



**Essential Hospitals Engagement Network
Steering Council Conference Call
Wednesday, July 16, 2014
2–3 pm ET**

Network Updates

The Essential Hospitals Engagement Network (EHEN) acknowledges the continuing efforts and dedication of its hospitals to reduce patient harm in Year 3. In particular, the EHEN has seen great success promoting patient and family engagement (PFE) and health equity. Compared with other HENs nationally, we are superior in percentage of participation in all five PFE engagement metrics. EHEN also will host this upcoming PFE webinar:

- August 13, at 2 pm ET: Bev Johnson, of the Institute for Patient- and Family-Centered Care, will host a panel on learning new ways of communicating. [register](#)

EHEN hospitals collectively have avoided 3,071 harm events and an estimated \$32.9 million in costs (based on data reported July 2012 through February 2014).

We have shown reductions in 8 of 10 harm areas, including these:

- central line-associated bloodstream infection (CLABSI)
- catheter-associated urinary tract infection (CAUTI)
- surgical site infection (SSI)
- falls
- hospital-acquired pressure ulcers (HAPU)
- adverse drug event (ADE)
- adverse obstetrics
- readmissions

Special attention should be given to ventilator-associated pneumonia (VAP) and venous thromboembolism (VTE) as areas of focused improvement.

Ask Every Patient: REAL

With a growing focus on health disparities, the EHEN continues to make progress on an online learning tool specifically for essential hospitals. The Equity Action Team will test pilot through the end of summer 2014 a web-based learning module on race, ethnicity, and language (REAL) data collection. This module will be available in September on our website for all EHEN

hospitals and other members of America's Essential Hospitals (<http://www.essentialhospitals.org>).

In addition, EHEN is excited to share plans for several webinars that will continue education about health equity and its specific impact on essential hospitals:

- July 22, at 1 pm ET: Join us as we discuss with Lisa Sloane, MHA, of V-Formation, about preparing information technology systems for REAL data collection. [register](#)
- August 5, at 3 pm ET: Partnership for Patients (PfP) pacing event, "Health Disparities"; all hospitals are invited to attend and contribute their experiences. [register](#)

New EHEN Members

EHEN is continually seeking new members to strengthen the collaboration and knowledge pool. We are delighted to welcome United Medical Center (UMC), in Washington, DC, as our latest EHEN member. Cathy Delligatti, RN, BSN, MGA, will serve as the hospital's liaison and John Young will be UMC's improvement coach.

Summit on Harm Reduction—Sustaining Progress, Building on Success Chicago, November 10, 2014

We invite all EHEN hospitals to come together for the first time for a one-day summit in Chicago to celebrate our greatest successes and lessons learned during this journey. This fall, EHEN will host a series of webinars on leadership and sustainability of gains that will culminate in a session at the summit. Please look to essentialhospitals.org to [register](#) for these informative webinars. This summit will promote our shared learning and strong partnership into our third year together.

Here are important things to know about the summit:

- Each hospital is invited to send a dedicated EHEN team to participate.
- Registration is free and will be available at the end of July.
- Each EHEN hospital will be eligible for travel scholarships for two staff members to attend. This is an opportunity in addition to the resources included in the March Dash incentives earmarked for two staff attendees who would present a project at the November summit.
- Before the summit, each hospital will be contacted by its coach to identify a project to share. Hospitals will be grouped by similar or related project type.
- We will reach out to liaisons before the beginning of October to initiate discussion before the summit regarding these questions:
 - What worked in EHEN?
 - What did not work?
 - What are the critical elements that helped your targeted areas of harm?
 - How can we (America's Essential Hospitals) improve to meet your needs?

New Partnership with NPSF for EHEN Members

EHEN is excited to partner with the National Patient Safety Foundation ([NPSF](#)) to offer a new benefit to our EHEN members. Each hospital will receive benefits for five staff to complete a

10-module NPSF online patient safety curriculum for continuing education/continuing medical education credit. These five hospital staff each will receive a one-year individual membership in the American Society of Professionals in Patient Safety, which allows participation in conferences and networking opportunities and provides a complimentary online subscription to the peer-reviewed journal, *BMJ Quality & Safety* (formerly known as *Quality & Safety in Health Care*). Additionally, one individual from each institution will be sponsored to take the practice test and exam to become a certified professional in patient safety (CPPS).

We will send a link to enroll your designated staff. Please see the attached NPSF flier for further information.

Celebrating Our 30 Months of Success

The EHEN is proud to recognize the achievements of our member hospitals in the 10 condition areas. All hospitals will be recognized for meeting benchmark, maintaining zero, or achieving the PfP goal reduction in specific condition areas. Coaches will present recognition checks on upcoming fall site visits. Hospitals will be contacted individually to provide specifications on protocols for receipt of reward checks.

Pharmacy Advisory Group

We sincerely appreciate the ongoing participation in the best practices survey. With the nine completed surveys received, we began reviewing the results and started a deep dive into ADEs. ADE is a key area of focus for HENs nationally at the direction of the Pfp national Medication Safety Affinity Group (MSAG), which identified these three high-alert medications (HAMs) as drivers in reducing ADE:

- international normalized ratio (INR) above threshold (greater than 5)
- blood glucose below threshold (below 50 mg/dL)
- narcotic reversal agents used at any time during patient's hospitalization

Responses on the EHEN best practices survey indicated that a majority of EHEN hospitals responding to the survey reported using standard order sets to prevent ADE. But only half indicated they are tracking data on effectiveness.

The EHEN proposes a pharmacy advisory group to promote adoption and spread by November 8, 2014, of nationally promoted best practices to prevent ADE from HAMs. The group will discuss the barriers to collecting data, who is successfully measuring results, and how we can spread successful practices concerning HAM. If you want to participate in this group, to be led by Improvement Coach Tara McFann, please contact EHEN@essentialhospitals.org.

New and Improved Quarterly Data Reports

We constantly strive to provide clear and comprehensive data reports to our EHEN members. Aspects of recent reports reflected direct feedback from hospitals, including percentage change and progress toward Pfp goals. We are working hard with unrestricted data to deliver the most recently available data to you. Included in the new reports will be transparency graphs with

comparisons to peer hospitals across the EHEN. Graphs are available in Excel format from your improvement coach or by writing to EHEN@essentialhospitals.org.

Reminders

The next steering council call is Wednesday, September 3, at 2 pm ET. Registration is available at essentialhospitals.org.