

## QUALITY AND SAFETY MEASURES UPDATE

March 2021

### JOINT COMMISSION CORE MEASURES 2020

#### ***See attached Results***

Joint Commission Core Measure Dashboard updated with most recent data available: Q4 2019 – Q4 2020. Data is not available for Q1 2020 – Q2 2020; reporting requirements were suspended due to the COVID-19 pandemic and Quality Management staff resources were directed to organizational COVID-19 needs.

In CY 2020 and 2021, the Joint Commission requirements for chart-abstraction metrics has decreased to 4 perinatal measures. Chart-abstracted measures reflect data collected manually through review of electronic records by trained Quality Management Staff. For CY 2020 and CY 2021, ZSFG is also required to submit 4 electronic clinical quality metrics (eCQMs). eCQMs are clinical data elements transmitted directly from our electronic medical record system to the Joint Commission without any verifications or corrections based on manual medical record review. eCQM data will be included in the next Joint Commission Scorecard.

#### **Highlights of results and improvement work:**

- **Perinatal measures**
  - Measure performance continued to be consistent and meet goals during the COVID-19 pandemic. The OBGYN department worked to case manage and identify COVID-19 positive patients to ensure they received the same high level of care as other patients.
  - Two lactation consultants are now seeing patients both in the inpatient and outpatient setting. A Facebook group was started with the lactation consultants to support moms and provide a community of women supporting each other.
  - Antenatal steroids given as appropriate (PC-03) and health care-associated bloodstream infections in newborns (PC-04) were retired in 2020. Most hospitals are performing well on the measures. Retiring these metrics reduce the burden of abstraction and allow organizations to shift focus to perinatal safety areas needing improvement.
  
- **Emergency Department**
  - Median time from ED arrival to ED departure for admitted ED patients (ED-1) and Median time admit decision time to ED departure time for admitted patients (ED-2) have been retired as chart-abstracted measures.
  
- **Psychiatry Measures**
  - In Q3 and Q4 2020, high rates of seclusion were observed. Specific patients required seclusion for their own and staff/patient safety. Several patients were assaultive and either assaulted staff or peers, which required time in seclusion or restraint. A subset of patients took a significant amount of time for their medication regime to be helpful in decreasing their symptomology. As patients improve in seclusion, they are removed from seclusion and leverage their coping skills to prevent further harm. These trials are not always successful, and a subset of patients return to seclusion.