+++	+++	+++	n/a	+++
Children's Hospital - St. Paul	+++	+++	n/a	+++	+++	+++	+++	+++	+++	+++	n/a	+++
Chippewa County Montevideo Hospital	?	+++	?	?	?	?	?	?	+++	?	?	?
District One Hospital	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	+++	+++
Fairview Lakes Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Fairview Northland Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Fairview Red Wing Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Fairview Ridges Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	?
Fairview Southdale Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
Gillette Children's Hospital	+++	+++	?	+++	+++	+++	+++	+++	+++	+++	?	?
Glacial Ridge Hospital	++	+++	+++	+++	+++	?	+	?	?	+++	?	?
Glencoe Regional Health Services	+++	++	+++	+++	+++	+++	++	+++	+++	+++	+++	++
Granite Falls Municipal Hospital and Manor	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	?
HealthEast St. John's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
HealthEast St. Joseph's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Hennepin County Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	++	+++	+++	++
Hudson Hospital	+++	+++	+++	+++	++	n/a	+++	+++	++	+++	+++	+++
Hutchinson Community Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Innovis Health	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Lakeview Hospital	+++	+++	+++	+++	+	+++	?	+++	++	+++	+++	?
Madison Hospital	?	?	?	?	?	?	?	?	?	?	?	?
Mercy Hospital - Coon Rapids	+++	+++	+++	+++	+++	+++	+++	+++	++	++	+++	?
MeritCare Hospital	+++	++	+++	++	+++	++	++	++	++	++	++	?

+++ Fully implemented
 ++ Good progress toward implementing
 + Good early stage effort toward implementing
? Little progress toward implementing or no information submitted
 n/a Not applicable

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Name of Hospital	Key Process Improvements											
	Rapid response teams	Prevention of adverse drug events	Improved care for acute MI	Prevention of surgical site infections	Prevention of central line infections	Prevention of ventilator-associated pneumonia	Prevent harm from high-alert medications	Reduce surgical complications	Prevention of pressure ulcers	Reduce MRSA	Deliver reliable evidence-based care for CHF	Get boards on board
Monticello Big Lake Community Hospital	?	?	?	?	?	?	?	?	?	?	?	?
Murray County Memorial Hospital	?	?	?	+	?	?	?	+	?	?	+	?
New Ulm Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
North Memorial Medical Center	+++	++	+++	+++	+++	+++	++	+++	+++	+++	+++	++
Northfield Hospital	?	++	+++	+++	+++	n/a	++	+++	+++	++	+++	+
Owatonna Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Park Nicollet Methodist Hospital	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	+++	+++
Queen of Peace Hospital	+++	++	+++	+++	+++	+++	+++	+++	+++	+++	+++	?
Redwood Area Hospital	+	?	++	++	?	++	?	?	++	++	++	?
Regina Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
Regions Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Ridgeview Medical Center	+++	+++	+++	+++	+++	+++	+++	+++	++	+++	+++	?
St. Cloud Hospital	+++	+++	+++	+++	+++	+++	+++	++	+++	+++	+++	++
St. Croix Regional Medical Center	?	?	?	++	?	?	?	?	?	?	?	?
St. Francis Regional Medical Center	++	++	+++	++	++	++	+++	++	++	++	++	+
St. Luke's Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	++
SMDC Medical Center	?	?	?	?	?	?	?	?	?	?	?	?
Stevens Community Medical Center	+++	++	+	++	+	+++	++	+++	++	+++	++	++
Swift County - Benson Hospital	?	?	+++	?	?	n/a	?	?	++	?	?	?
United Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+
Unity Hospital	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
University of Minnesota Medical Center, Fairview	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++
Wheaton Community Hospital	++	?	+++	+++	?	?	?	?	?	?	+++	?
Woodwinds Health Campus	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++	+++

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