

2009 Annual BCBSIL Hospital Profile – New Indicators for Information ONLY in 2009

BCBSIL is considering including new indicators to the 2010 Hospital Profile. Current results for your facility for most indicators are provided in Appendix A, see Tab A. Please contact us at (312) 653-3465, if you would like to provide feedback.

- Leapfrog
- Efficiency
- Hospital Quality Alliance Indicators
- Hospital Consumer Assessment of Healthcare Providers and Systems Survey (H-CAHPS)

<b>Leapfrog</b>
Data source: Leapfrog Website ( <a href="http://www.leapfroggroup.org">www.leapfroggroup.org</a> ), 2/13/09. Thresholds will be similar to those used for Leapfrog indicators currently included in the BCBSIL Hospital Profile. <i>The following fact sheets are not yet available on the Leapfrog Website.</i>
<b>Reduce Pressure Ulcers</b>
Public Reporting on Leapfrog Website regarding Reducing Pressure Ulcers
<ul style="list-style-type: none"> <li>▪ Progress towards meeting the Leapfrog Reduce Pressure Ulcers standard                             <ul style="list-style-type: none"> <li>▪ Fully meets standards for the Leapfrog Reduce Pressure Ulcers</li> <li>▪ Substantial progress in implementing Leapfrog Reduce Pressure Ulcers</li> <li>▪ Some progress in implementing the Leapfrog Reduce Pressure Ulcers</li> <li>▪ Criteria for some progress not met, or data not available on Leapfrog Website as of 2/13/09</li> </ul> </li> </ul>
<b>Reduce In-Hospital Injuries</b>
Public Reporting on Leapfrog Website regarding Reducing In-Hospital Injuries
<ul style="list-style-type: none"> <li>▪ Progress towards meeting the Leapfrog Reduce In-Hospital Injuries standard                             <ul style="list-style-type: none"> <li>▪ Fully meets standards for the Leapfrog Reduce In-Hospital Injuries</li> <li>▪ Substantial progress in implementing the Leapfrog Reduce In-Hospital Injuries</li> <li>▪ Some progress in implementing the Leapfrog Reduce In-Hospital Injuries</li> <li>▪ Criteria for some progress not met, or data not available on Leapfrog Website as of 2/13/09</li> </ul> </li> </ul>

<b>Efficiency</b>
<b>iExchange</b>
Data source: iExchange cases and BCBSIL claims for admissions between 1/1/08 - 9/30/08. Excluded from the Total Hospital Admissions are: <ul style="list-style-type: none"> <li>▪ HMO claims</li> <li>▪ Newborn and Neonate claims with lengths of stay of 4 days or less</li> <li>▪ Admissions of members from employer groups that do not utilize BCBSIL Utilization Management</li> <li>▪ Admissions of members of other Blue Cross plans</li> <li>▪ Behavioral Health claims</li> </ul> <p>iExchange is an automated notification tool. iExchange supports the direct submission and processing of pre-certifications by network physicians, professional providers and facilities within Illinois. This tool allows physicians and other professional providers to obtain approval of inpatient procedures, 24 hours a day, seven days a week. This tool is accessible via a Web-based application: (<a href="http://www.bcbsil.com/provider/ec/iexchange.htm">http://www.bcbsil.com/provider/ec/iexchange.htm</a>)</p>
Proposed thresholds for the percentage of admissions for which the hospital notifies BCBSIL through iExchange: <ul style="list-style-type: none"> <li>Hospitals with a rate of <math>\geq 75\%</math></li> <li>Hospitals with a rate of <math>\geq 50\%</math> but <math>&lt; 75\%</math></li> <li>Hospitals with a rate of <math>\geq 25\%</math> but <math>&lt; 50\%</math></li> <li>Hospitals with a rate of <math>&lt; 25\%</math></li> </ul>

### Hospital Quality Alliance Indicators

Data source: Hospital Compare (<http://www.hospitalcompare.hhs.gov>) as of 1/2/09. Data utilized is 4/1/07 - 3/31/08.

#### Surgical Infection Prevention

- All heart surgery patients whose blood sugar (blood glucose) is kept under good control in the days right after surgery
- 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)

Thresholds will be similar to those used for HQA indicators currently included in the BCBSIL Hospital Profile.

Hospital  $\geq$  state mean and  $<$  national 90<sup>th</sup> percentile

Hospital  $\geq$  national 90<sup>th</sup> percentile

### Hospital Consumer Assessment of Healthcare Providers and Systems Survey (H-CAHPS)

Data source: Hospital Compare (<http://www.hospitalcompare.hhs.gov>) as of 1/2/09. Data utilized is 4/1/07 - 3/31/08.

Proposed threshold:

Hospital rate  $\geq$  State average

#### Patient Hospital Experience Composite Score

- How often did nurses communicate well with patients (*Always*)
- How often did doctors communicate well with patients (*Always*)
- How often did patients receive help quickly from the hospital staff (*Always*)
- How often was patients' pain well controlled (*Always*)
- How often did staff explain about medicines before giving them to patients (*Always*)
- How often the patients' rooms and bathrooms were kept clean (*Always*)
- How often the area around the patients' rooms was kept quiet at night (*Always*)
- Were patients given information about what to do during their recovery at home (*Yes*)
- How do patients rate the hospital overall (*High*)
- Would patients recommend the hospital to friends and family (*Definitely Recommend*)