



## Quality Indicators

### Process of Care Measures

Heart Attack (for Cardiac Care, Overall Medical Care, Overall Hospital Care)

- Percent of Heart Attack Patients Given Aspirin at Arrival
- Percent of Heart Attack Patients Given Aspirin at Discharge
- Percent of Heart Attack Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)
- Percent of Heart Attack Patients Given Smoking Cessation Advice/Counseling
- Percent of Heart Attack Patients Given Beta Blocker at Discharge
- Percent of Heart Attack Patients Given Fibrinolytic Medication Within 30 Minutes Of Arrival
- Percent of Heart Attack Patients Given PCI Within 90 Minutes Of Arrival
- Percent of Heart Attack Patients Given a Prescription for a Statin at Discharge

Children's Asthma Care (for Overall Hospital Care)

- Percent of Children Who Received Reliever Medication While Hospitalized for Asthma
- Percent of Children Who Received Systemic Corticosteroid Medication (Oral and IV Medication that Reduces Inflammation and Controls Symptoms) While Hospitalized for Asthma

Heart Failure (for Cardiac Care, Overall Medical Care, Overall Hospital Care)

- Percent of Heart Failure Patients Given Discharge Instructions
- Percent of Heart Failure Patients Given an Evaluation of Left Ventricular Systolic (LVS) Function



## Healthcare Bluebook

- Percent of Heart Failure Patients Given ACE Inhibitor or ARB for Left Ventricular Systolic Dysfunction (LVSD)
- Percent of Heart Failure Patients Given Smoking Cessation Advice/Counseling

### Outpatient (for Overall Hospital Care)

- Average Time of Outpatients with Chest Pain or Possible Heart Attack who got Drugs to Break up Blood Clots
- Percent of Outpatients with Chest Pain or Possible Heart Attack who got Drugs to Break up Blood Clots Within 30 Minutes of Arrival
- Average Number of Minutes Before Outpatients with Chest Pain or Possible Heart Attack Who Needed Specialized Care were Transferred to Another Hospital
- Percent of Outpatients with Chest Pain or Possible Heart Attack who got Aspirin Within 24 Hours of Arrival
- Average Number of Minutes Before Outpatients with Chest Pain or Possible Heart Attack got an ECG
- Percent of Outpatients Having Surgery who got an Antibiotic at the Right Time - Within One Hour Before Surgery
- Percent of Outpatients having Surgery Who got the Right Kind of Antibiotic
- Percent of patients who came to the emergency department with stroke symptoms who received brain scan results within 45 minutes of arrival

### Pneumonia (for Respiratory Care, Overall Medical Care, Overall Hospital Care)

- Percent of Pneumonia Patients Assessed and Given Pneumococcal Vaccination



## Healthcare Bluebook<sup>™</sup>

- Percent of Pneumonia Patients Whose Initial Emergency Room Blood Culture Was Performed Prior To The Administration Of The First Hospital Dose Of Antibiotics
- Percent of Pneumonia Patients Given Smoking Cessation Advice/Counseling
- Percent of Pneumonia Patients Given Initial Antibiotic(s) within 6 Hours After Arrival
- Percent of Pneumonia Patients Given the Most Appropriate Initial Antibiotic(s)
- Percent of Pneumonia Patients Assessed and Given Influenza Vaccination

Preventative Care (for Pulmonary Care, Pneumonia Care, Overall Medical Care, Overall Hospital Care)

- Percent of patients assessed and given pneumonia vaccination
- Percent of patients assessed and given influenza

Surgical Care (for Overall Hospital Care, Overall Surgical Care)

- Percent of Surgery patients whose doctors ordered treatments to prevent blood clots after certain types of surgeries.
- Percent of Patients who got treatment at the right time (within 24 hours before or after their surgery) to help prevent blood clots after certain types of surgery.
- Percent of Surgery patients whose preventive antibiotics were stopped at the right time (within 24 hours after surgery).
- Percent of all heart surgery patients whose blood sugar (blood glucose) is kept under good control in the days right after surgery.
- Percent of Surgery patients needing hair removed from the surgical area before surgery, who had hair removed using a safer method (electric clippers or hair removal cream – not a razor).



## Healthcare Bluebook<sup>®</sup>

- Percent of Surgery Patients who were Given the Right Kind of Antibiotic to Help Prevent Infection.
- Percent of Surgery Patients Whose Urinary Catheters were removed on the First or Second Day after Surgery.
- Percent of surgery patients who were actively warmed in the Operating Room or whose body temperature was near normal by the end of surgery.

### Outcomes of Care Measures

Overall Mortality (for all diagnoses/procedures in the clinical category) Overall Complications (for all diagnoses/procedures in the clinical category) Inpatient Quality Indicators (relevant indicators screened for each clinical category)

- Acute myocardial infarction
- AMI, Without Transfer Cases
- Congestive heart failure
- Stroke
- Gastrointestinal hemorrhage
- Hip fracture
- Pneumonia
- Esophageal resection
- Pancreatic resection
- Abdominal aortic aneurysm repair
- Coronary artery bypass graft
- Percutaneous transluminal coronary angioplasty
- Carotid endarterectomy
- Craniotomy
- Hip replacement



Patient Safety Indicators (relevant indicators screened for each clinical category)

- Failure to rescue (failed to diagnose and treat in time)
- Decubitus ulcer (bed sores)
- Foreign body left in during procedure
- Iatrogenic pneumothorax (punctured lung as a result of hospital care)
- Selected infections due to medical care
- Postoperative hip fracture
- Postoperative hemorrhage or hematoma
- Postoperative physiologic and metabolic derangements
- Postoperative respiratory failure
- Postoperative pulmonary embolism or deep vein thrombosis (blood clots)
- Postoperative sepsis (blood poisoning)
- Postoperative wound dehiscence in abdominopelvic surgical patients (wound opens, or comes apart, after it was surgically closed)

**Patient Satisfaction**

Overall Hospital Rating on a scale of 1 to 10 (with "10" being the best)

- Would recommend hospital to a friend or family member

Doctor Communication Nurse Communication Staff Responsiveness Medication Explanation < Pain Control Hospital Environment -Quietness (Use % of Patients Responding "Always Quiet at Night")

- Cleanliness (Use % of Patients Responding "Room was Always Clean")
- Quietness (Use % of Patients Responding "Always Quiet at Night")

Given Post-Discharge Information