

# PRHI Executive Summary

*The Pittsburgh Regional Healthcare Initiative is a collaborative effort of the institutions and individuals that provide, purchase, insure and support health care services in Southwestern Pennsylvania. We help our members work together to:*

*Achieve the world's best patient outcomes ... Through superior health system performance ...*

*By identifying and solving problems at the point of patient care.*

*We believe the major challenges in health care—rising costs, frustration and shortage among clinicians and workers, financial distress, overcapacity, and lack of access to care—share the same cause, and will share the same solution.*

## IOM report reinforces PRHI goals

The National Academy of Science's Institute of Medicine (IOM) released a new report on March 1 urging the type of healthcare redesign already under way at PRHI. Entitled *Crossing the Quality Chasm: A New Health Care System for the 21<sup>st</sup> Century*, (available online at [www.nas.edu](http://www.nas.edu)), the report is a follow-up to the November 1999 report, *To Err is Human: Building a Safer Health System*.

"We're delighted that the IOM report reinforces our convictions," said **Karen Wolk Feinstein**, PRHI Chair. "The challenges facing health care are all symptoms of the same root problem: we aren't focused on getting things right at the point of patient care."

Local press coverage stressed PRHI's collaboration among the region's healthcare organizations in pursuit of these patient safety goals: (1) eliminating medication error and nosocomial infections; (2) achieving the world's best patient outcomes; and (3) experimenting with the principles of the Toyota Production System (TPS) in health care.

## New CDC partnership

February 21-22 saw a visit by five leaders of the Centers for Disease Control and Prevention in Atlanta. CDC members trained participating hospitals in the use of its state-of-the-art tracking system for infections. If your infection control staff missed the training, contact Ed Harrison at 412.594-2584.

Impressed by PRHI's model, CDC has not only opened its bloodstream infection tracking database to all PRHI signatories, but has suggested on expanded partnership among all PRHI project areas. Visiting CDC leaders were: **Steve Solomon, M.D.**, Chief, Healthcare Outcomes Branch, **Denise Cardo, M.D.**, Chief, Prevention

and Evaluation Branch, **Teresa Horan, M.P.H.**, Chief, Performance Measurement Section, **Juan Alonso, M.D.**, and **John Jernigan, M.D.**, Medical Epidemiologists.

## RWJF patient care grant

The Robert Wood Johnson Foundation (RWJF) has issued its request for proposals for its \$20.9 million grant program *Pursuing Perfection: Raising the Bar for Health Care Performance*. RWJF will award up to \$50,000 in planning grants to 12 sites and, from that group, up to \$3.5 million over two years for up to six sites that make a commitment to achieving nearly perfect patient care in all of their major care processes, and can show that they will make substantial progress in at least two major care processes over two years.

RWJF leaders stated publicly that this program was inspired and shaped by their site visit last summer with PRHI partners.

For information: [www.rwjf.org](http://www.rwjf.org). **Due Date: April 16.** Please notify **Ken Segel**, PRHI Director ([segel@jhfc.org](mailto:segel@jhfc.org) or 412.594.2558) if you plan to apply so we can provide you with supporting language.

## NIMH conference in Pittsburgh

Pittsburgh is the site March 24 - 26, for the National Institute of Mental Health's (NIMH) national conference, entitled *The Unwanted Co-traveler: Depression's Toll on Other Illnesses*. Depression is the #1 cause of disability worldwide.

On Sunday, March 25, the Jewish Healthcare Foundation, in conjunction with the University of Pittsburgh, will lead a forum at the Heinz History Center where key scientists, insurers, and national policymakers will discuss the largest health cost of all—lack of access to care.

Conference regist'n: [www.nimh.nih.gov/events/pittsburgh](http://www.nimh.nih.gov/events/pittsburgh).

## Center for Shared Learning

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## Patient Safety Programs

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[harrison@jhf.org](mailto:harrison@jhf.org)

The mission of PRHI's Center for Shared Learning (CSL) is to support the testing and implementation of a system-based approach to healthcare management, drawn from the Toyota Production System (TPS) and Alcoa Business System.

Our primary goal at the Center for Shared Learning (CSL) is to support the experimentation of Toyota Production System principles in a healthcare environment. Currently, there are two such learning lines under way: one at UPMC Presbyterian and one at UPMC South Side.

The Center has also developed an information session for those people in the community who would like to learn more about:

- Toyota Production System principles
- the work currently under way at the two learning lines
- the future plans of the Center for Shared Learning.

These information sessions take place twice a month on Tuesday evenings (April 10, and April 24.) If you would like to attend one, please contact Tony Kelly at 412-594-2567.

### Calendar at a glance, April 2001\*

Tony Kelly, PRHI Administrative Coordinator, 412.594-2567  
[kelly@jhf.org](mailto:kelly@jhf.org)

April 2	12-1:30 p	PRHI Co-chairs
	2-3:30 p	Patient Safety Executive Committee
April 3	8 a-12 p	Nosocomial Infection Work Group
April 10	3-4:30 p	Adverse Drug Effect Advisory Cmte.
	6-9 p	CSL Information Session, call Tony to reserve your space.
April 19	2:30-4 p	Buying Healthcare Value
	4-6:30 p	Clinical Advisory Committee
		(Location for these meetings TBA—call Tony)
April 24	6-9 p	CSL Information Session, call Tony to reserve your space.

\* all meetings held at PRHI offices unless otherwise noted.

PRHI partners are working collaboratively to eliminate two major patient safety concerns: healthcare-acquired infections and medication errors.

PRHI's patient safety programs—nosocomial infections and medication errors—are pursuing two major activities: shared learning platforms (reporting systems) and interventions based on information derived from them.

#### Nosocomial Infections

- PRHI has formalized a working partnership with Atlanta's **Centers for Disease Control and Prevention (CDC)** to establish a region-wide nosocomial infection reporting system. The CDC has generously agreed to manage initial data entry and analysis.

Initial data collection will target Blood Stream Infections (BSIs) on intensive care units. This starting point affords several advantages:

- ✓ Area facilities already collect BSI data.
- ✓ BSI frequency is low, minimizing required resources.
- ✓ Reducing BSIs presents real clinical and financial opportunity.
- ✓ Best practices for BSIs are well defined and accepted.

Once a BSI reporting structure is established, the effort should expand rapidly to include areas such as anti-microbial resistance and wound site infections.

As noted on page 1, if you are a PRHI signatory, please contact Ed Harrison (412.594-2584, if your infection control staff missed the February 21-22 training by the CDC.

#### Adverse Drug Events/Medication Errors

- PRHI evaluated programs for recording, classifying, and evaluating information on medication errors, and selected **MedMARx**, developed and marketed by U.S. Pharmacopeia (USP). Nine area hospitals are already starting MedMarx data collection. Others have requested an automated means of transferring data from current systems, and USP has offered to help.

## Clinical Initiatives

Jon Lloyd, M.D.  
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Geoff Webster  
PRHI Co-Director  
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Southwestern Pennsylvania seeks to achieve the best patient outcomes of any community in the world. PRHI has established a partnership among clinicians, businesses, hospitals and insurers to achieve those goals in five pilot areas by (1) constructing outcome data sets trusted by those who provide care and (2) supporting collaborative efforts to improve care.

- The **Depression Subcommittee**, coupled with specialty focus groups, has engaged a variety of physicians who treat depression to deliver a report in April. This fourth of five reports will include utilization information as well as HEDIS data on chronic disease management, inpatient measures of readmission, and Electro Convulsive Therapy. If you'd like to be involved, please call Geoff Webster at the number listed above.
- Some 27 clinicians and data analysts from competing institutions as distant as DuBois braved snow and a power failure—using candles and flashlights for the entire meeting—to participate in March's **Cardiovascular Work Group**. The group is poised to develop standard data on many of the elements needed to understand and reduce mortality and atrial fibrillation following coronary bypass. Participating hospitals will submit the data to an independent data registry for analysis and identification of the processes of care that achieve optimal results. Information will be shared three times a year at a Cardiac Forum. The purpose of this initiative is simple and unambiguous: *to share improvement information with an eye toward perfecting the care of patients with heart disease in Southwestern Pennsylvania.*
- Leaders of the **Clinical Advisory Committee** are designing ways to engage the energy of the group in institutional improvements, like the cardiac project described above, through reporting and support. Vickie Pisowicz of the Center for Shared Learning will be involved in this design to use TPS principles in the development of learning lines that touch the selected clinical areas.

## Other contact information

Karen Wolk Feinstein, PRHI Chair  
Leadership Obligation Group Chair [feinstein@jhf.org](mailto:feinstein@jhf.org) 412.594-2555  
Ken Segel, PRHI Director [segel@jhf.org](mailto:segel@jhf.org) 412.594-2558

## PRHI Partner Spotlight




















Each month this column will list one segment of PRHI's network of partners. This month we feature the original members of the CEO Working Group, corporate executives who have pledged to provide special support to PRHI health care partners in exchange for progress on PRHI quality goals.

Paul O'Neill, Founding Co-chair  
Martin G. McGuinn, Mellon Financial Corp.  
Edward A. Nicholson, Robert Morris College  
Thomas A. Corcoran, Allegheny Technologies  
Thomas H. O'Brien, PNC  
Raymond W. LeBoeuf, PPG  
William R. Johnson, H.J. Heinz Co.  
Peter J. Kalis, Kirkpatrick & Lockhart  
George A. Davidson, Jr., Dominion Resources  
J. Christopher Donahue, Federated Investors  
David D. Marshall, Duquesne Light Co.  
William Strickland, Bidwell Training Center  
Helge H. Wehmeier, Bayer Corporation  
Dr. Jarod Cohon, Carnegie Mellon University  
Lawrence M. Wagner, The Hillman Company  
Sunil Wadhvani, IGate Capital Corporation  
John Ryan III, Mine Safety Appliances Co.  
Maxwell King, The Heinz Endowments  
James S. Broadhurst, Eat'n'Park  
Alain J. P. Belda, Alcoa  
David S. Shapira, Giant Eagle  
James E. Rohr, PNC  
Thomas J. Usher, USX  
George E. Miles, WQED  
Sean McDonald, McKesson HBOC  
William S. Dietrich II, Dietrich Industries  
Roy Haley, Wesco  
Dr. John E. Murray, Jr., Duquesne University  
Daniel J. Sullivan, FedEx Ground  
Murry S. Gerber, Equitable Resources  
Thomas W. Golonski, National City Bank  
Milton A. Washington, AHRCO  
Ellsworth Brown, Carnegie Museums of Pittsburgh  
Fred Ishii, Sony Electronics  
Esther L. Barrazzone, Chatham College  
Mark A. Nordenberg, University of Pittsburgh  
Michael Watson, Richard King Mellon Foundation  
Stephen C. Hansen, Dollar Bank  
Lenora M. Vesio, AT&T

*PRHI Executive Summary* is a monthly bulletin highlighting the Initiative's most recent activities. Direct inquiries to:  
Naida Grunden, PRHI Communications Director,  
412.594-2572, [grunden@jhf.org](mailto:grunden@jhf.org).

# Progress Report

Each edition of PRHI Executive Summary will feature a snapshot of our progress on a single initiative. More detailed versions of this tracking scorecard are available to PRHI partners by e-mailing Tony Kelly, [kelly@jhf.org](mailto:kelly@jhf.org)

	<i>National Nosocomial Infections Surveillance System (NNIS) training</i>	<i>Blood Stream Infection (BSI) implementation</i>	<i>Next category infection implementation</i>	<i>Adopt BSI best practices</i>	<i>Adopt best practices, next category</i>	<i>Reporting performance, target 100%</i>	<i>Nosocomial Advisory Committee</i>	<i>Nosocomial Infection work group particip</i>
<b>PRHI Partners</b>	Feb 01	April 01	Sept 01	May 01	Oct 01	Quarterly	May 1	Ongoing
Butler Memorial Hospital								
Children's Hospital of Pittsburgh								
Heritage Valley Health Systems, Inc.								
Latrobe Area Hospital								
Monongahela Valley Hospital, Inc.								
Ohio Valley General Hospital								
Pittsburgh Mercy Health System								
South Hills Health System								
St. Clair Memorial Hospital								
St. Francis Health System								
UPMC Health System								
West Penn Allegheny Health System								
Westmoreland Health System								

## Leadership Obligation Group

### Chair

- Karen Wolk Feinstein, Ph.D.

### Committee Co-chairs

#### Patient Safety

- Mark Laskow, CEO, Greycourt & Co. Inc.
- James McHugh, President, Saint-Gobain Advanced Ceramics

#### Clinical Advisory Committee

- Marlene Garone, M.D., V.P., Operations, Western Pennsylvania Hospital
- Carl Sirio, M.D., Associate Professor, University of Pittsburgh Medical Center

#### Buying Healthcare Value

- Cliff Shannon, President, SMC Business Councils