



Wisconsin Hospitals Committed to Quality Improvement

The hospital industry has a long history of commitment to their core product, patient care. Wisconsin hospitals are leading the charge to improve the quality and safety of the care they provide to their customers. Over the past five years, the pace and dedication to this agenda has accelerated in response to demands from consumers, purchasers, and providers themselves, for a safer, more effective health care system. Today, Wisconsin hospitals participate in voluntary national and state public reporting, accreditation, and other award programs. In addition, hospitals fund and participate in national, state, and local quality improvement projects.

Quality and Safety Improvement

All Wisconsin hospitals have a quality improvement program. These programs are used to meet licensure, The Joint Commission (TJC) and internal improvement requirements. In Wisconsin, about 80% of hospitals are TJC accredited, with additional hospitals using these standards that do not choose the formal accreditation process due to the high cost of this evaluation. Many hospitals actively pursue Wisconsin's Forward Award and the national Baldrige Award for quality excellence. Hospitals throughout Wisconsin are adopting quality improvement methodologies from other industries like Total Quality Management, ISO 9000, Six Sigma and the Toyota Production Systems. These hospitals will be roles models to others who want to accelerate their pace of improvement through a highly structured approach.

In 2004, the Institute of Health Care Improvement (IHI) initiated a campaign to save 100,000 lives using proven process changes to eliminate unnecessary deaths in hospitals. Seven statewide organizations, including MetaStar, Wisconsin Hospital Association (WHA), Wisconsin Medical Society, Wisconsin Nurses Association, Wisconsin Organization of Nurse Executives, Wisconsin Rural Health Cooperative and the Pharmacy Society of Wisconsin are working together to support this effort through a work group called the Wisconsin Node.

In 2006, the IHI expanded their campaign now referred to as 5 Million Lives to include 12 improvements that can save lives and reduce patient injuries. The campaign interventions include:

Six interventions targeted at preventing harm:

- Prevent Methicillin-Resistant Staphylococcus aureus (MRSA) infection
- Reduce harm from high-alert medications
- Reduce surgical complications
- Prevent pressure ulcers
- Deliver reliable, evidence-based care for congestive heart failure
- Get Boards on board

Six interventions that continue from the 100,000 Lives Campaign:

- Deploy Rapid Response Teams
- Deliver reliable, evidence-based care for acute myocardial infarction
- Prevent adverse drug events
- Prevent central line infections
- Prevent surgical site infections
- Prevent ventilator-associated pneumonia

More than 70% of Wisconsin hospitals are active members of the IHI campaign with many more enacting these process changes.

Patient Safety

As you may be aware, the Wisconsin Patient Safety Initiative (WPSI) was dismantled in 2006. To leverage the contribution that WPSI made to create a safer health care system, a new voluntary organization has been created, Safe Care Wisconsin: Partners for Advancing Health Care Safety www.safecarewisconsin.org. The mission of Safe Care Wisconsin is “to facilitate partnerships to promote the safest health care in Wisconsin” with an emphasis on consumer education. The first project, List It. Don’t Risk It! Emphasizes the importance of writing down and keeping an accurate medicine list.

On a regional level, two patient safety collaboratives have taken a firm hold in Madison and Milwaukee. In each location, all area hospitals are making financial contributions, collecting data, and sharing improvement strategies that work.

Other Activities

Beyond CheckPoint, WHA remains dedicated to stimulating the creation of the highest quality, most effective health care system by working with our Board of Directors, and the Medical and Professional Affairs Council. Through external partnerships, WHA connects Wisconsin hospitals to a multitude of resources. In 2004, WHA partnered with the Center for Tobacco Research and Intervention (CTRI). WHA partners with the Department of Health and Family Services through active participation on several committees including the Wis. Cancer Control Council, Wisconsin Stroke Committee, and the Heart and Stroke Alliance Improvement Team. Finally, the WHA coordinates an annual Quality and Safety Forum. In 2007, 250 attendees heard from national experts and learned from hospital focused improvement projects that were showcased at the forum.

In 2007, WHA led the first rural hospital improvement project aimed at surgical care. Twenty-one rural hospitals participated in the project leading to increased adherence to evidence based guidelines in several areas of surgical care.

Wisconsin hospitals are committed to providing the highest quality, safety and service of care possible to the patients that they serve. Through data driven decision-making, sharing best practices, and partnering with like-minded organizations, it is our intention that all Wisconsin residents will be privileged to care that meets their needs every day, in every location.

For additional information about quality improvement in Wisconsin hospitals, contact Dana Richardson, vice president of quality (drichardson@wha.org), or call 608-274-1820.