



# *CLINICAL AND SAFETY PERFORMANCE METRICS*

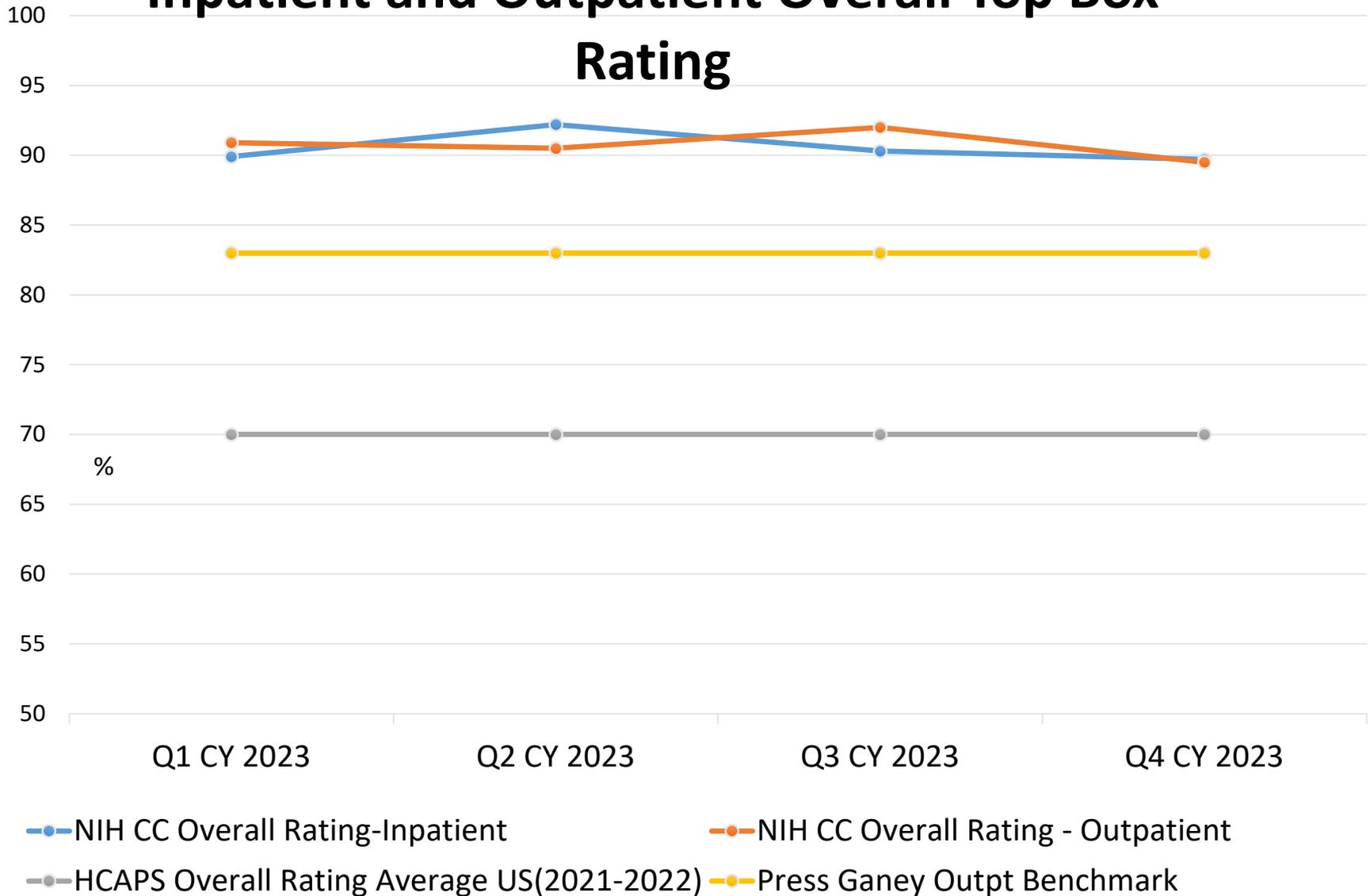
## Executive Dashboard

NIH Clinical Center  
February 2024

# Patient Perceptions

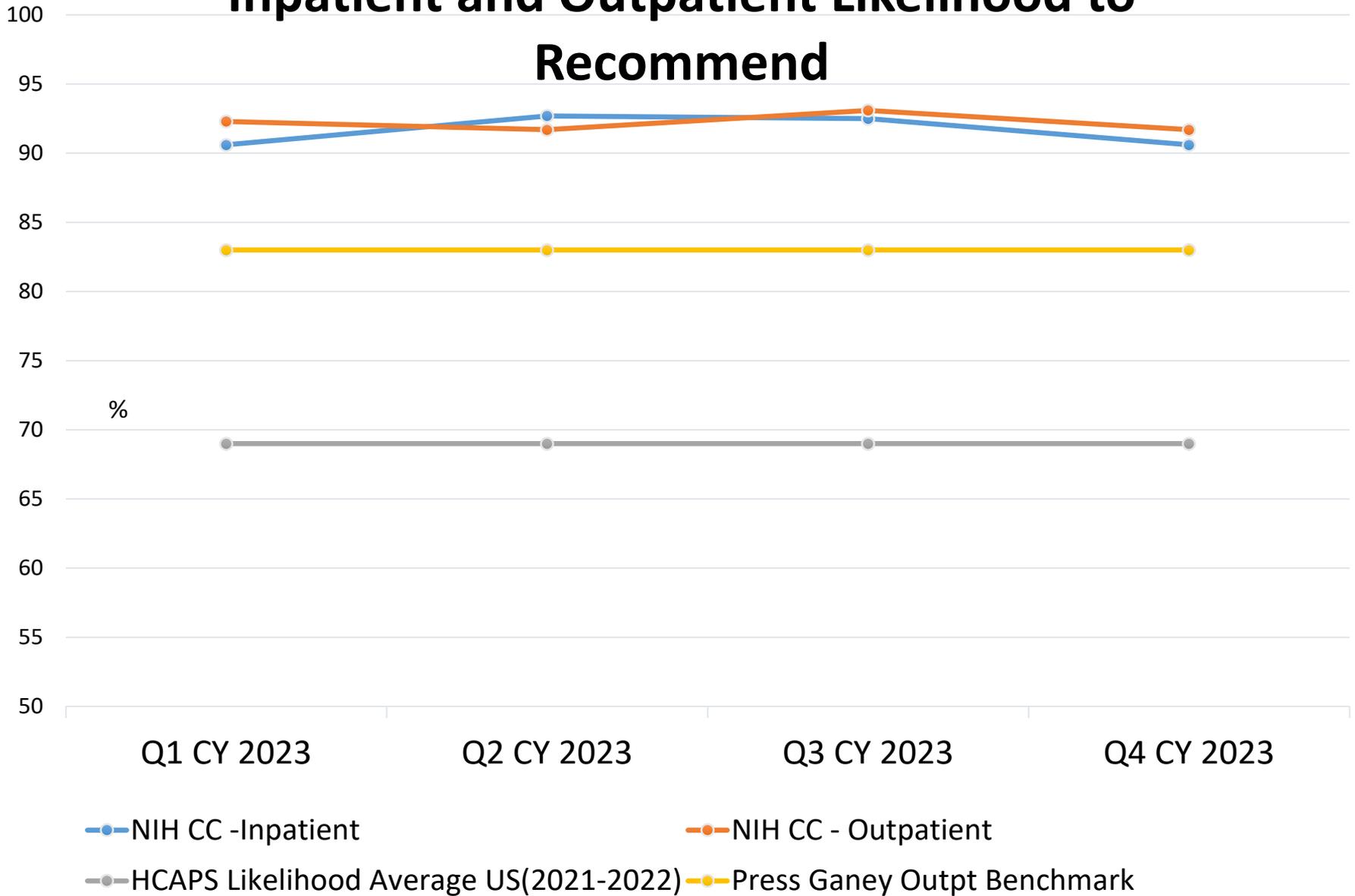
- Press-Ganey Survey Results:
  - Overall Assessment
  - Likelihood of Recommending

# Inpatient and Outpatient Overall Top Box Rating



3 questions in the Overall Assessment Domain

# Inpatient and Outpatient Likelihood to Recommend

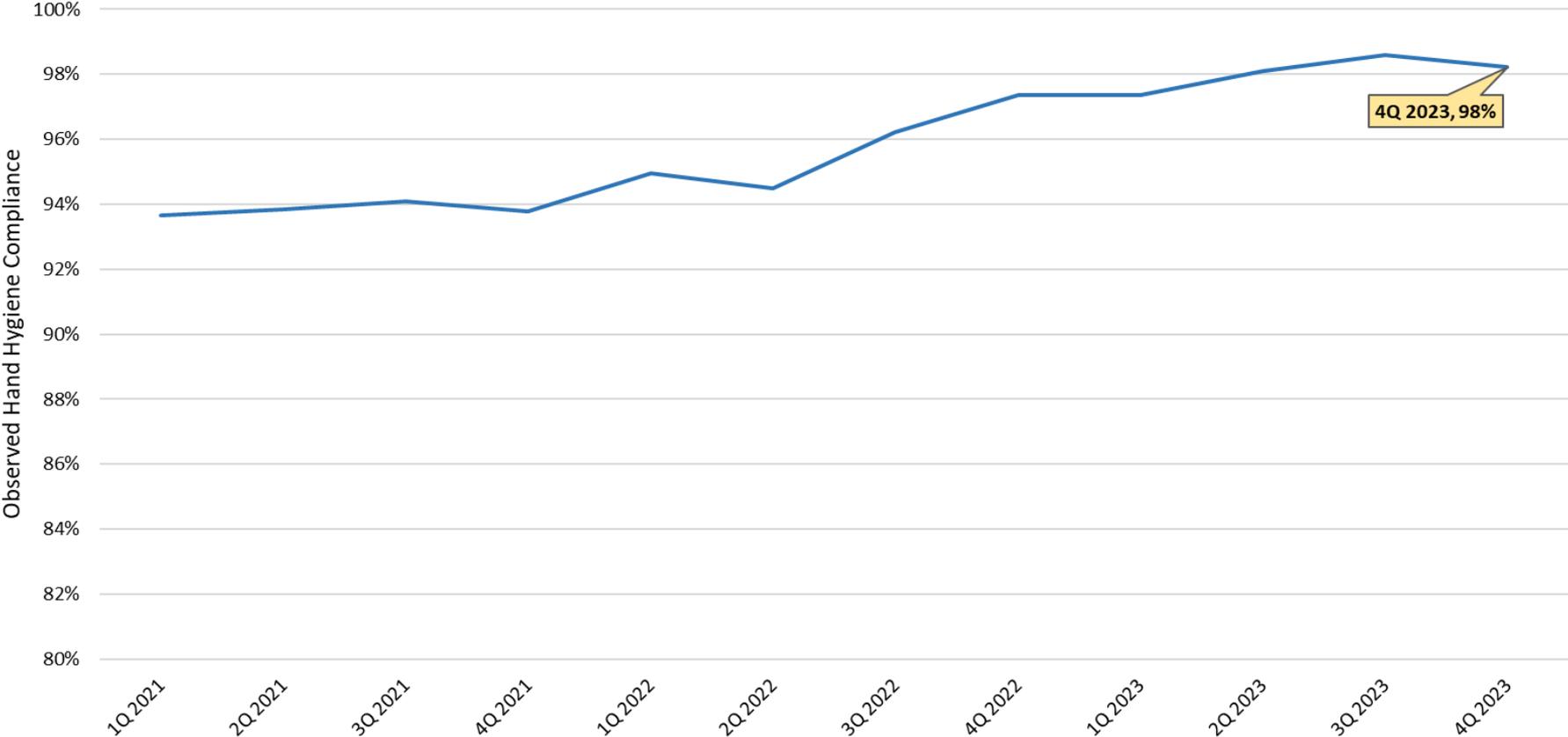


# Infection Control Metrics

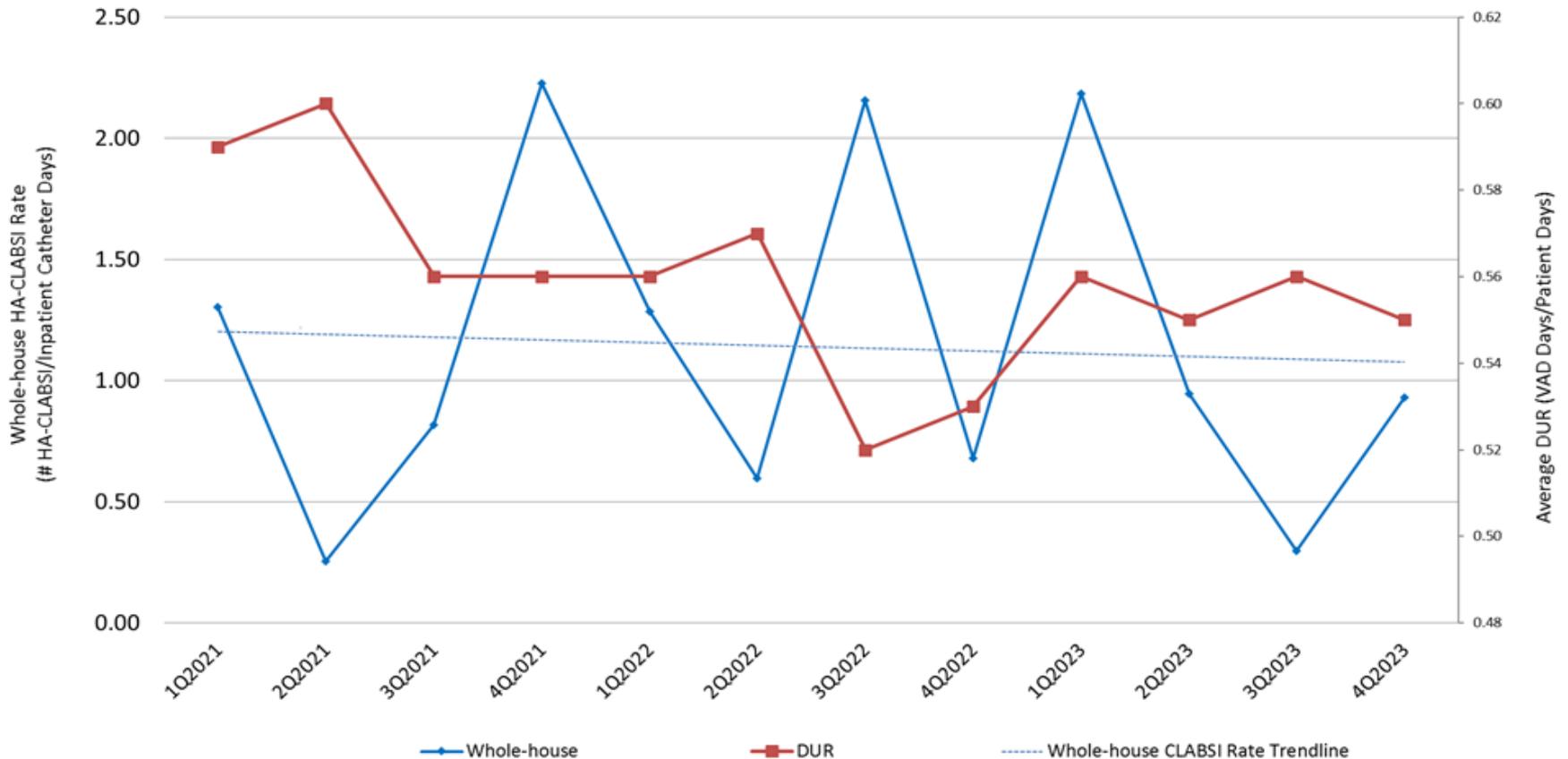
- Hand Hygiene
- Central-Line Associated Bloodstream Infections
  - Whole-House
  - Intensive Care Unit
- Catheter Associated Urinary Tract Infections
  - Intensive Care Unit
  - Surgical Oncology
- Surgical Site Infections

# Staff Hand Hygiene Compliance by Quarter

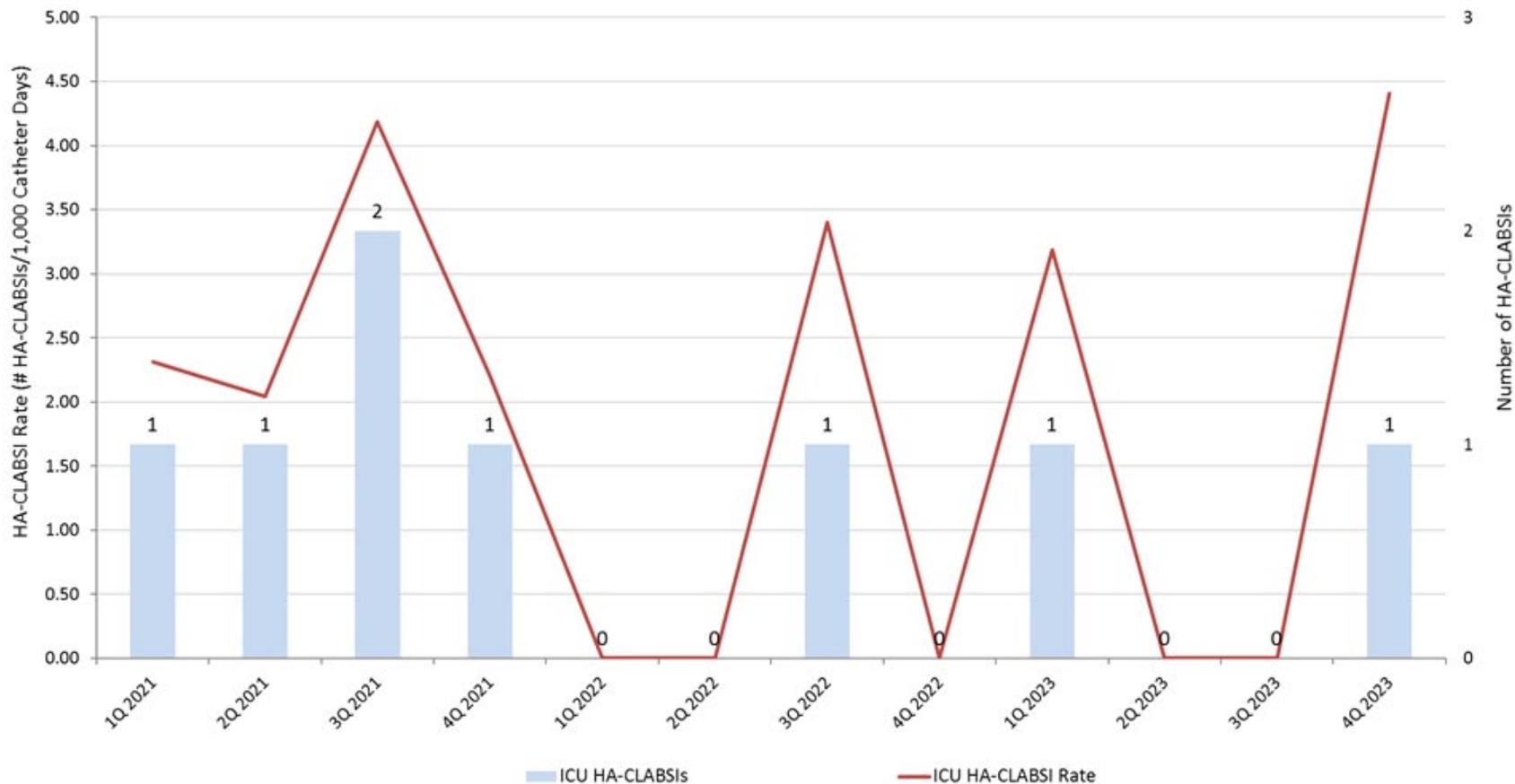
Whole House Hand Hygiene Compliance, 4Q 2023



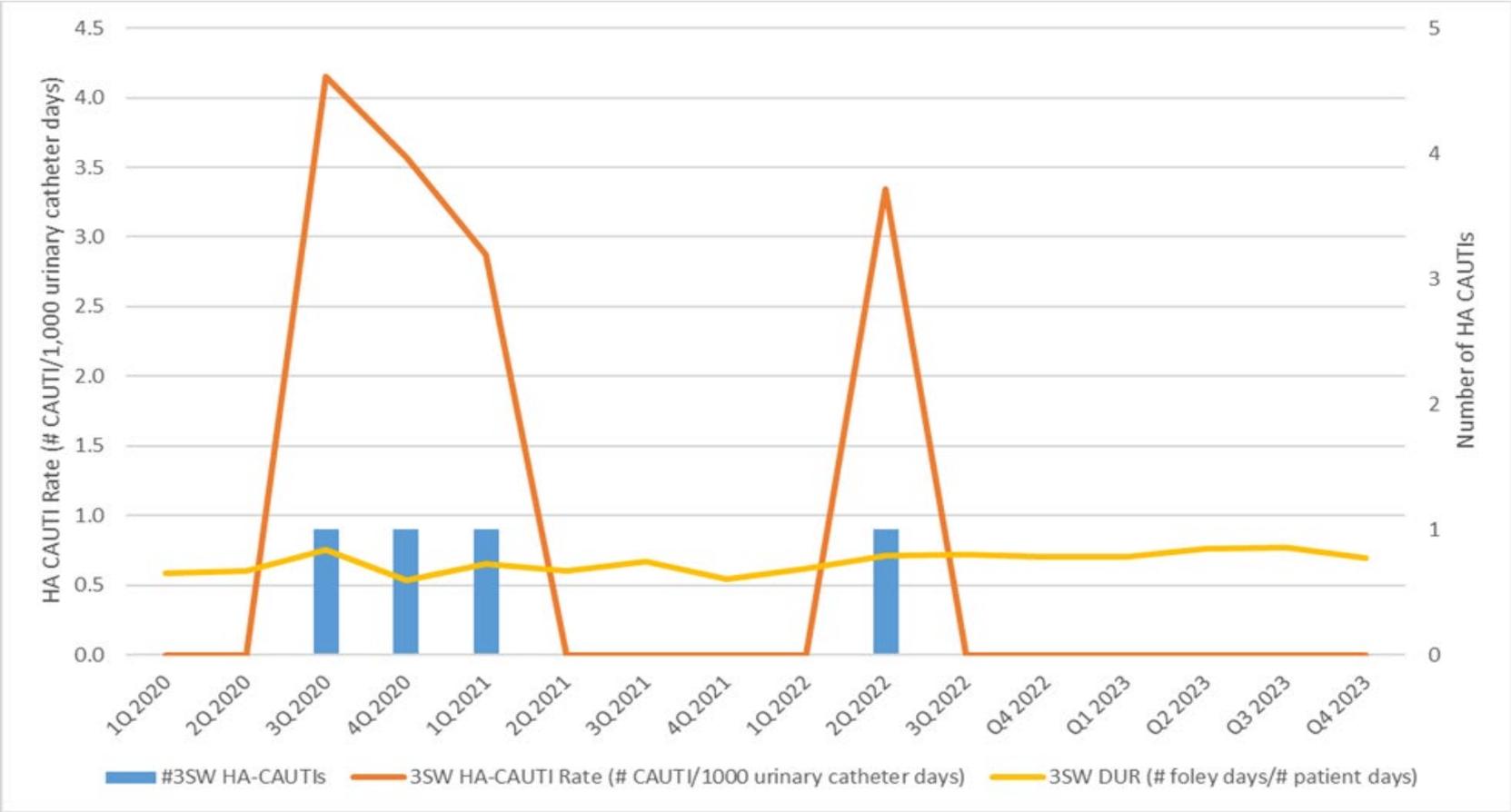
# Whole-House Hospital-Acquired Central Line-Associated Bloodstream Infection Rates



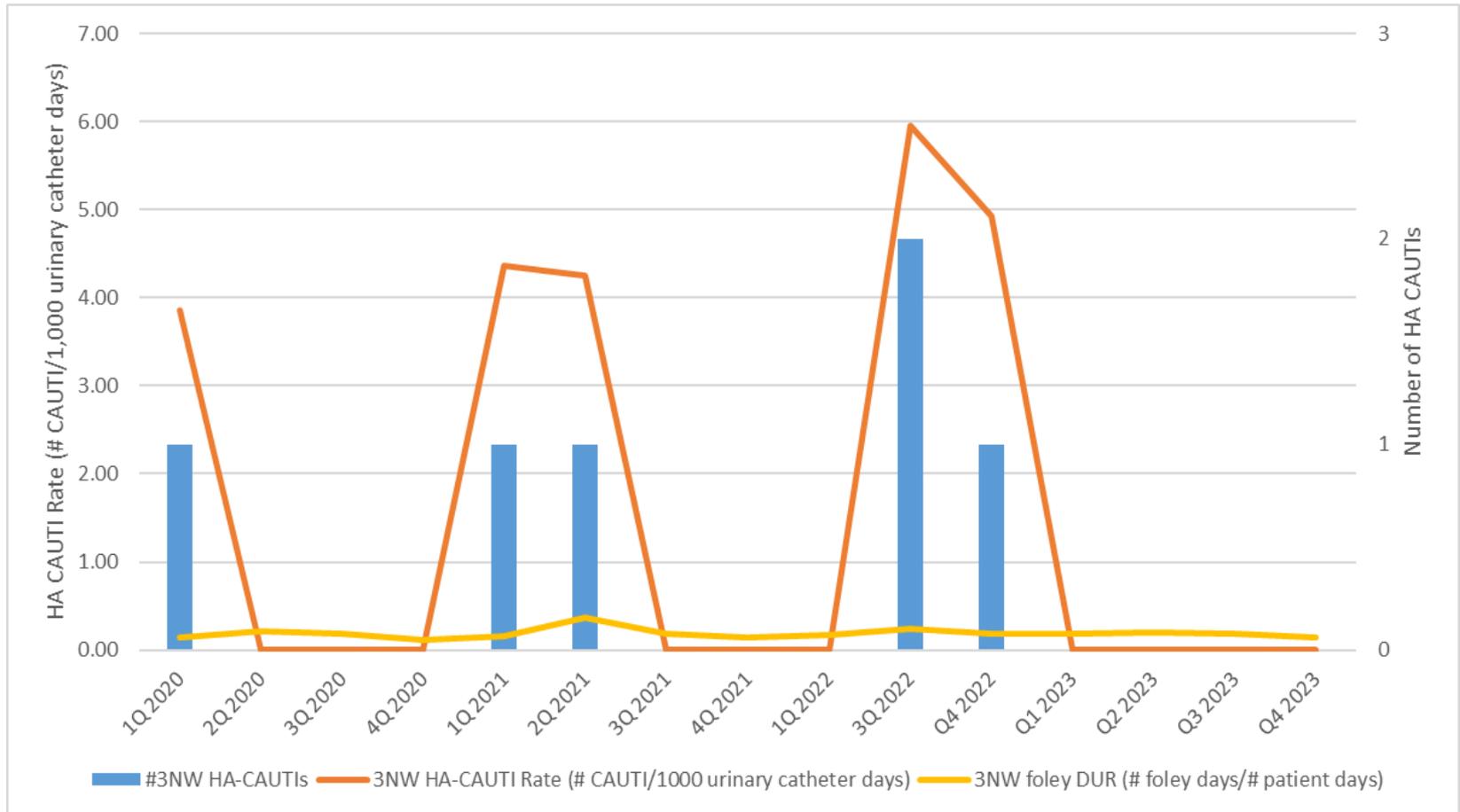
# HA-CLABSI Incidence and Rates by Unit, ICU



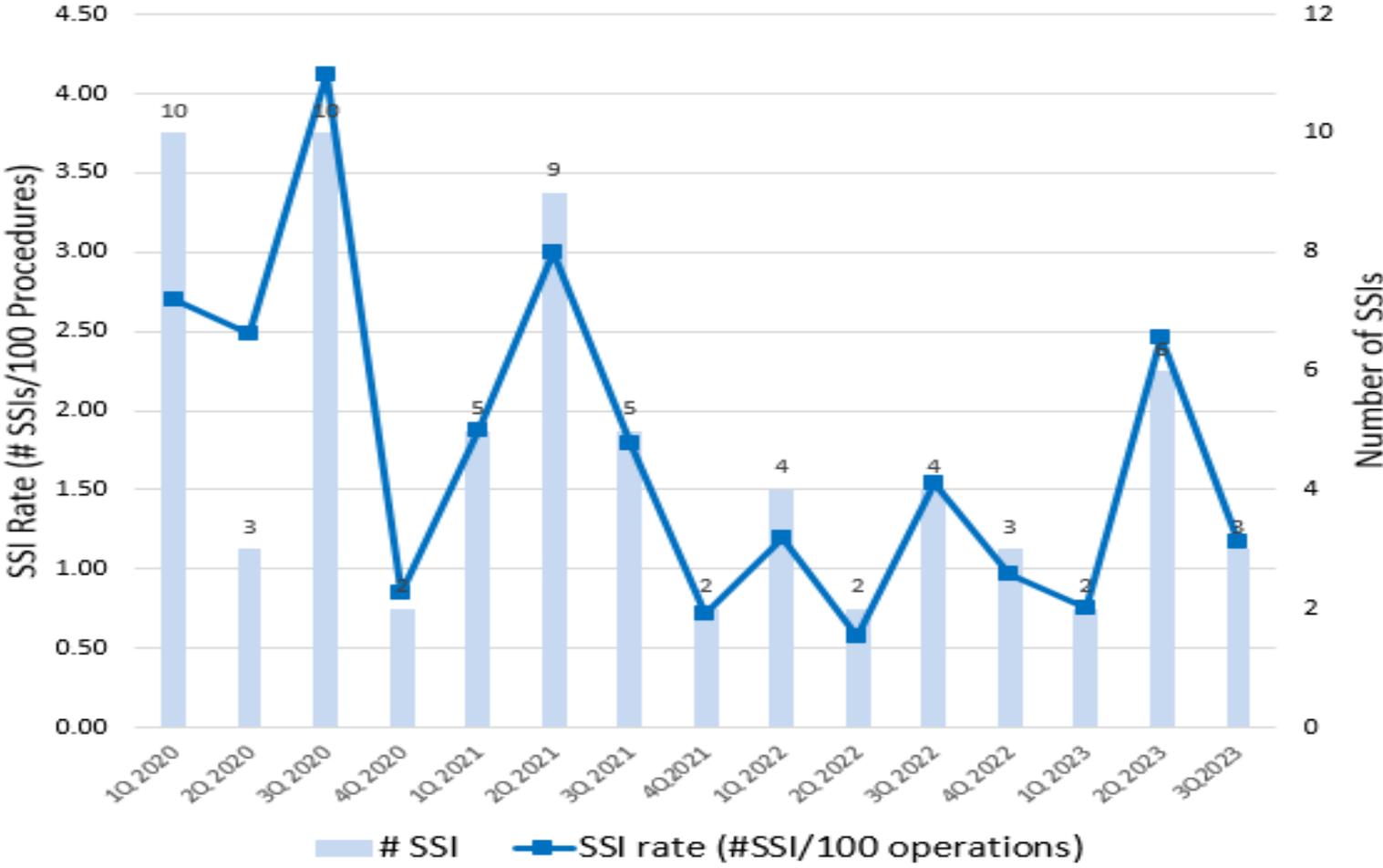
# Hospital-Acquired Catheter-Associated UTI (3SWS/ICU)



# Hospital-Acquired Catheter-Associated UTI (3NW)



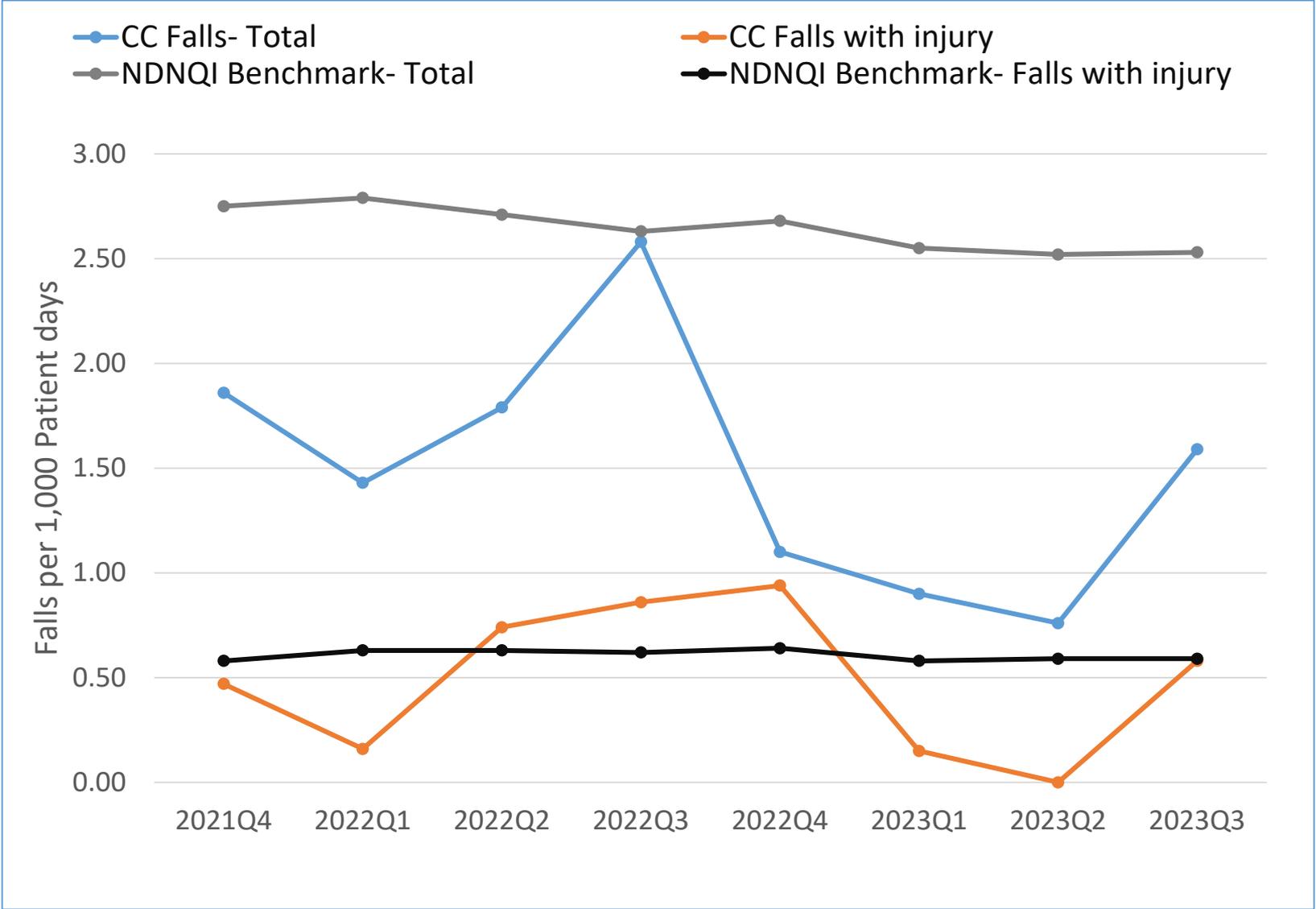
# Surgical Site Infection Rate



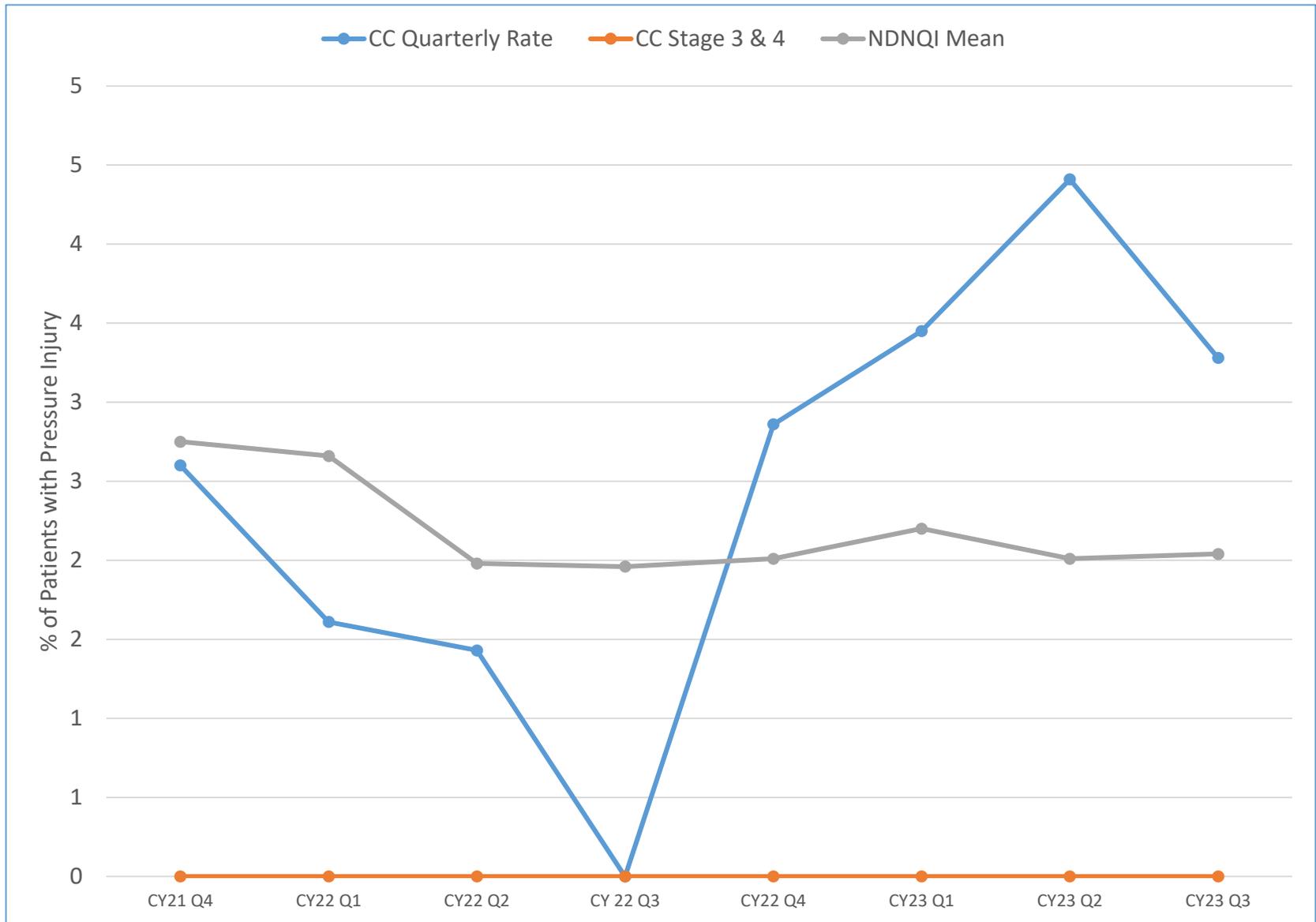
# Nursing Quality Metrics

- Falls
- Pressure Injury
- Note: See prior section for CLABSI and CAUTI

# Inpatient Falls Rate



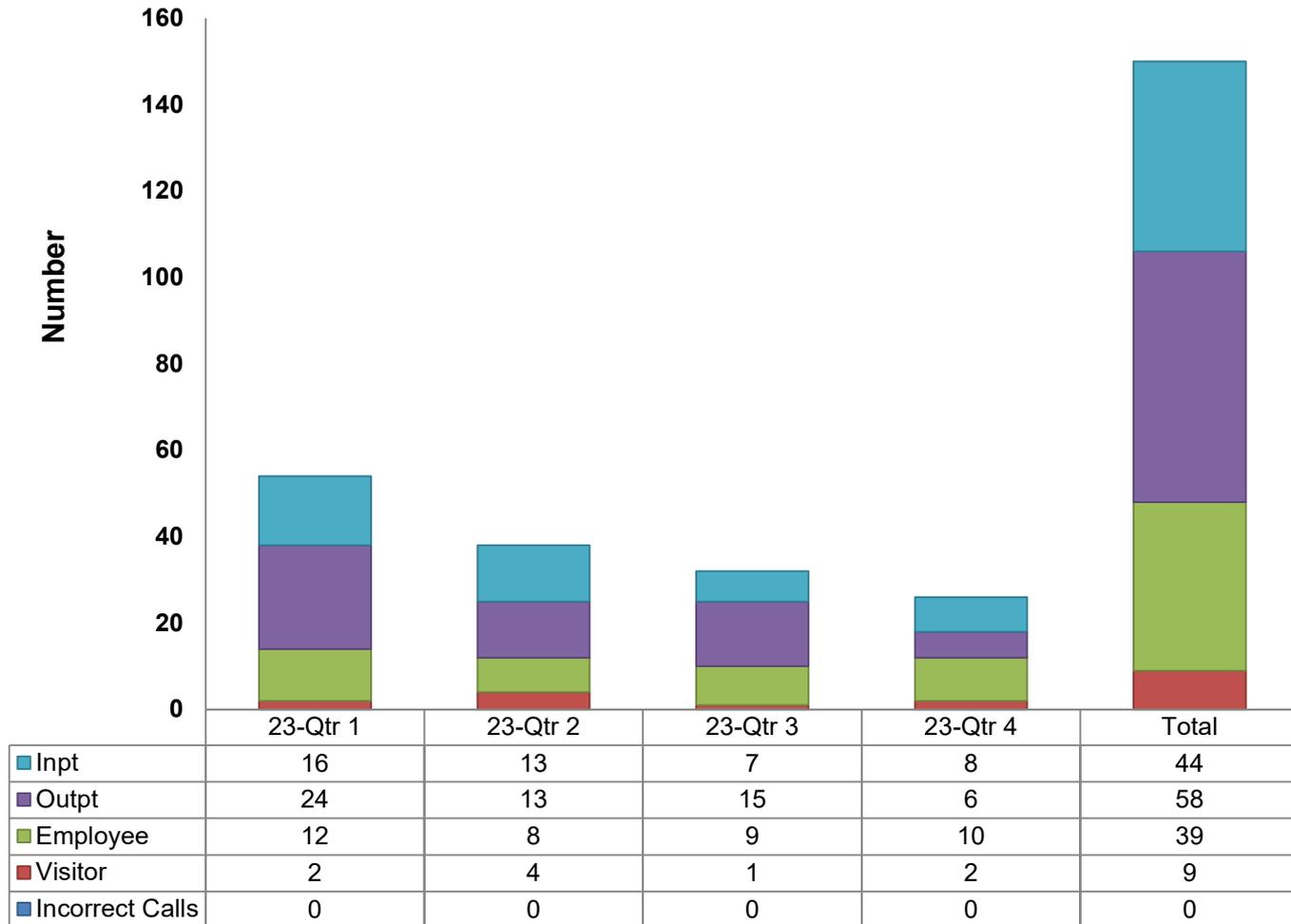
# Pressure Injury Prevalence



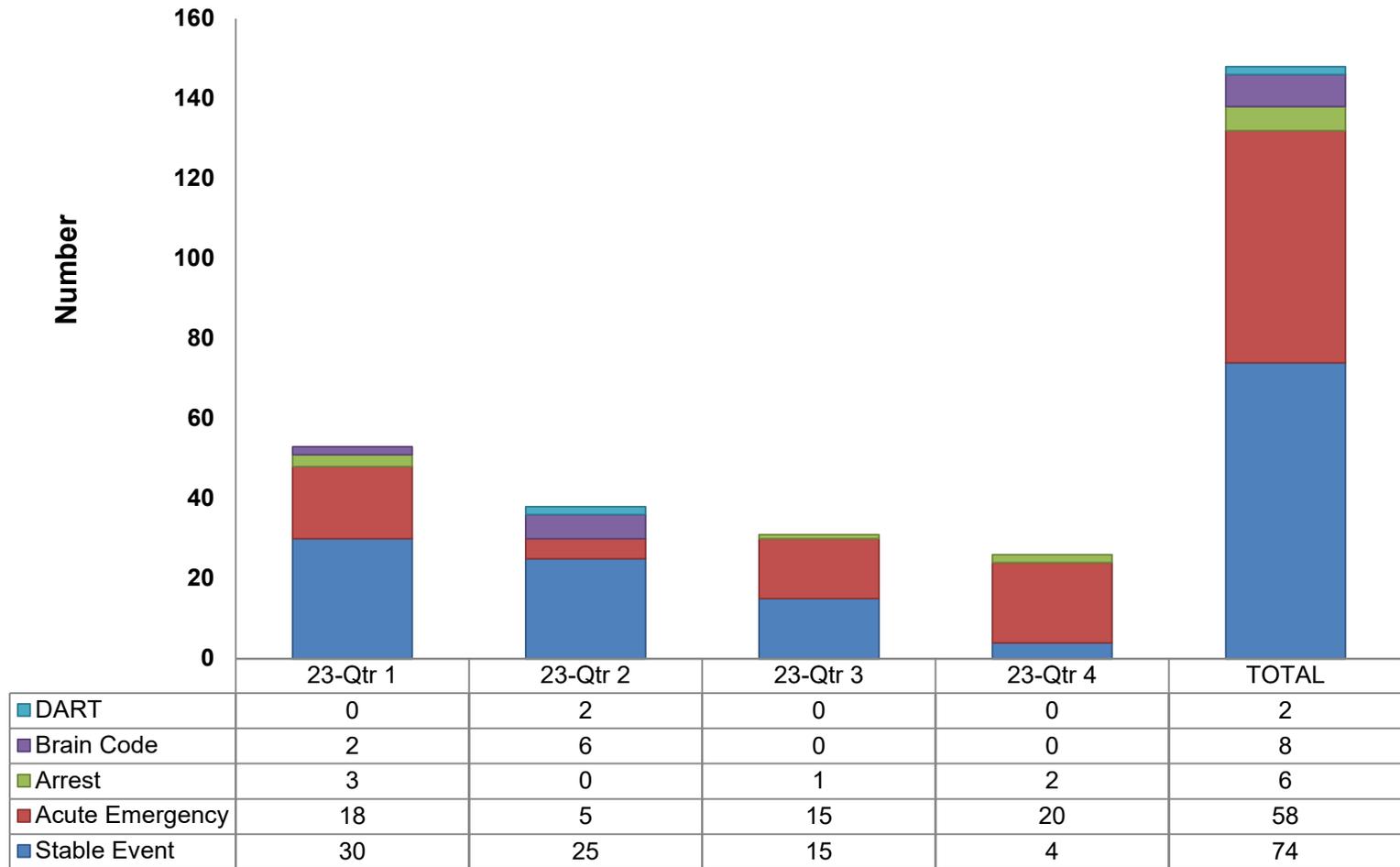
# Emergency Response

- Code Blue and Rapid Response
  - Types of Patients
  - Type of Event
  - Patient Disposition

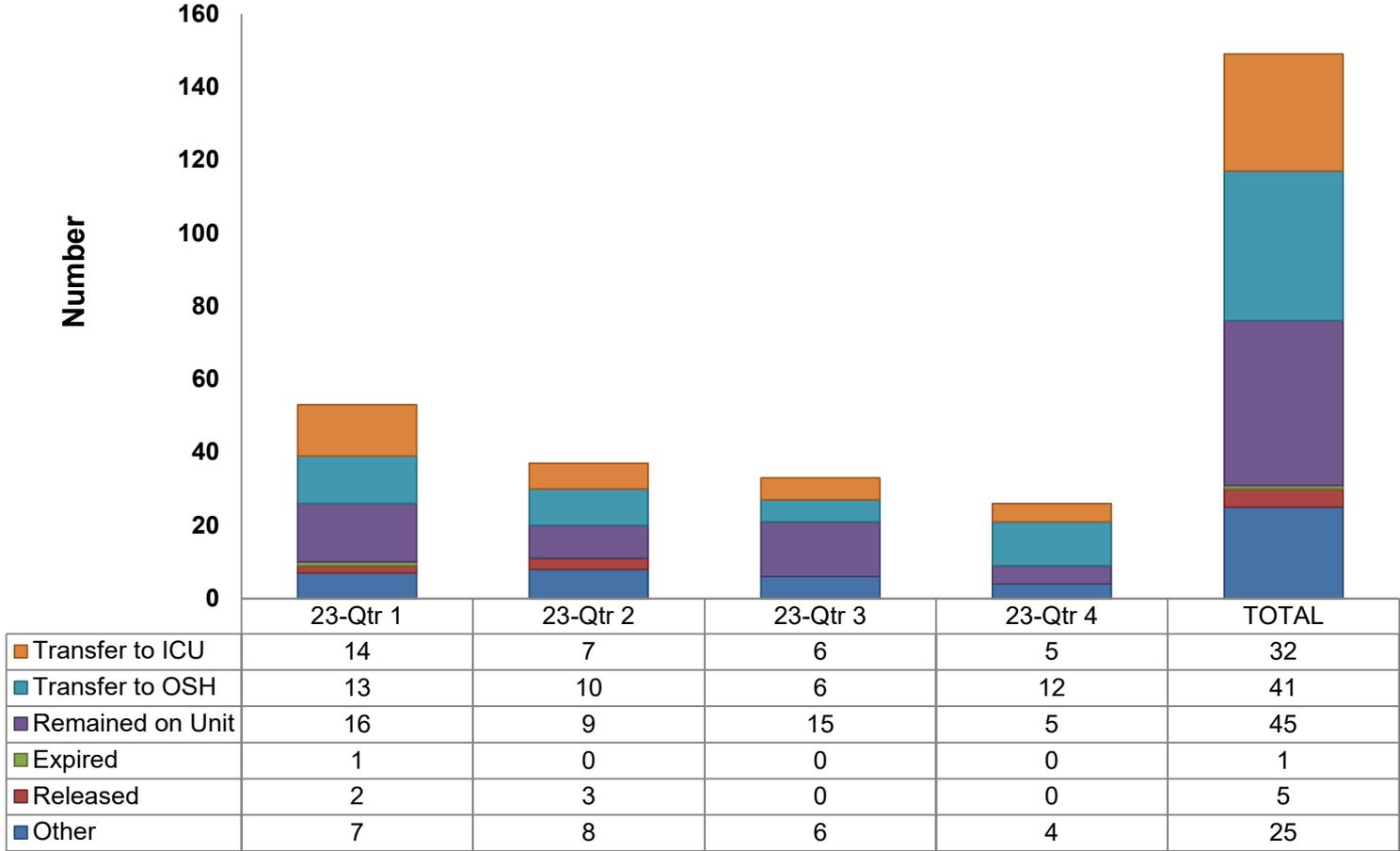
# Code Blue Response: Types of “Patients”



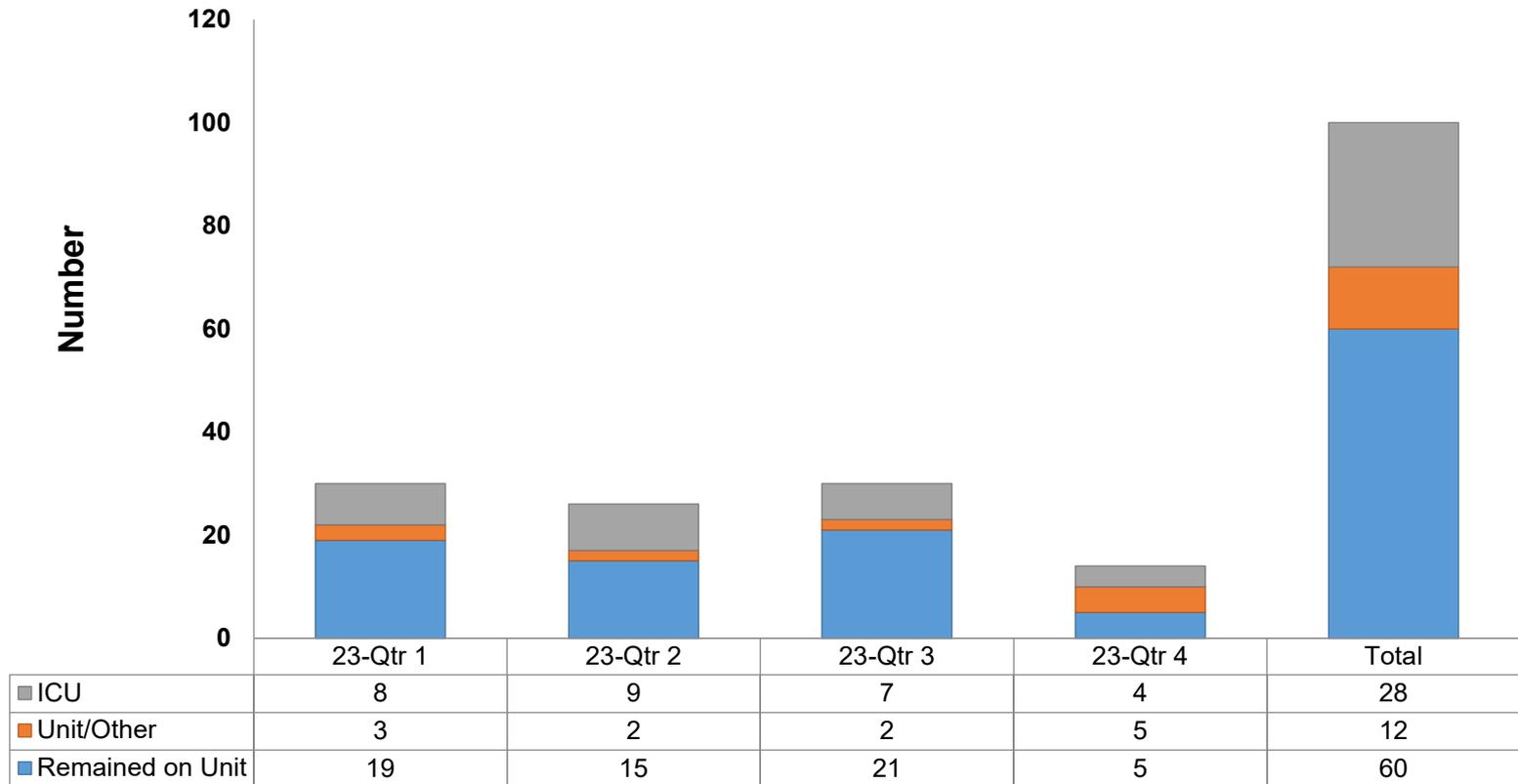
# Code Blue Response: Type of Event



# Code Blue Response: Patient Disposition



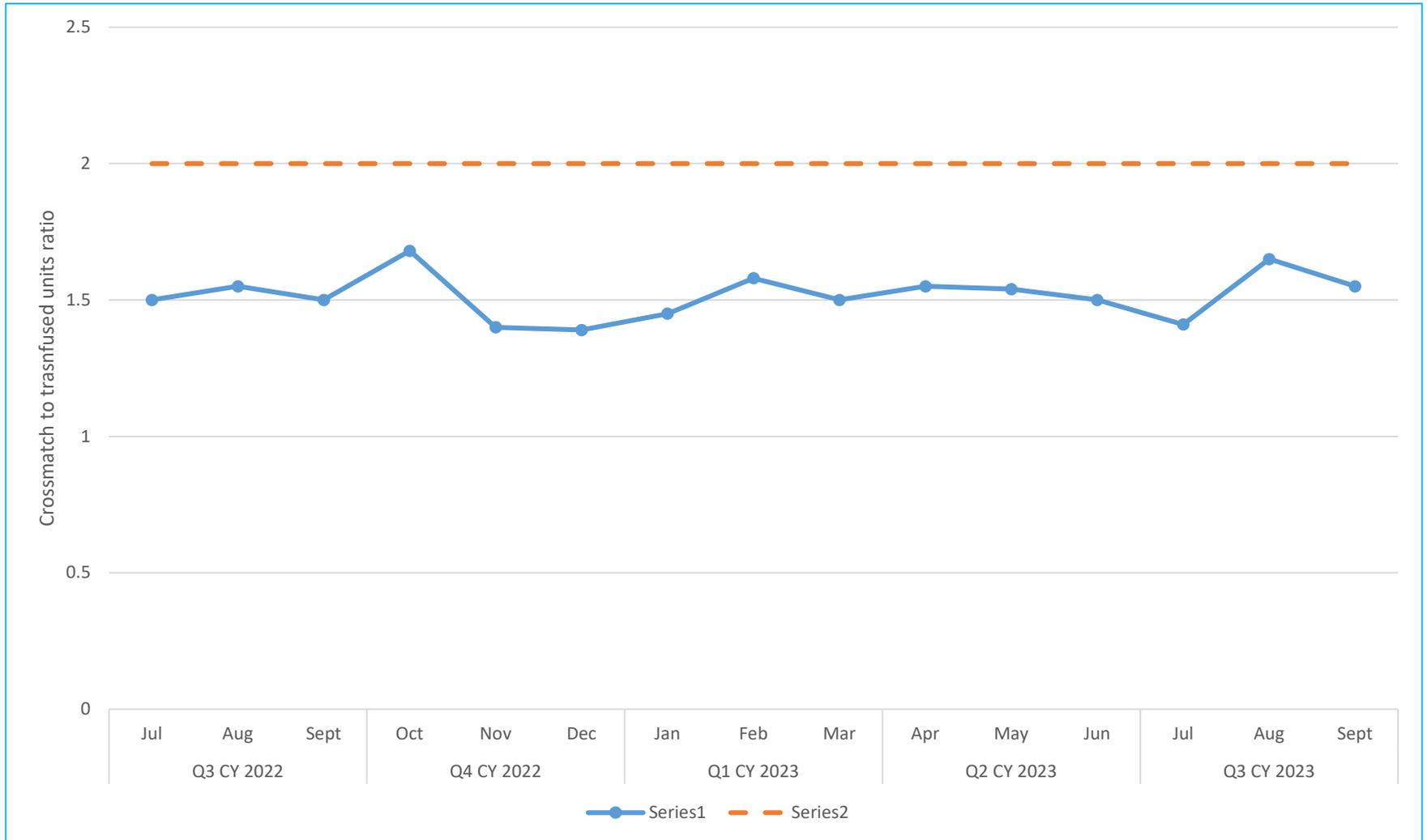
# Rapid Response Team: Patient Disposition



# Blood and Blood Product Use

- Crossmatch to Transfusion (C:T) Ratio
- Transfusion Reaction by Class
- Unacceptable Blood Bank Specimens

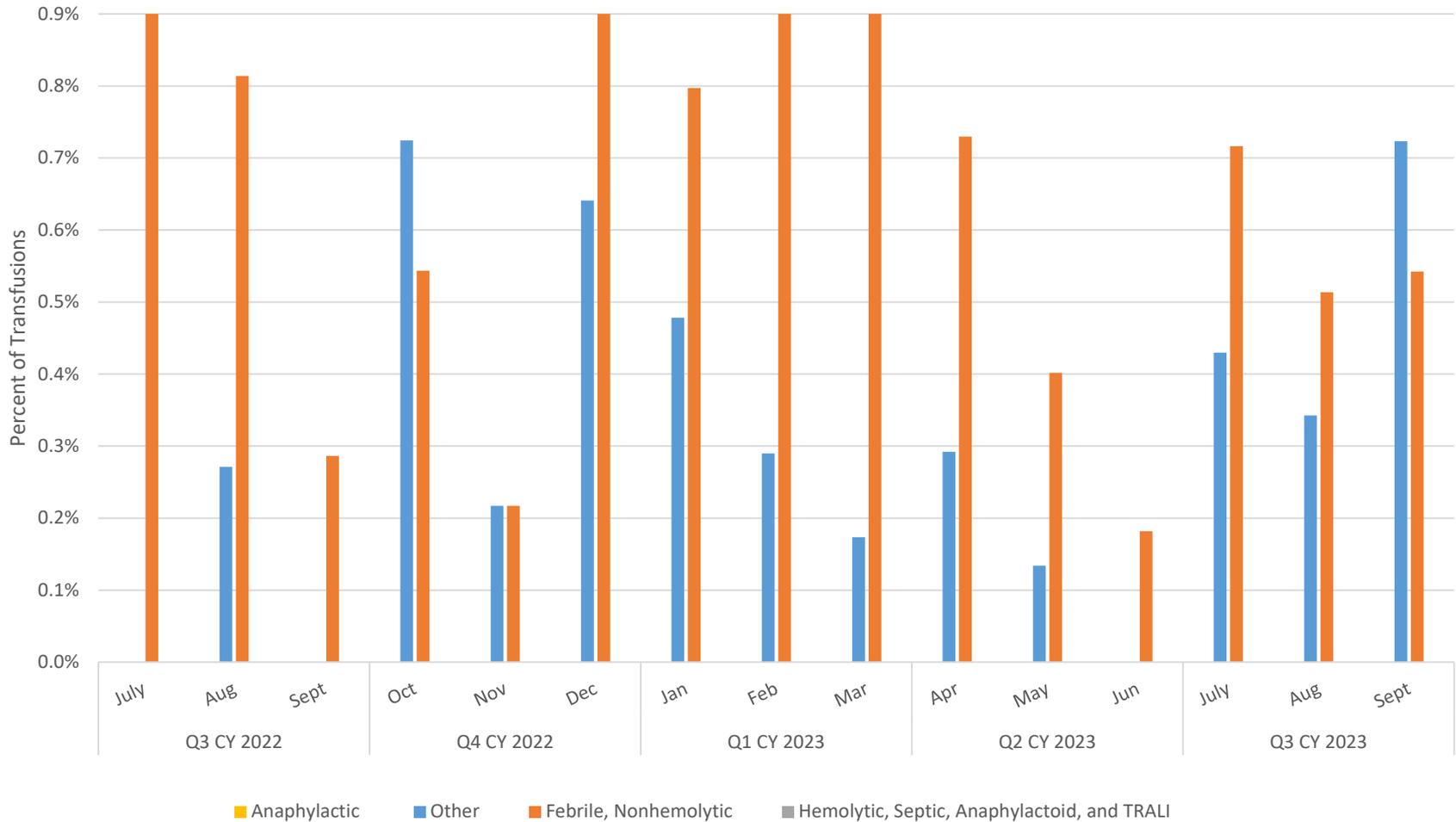
# Crossmatch to Transfusion (C/T) Ratio



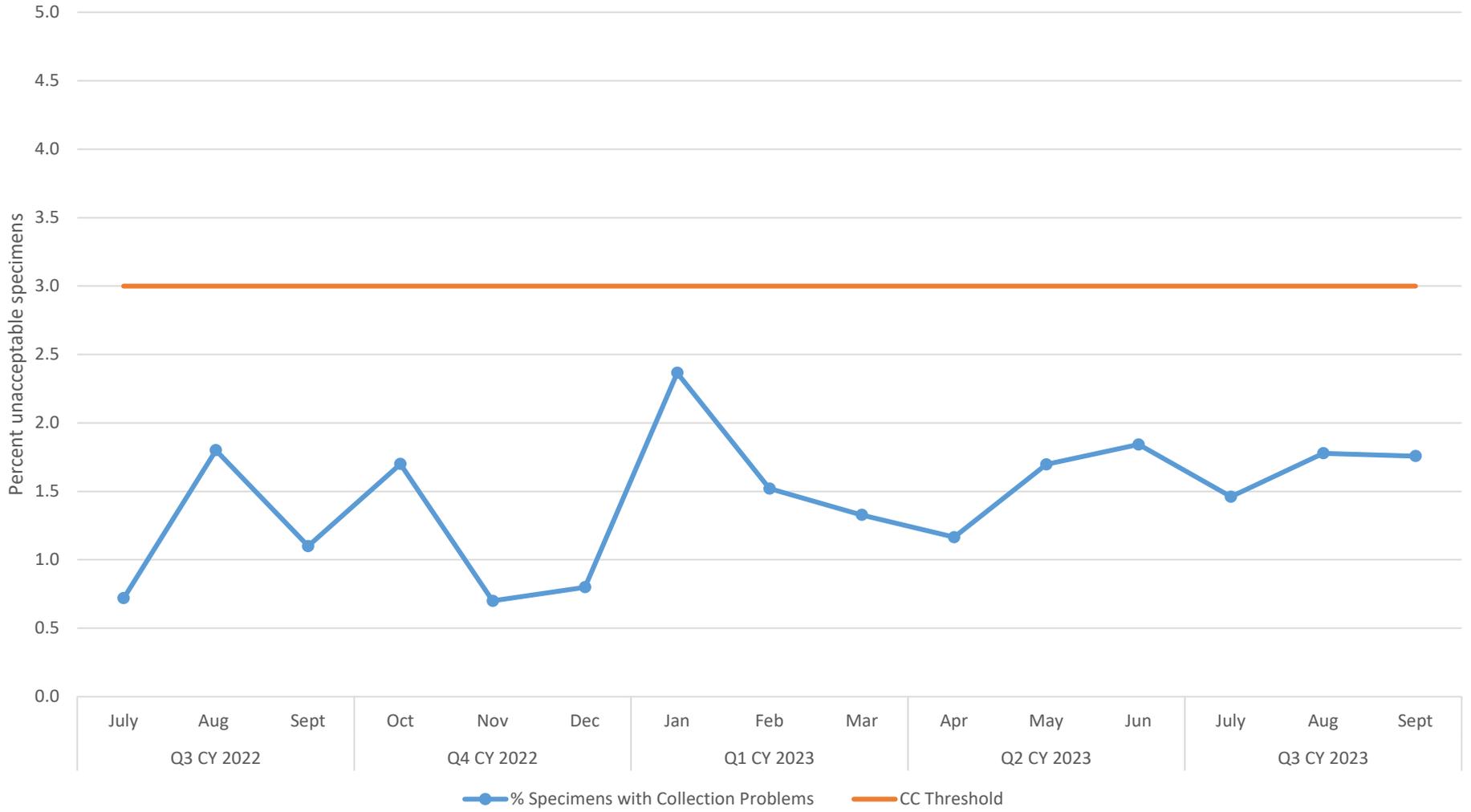
The NIH CC goal is to have a C:T ratio of 2.0 or less.

Monitoring this metric ensures that blood is not held unused in reserve when it could be available for another patient

# Transfusion Reactions by Class



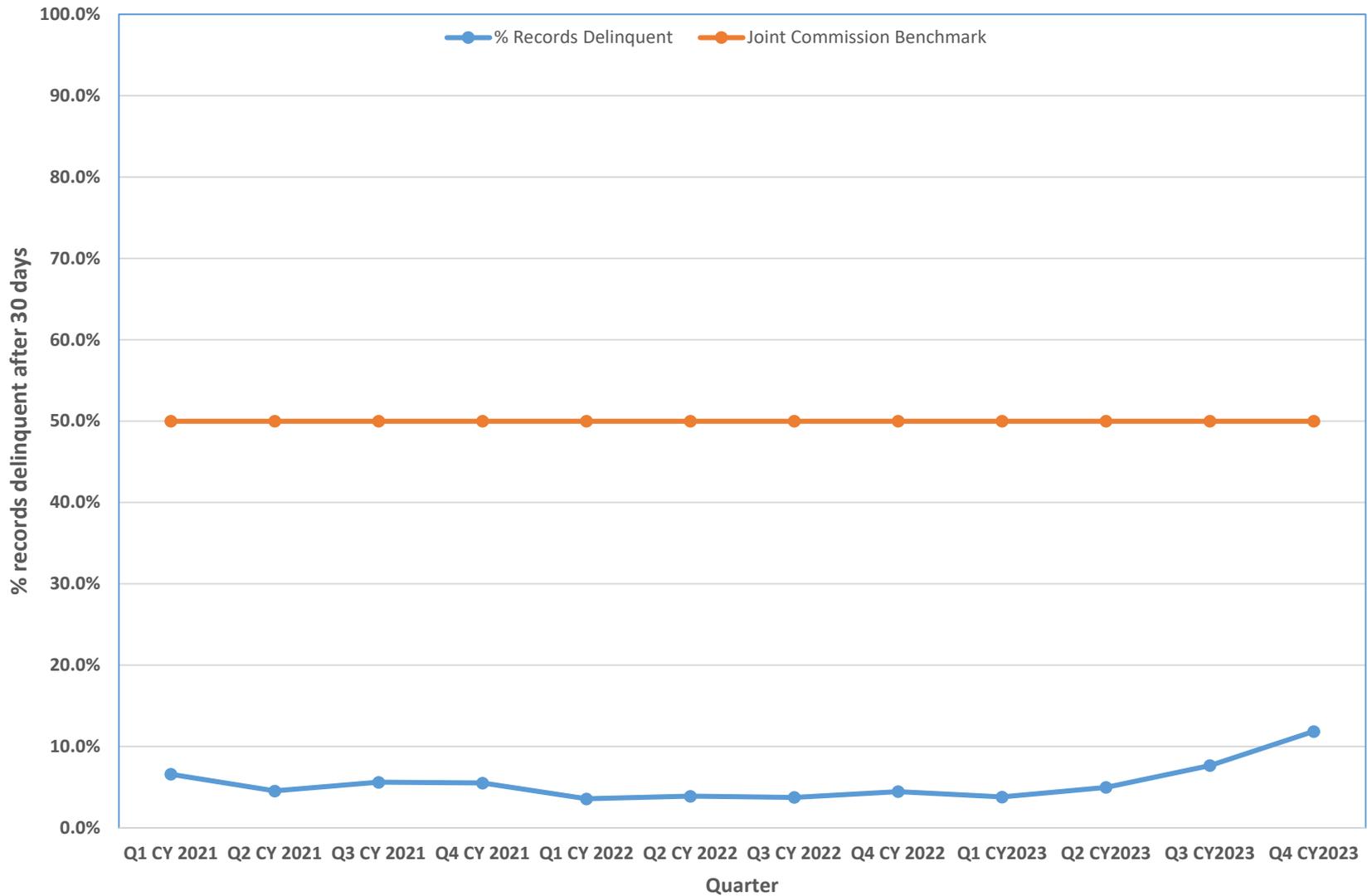
# Unacceptable Blood Bank Specimens



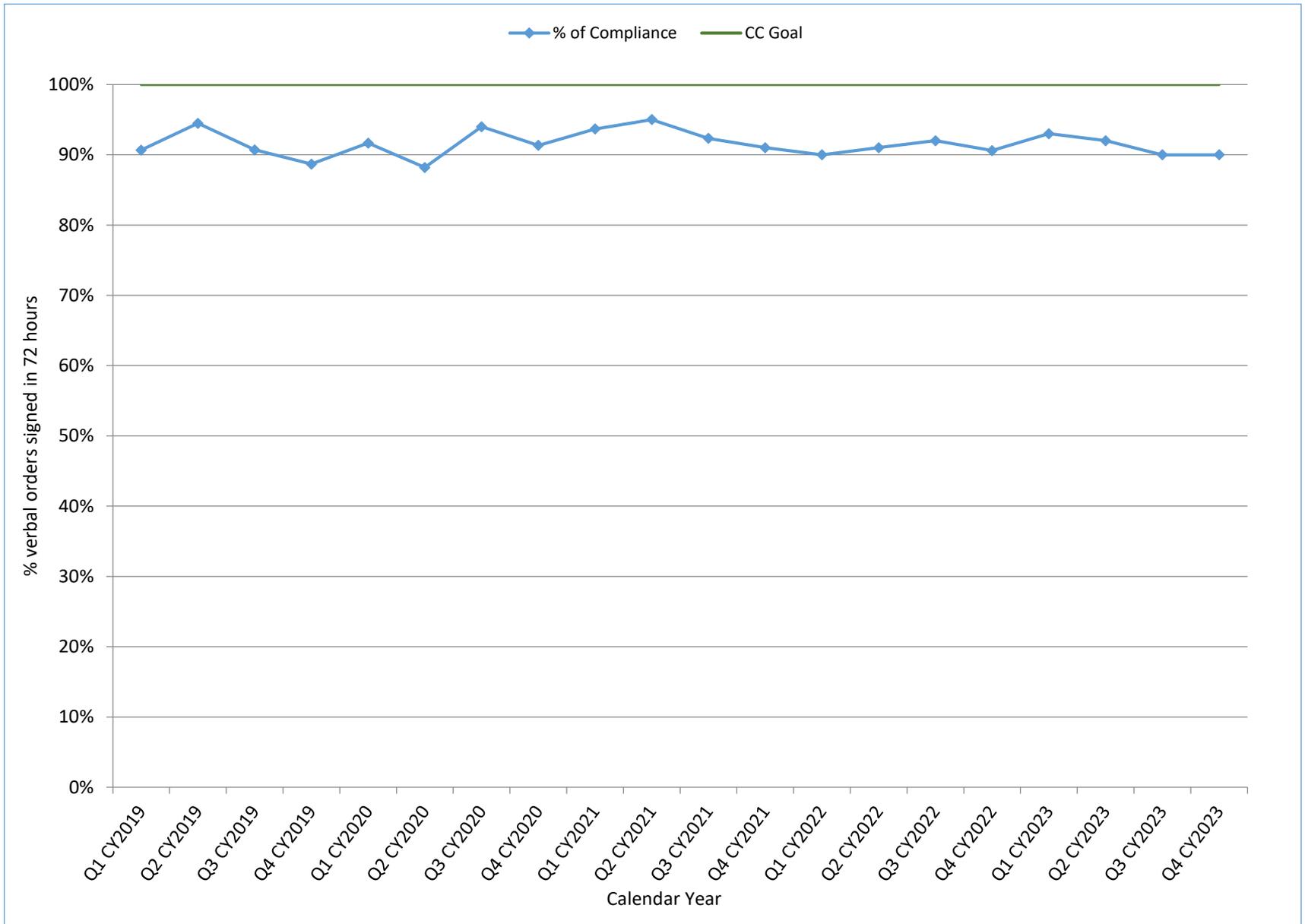
# Clinical Documentation

- Medical Record Completeness
  - Delinquent Records
  - “Agent for” Countersignature Adherence
  - Unacceptable Abbreviation Use
- Accuracy of Coding

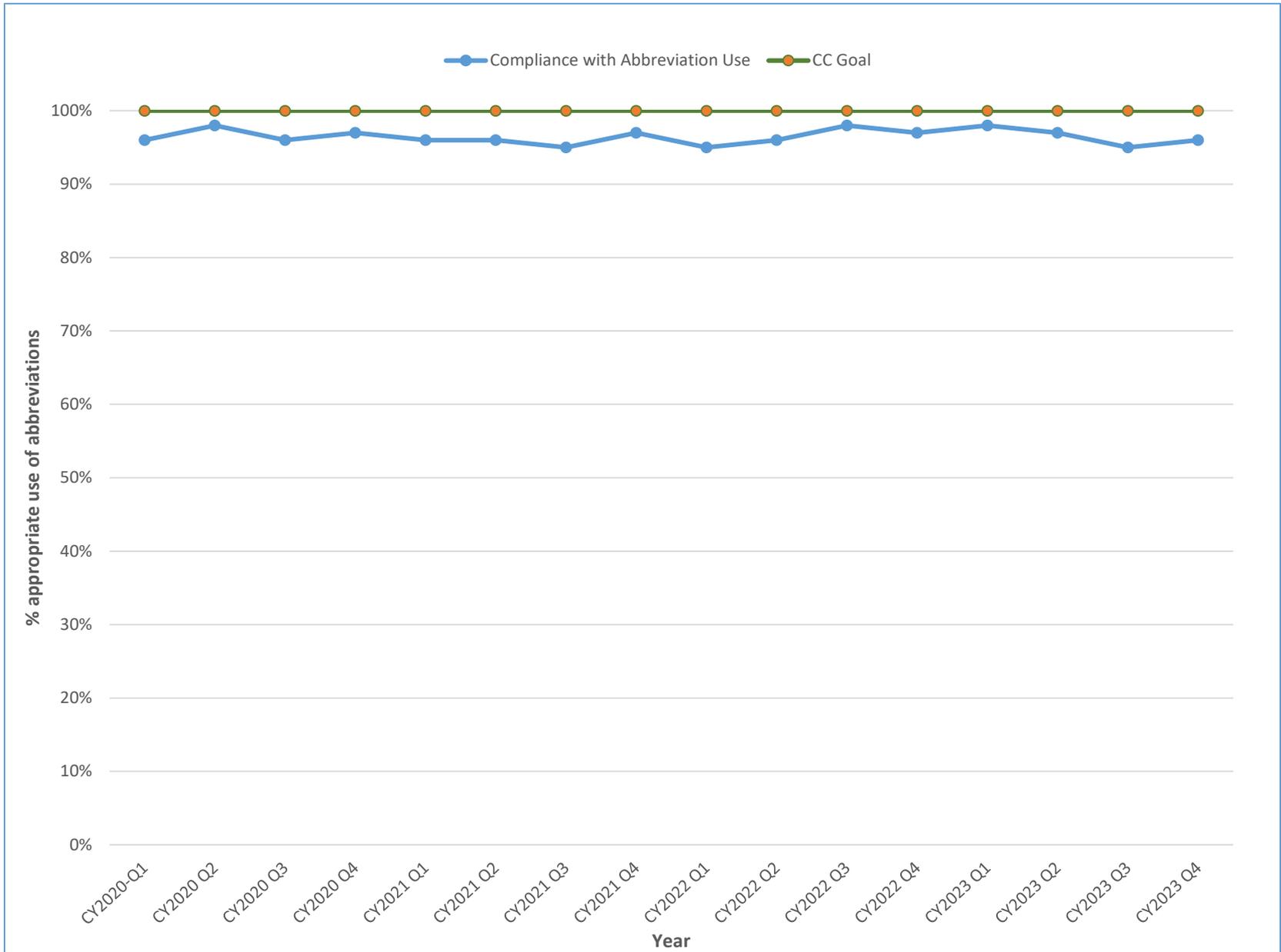
# Delinquent Records (>30 days post discharge)



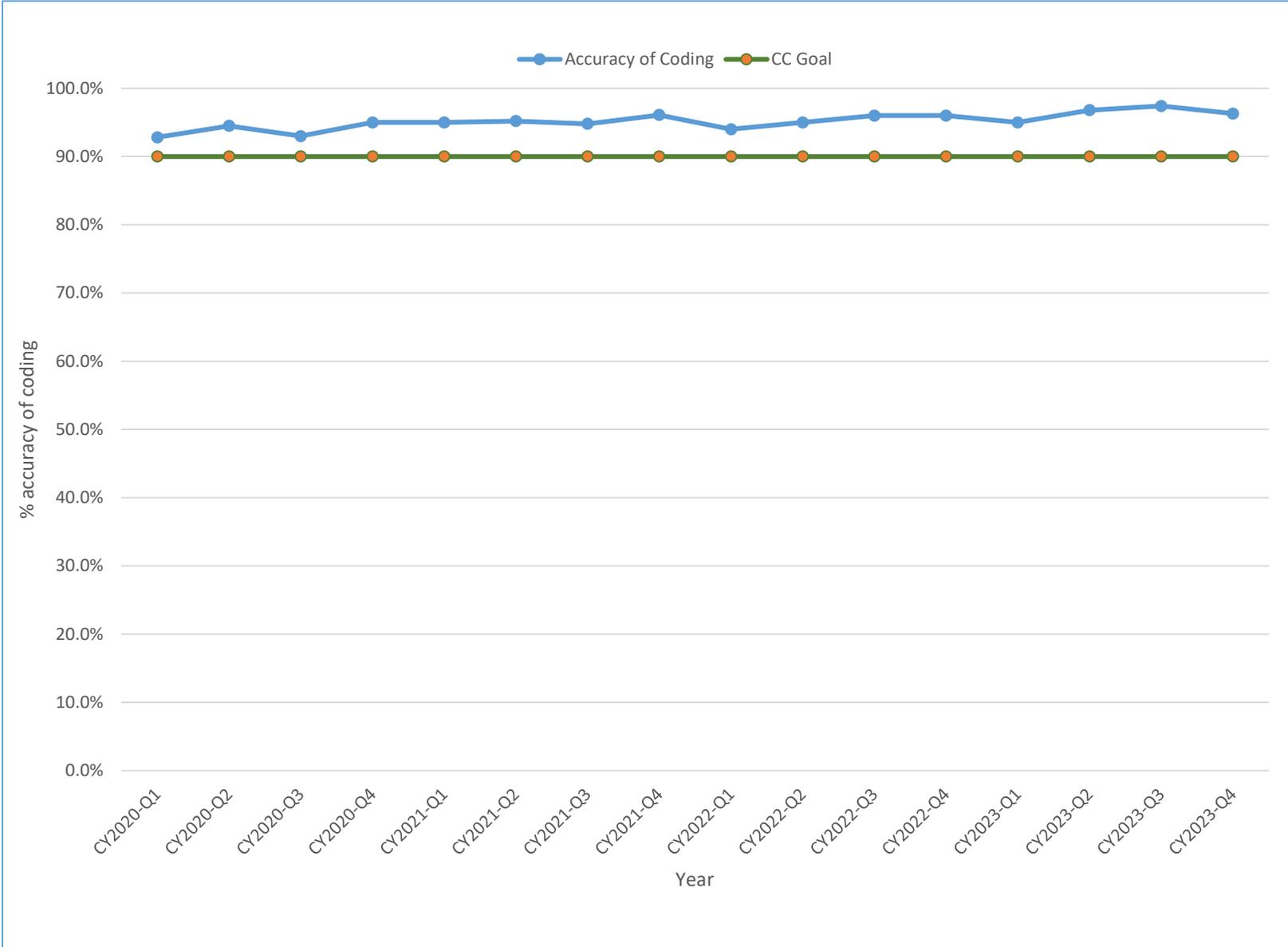
# "Agent for" Orders Countersignature Compliance



# "Do Not Use" Abbreviation Adherence



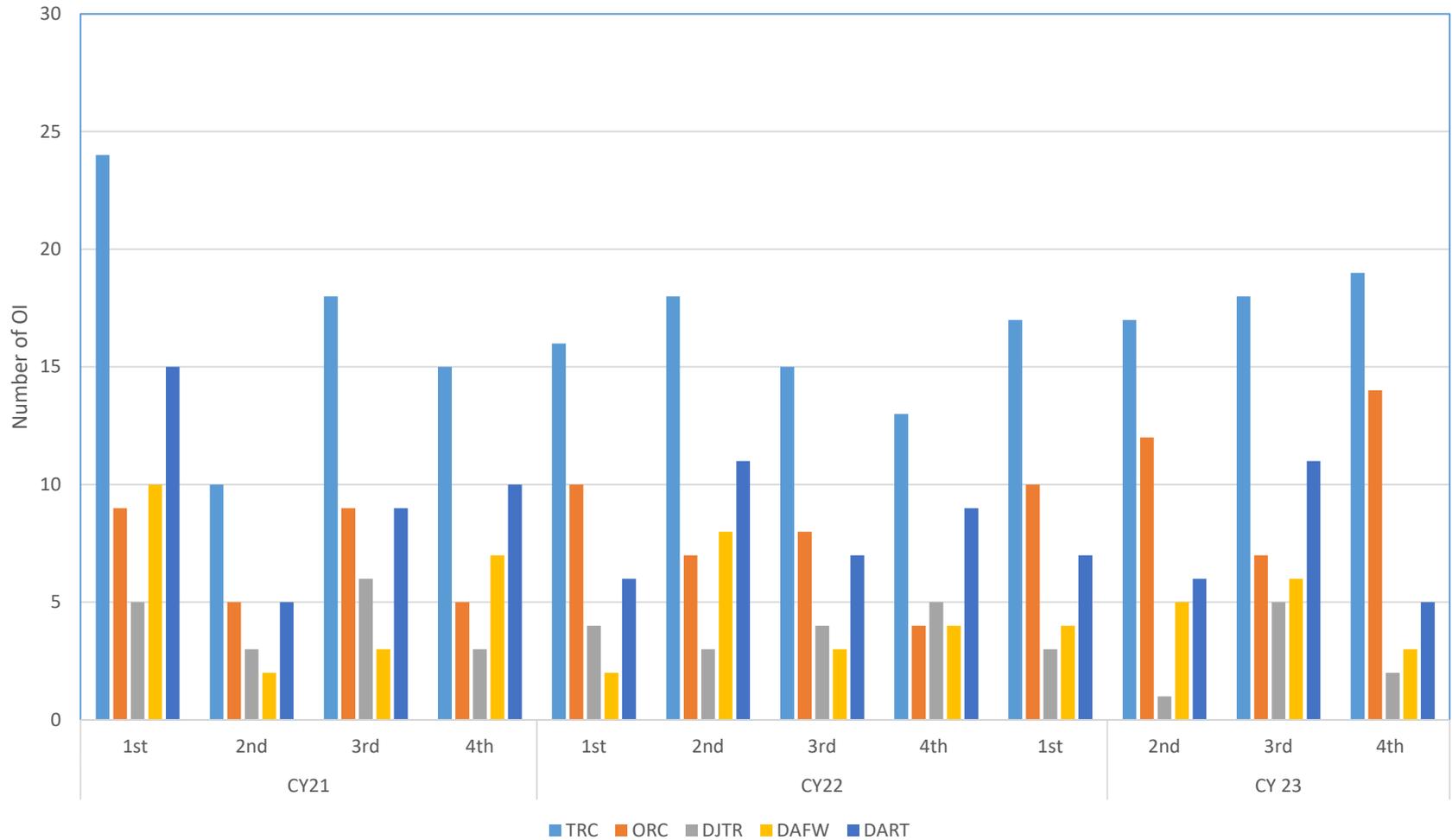
# Accuracy of Record Coding



# Employee Safety

- Recordable Occupational Injury and Illness
- Types of Occupational Injury for Quarter

# Recordable Occupational Injuries and Illnesses Among CC Employees CY21-23



TRC= Total Recordable cases  
ORC = Other recordable cases

DJTR= Days of job transfer or restriction  
DAFW= Days away from work

DART= Days away, restricted, or transferred (DJTR+DAFW)

# Types of Occupational Injuries Among CC Employees 4th Quarter CY2023 n=19

