














Suburban Hospital Quality Measures & Action Plan Summary for "Below Average" metrics

Ratings shown here are compared to State Average

Metrics with a "below average" rating are highlighted in yellow.

Data accessed on August 22, 2017.








Metric	Rating	Risk-Adjusted Rates	Action (if "Below Average")
COPD-Chronic Obstructive Pulmonary Disease Open Help			
Results of care			
Dying within 30-days after getting care in the hospital for chronic obstructive pulmonary disease (COPD)	 Average	9.2 (7.0 - 12.0)	
Returning to the hospital after getting care for chronic obstructive pulmonary disease (COPD)	 Average	20.7 (17.5 - 24.2)	
Childbirth	n/a	n/a	
Combined Quality and Safety Ratings	n/a	n/a	
Consumer Ratings	n/a	n/a	
Communication			
How often did nurses always communicate well with patients?	 Better than average	80%	
How often did doctors always communicate well with patients?	 Better than average	82%	
How often did staff always explain about medicines before giving them to patients?	 Better than average	63%	
Were patients always given information about what to do during their recovery at home?	 Below average	83%	Over the past 3 years we have worked with our new EMR system to improve the discharge instructions and our process for communicating with patients about post d/c instructions.
How well do patients understand their care when they leave the hospital?	 Better than average	53%	
Environment			
How often were the patients' rooms and bathrooms always kept clean?	 Better than average	73%	
How often did patients always receive help quickly from hospital staff?	 Better than average	67%	
How often was patients' pain always well-controlled?	 Better than average	72%	
How often was the area around patients' rooms always kept quiet at night?	 Better than average	59%	
Satisfaction overall			
How do patients rate the hospital overall?	 Better than average	72%	
Would patients recommend the hospital to friends and family?	 Better than average	77%	

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Emergency Department (ED) Open Help			
Wait Times			
How long patients spent in the emergency department before leaving for their hospital room	 Better than average	353 minutes	
How long patients spent in the emergency department after the doctor decided the patient would stay in the hospital before leaving for their hospital room	 Below average	180 minutes	The Hospital has instituted a Clinical Decision Unit to ensure that patients are placed in a location where they will receive the appropriate level of care. Since implementation, the ED length of stay has been reduced by half.
How long patients spent in the emergency department before being sent home	 Better than average	179 minutes	
How long patients spent in the emergency department before they were seen by a healthcare professional	 Better than average	27 minutes	
How long patients who came to the emergency department with broken bones had to wait before receiving pain medication.	 Better than average	47 minutes	
Patients who left the emergency department without being seen	 Better than average	1%	
Flu Prevention			
Protecting patients			
Patients in the hospital who got the flu vaccine if they were likely to get flu	 Average	97%	
Heart attack and chest pain			
Recommended care - Outpatient			
How long patients with chest pain or possible heart attack waited to be transferred to another hospital for a procedure	Not enough data to report	-	
Patients with a heart attack who received aspirin on arrival to the hospital	Not enough data to report	-	
How long patients who come to the hospital with chest pain or possible heart attack waited to get a test that detects heart damage after a heart attack	Not enough data to report	-	
Results of care			
How often patients die in the hospital after heart attack	 Average	7.1673 (4.1215, 10.2130)	
Dying within 30-days after getting care in the hospital for a heart attack	 Average	15.0 (12.4 - 18.0)	
Returning to the hospital after getting care for a heart attack	 Average	15.9 (13.4 - 18.7)	

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Heart failure			
Results of care			
How often patients die in the hospital after heart failure	 Average	2.7237 (1.2726, 4.1747)	
Dying within 30-days after getting care in the hospital for heart failure	 Below average	13.7 (11.5 - 16.2)	Suburban's performance is reflective of our elderly population. Patients with heart failure often have comorbid conditions. We follow readmissions very closely and have not identified related trends.
Returning to the hospital after getting care for heart failure	 Average	21.3 (18.6 - 24.2)	
Heart surgeries and procedures			
Recommended care			
How often the hospital uses a procedure to find blocked blood vessels in the heart on both sides of the heart instead of on only one side.	 Average	1.2698 (0.0333, 2.5064)	
Results of care			
Death rate for CABG	 Average	3.2 (1.8, 5.8)	
Rate of unplanned readmission for CABG	 Average	13.9 (10.8, 17.9)	
Hip or knee replacement surgery			
Results of care			
Returning to the hospital after getting hip or knee replacement surgery	 Average	4.0 (3.1 - 5.2)	
Complications after hip or knee replacement surgery	 Average		
Imaging			
Practice patterns			
Contrast material (dye) used during abdominal CT scan	 Below average	6.50%	Exams completed in Medical Imaging reflect what is requested on the physician order. Suburban offers CT examinations using a 64 slice scanner, which in some cases eliminates the need for contrast in order to achieve the level of detailed imaging required.
Contrast material (dye) used during thorax CT scan	 Average	0.80%	
Patients who had a low-risk surgery and received a heart-related test, such as an MRI, at least 30 days prior to their surgery though they do not have a heart condition	Not enough data	-	
Patients who came to the hospital for a scan of their brain and also got a scan of their sinuses.	 Below average	7%	During this reporting period we had a surgeon who performed a significant number of CT-guided surgeries. His patients received pre-operative scans of the brain and sinuses to use during those procedures. These pre-operative scans would not be captured in the data used here.

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Metric	Rating	Risk-Adjusted Rates	Action (if "Below Average")
Patient safety			
Results of care - Complications			
How often the hospital accidentally makes a hole in a patient's lung	 Average	0.1171 (0.0000, 0.5605)	
How often patients accidentally get cut or have a hole poked in an organ that was not part of the surgery or procedure	 Average	0.6042 (0.0000, 1.6562)	
Number of patients who get a blood transfusion and have a problem or reaction to the blood they get	Not enough data	-	
Returning to the hospital for any unplanned reason within 30 days after being discharged	 Better than average	14.8 (14.0 - 15.6)	
Patients who developed a blood clot while in the hospital and did not get treatment that could have prevented it	 Below average	4%	It is difficult to evaluate our performance in the absence of patient level data. We care for some high risk populations (trauma, orthopedics, cardiac surgery) who are at higher risk of experiencing this condition . We have incorporated anticoagulation therapy into order sets where appropriate and have not observed any unusual trends in our hospitalized patients.
Number of times a medical tool was accidentally left in a patient's body during surgery or procedure	Not enough data	-	
Results of care - Deaths			
How often patients die in the hospital after bleeding from stomach or intestines	 Average	2.5209 (0.4425, 4.5993)	
How often patients die in the hospital after fractured hip	 Average	3.8993 (1.9964, 5.8023)	
How often patients die in the hospital while getting care for a condition that rarely results in death	 Average	0.0000 (0.0000, 0.6901)	
Pneumonia			
Results of care			
How often patients die in the hospital while getting care for pneumonia	 Average	1.7909 (0.0000, 3.6756)	
Dying within 30-days after getting care in the hospital for pneumonia	 Average	12.4 (10.2 - 15.0)	
Returning to the hospital after getting care for pneumonia	 Average	17.0 (14.6 - 19.8)	

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Stroke			
Results of care			
How often patients who came in after having stroke subsequently died in the hospital.	 Average	9.4916 (6.7853, 12.1980)	
Death rate for stroke patients	 Average	12.5 (10.4, 14.8)	
Rate of unplanned readmission for stroke patients	 Average	13.6 (11.2, 16.2)	
Surgeries for Specific Health Conditions			
Practice patterns			
Number of surgeries to remove part of the esophagus	Not enough data	-	
Number of surgeries to remove part of the pancreas	Not enough data	-	
Number of surgeries to fix the artery that carries blood to the lower body when it gets too large	Not enough data	22	
Results of Care – Deaths			
How often patients die in the hospital during or after surgery on the esophagus	Not enough data	-	
How often patients die in the hospital during or after pancreas surgery	Not enough data	-	
How often patients die in the hospital during or after a surgery to fix the artery that carries blood to the lower body when it gets too large	 Better than average	0.0000 (0.0000, 18.6711)	
Surgical patient safety			
Results of care			
How often surgical patients die in the hospital because a serious condition was not identified and treated	 Average	111.0439 (50.4174, 171.6704)	
How often patients in the hospital had to use a breathing machine after surgery because they could not breathe on their own	 Average	4.5261 (0.0000, 9.3211)	
How often patients in the hospital get a blood clot in the lung or leg vein after surgery	 Better than average	3.0363 (1.1416, 4.9310)	
How often patients accidentally get cut or have a hole poked in an organ that was not part of the surgery or procedure	 Average	0.6042 (0.0000, 1.6562)	
Number of times a medical tool was accidentally left in a patient's body during surgery or procedure	Not enough data	-	

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Surgical Site Infections (SSI)	● Average		
Central Line-Associated Blood Stream Infections (CLABSI)	● Average		
Health Care Worker Vaccinations (HCW)	100%		
Clostridium Difficile Infections (CDI)	● Average		
Methicillin-Resistant Staphylococcus Aureus Infections (MRSA)	● Average		
Catheter-Associated Urinary Tract Infections (CAUTI)	● Average		