HC21
HealthCare 21 Business Coalition

What You Need to Know to Choose Care Wisely

CONSUMER GUIDE ON HEALTH

2019-2020

SAFETY...QUALITY...IS ALL CARE EQUAL?

WHAT IS QUALITY CARE?

- EFFECTIVE
- EFFICIENT
- PATIENT CENTERED
- TIMELY
- EQUAL
- SAFE

THESE FACTORS ARE **IMPORTANT** BECAUSE

- The care protects patients from medical errors and harm
- The care is proven to get results
- The care is responsive to a patient's needs and preferences

Source: The Agency for Healthcare Research and Quality (AHRQ)

> **...Decisions about surgery, medications, self-management, and screening and diagnostic tests. There is ample research which suggests that health outcomes are better in patients who are more involved in decisions about their treatment.**
>
> –PATIENT EMPOWERMENT NETWORK (PEN)

FATAL MEDICAL ERRORS RANGE FROM 210,000 TO 440,000 LIVES ANNUALLY.

Source: 2013 Study on Patient Harms Associated with Hospital Care

EMPOWERED PATIENTS AS PART OF THE HEALTHCARE TEAM ARE CRUCIAL FOR HEALTH SYSTEMS

FROM DOING THINGS "TO" **THE PATIENT**

TO DOING THINGS **"WITH"** **THE PATIENT**

- **WE** make informed choices about our treatment and care
- **WE** have a better relationship with health professionals
- **WE** are committed to adhering to our treatment
- **WE** are willing and able to take more responsibility for our care
- **WE** take preventative measures and see earlier diagnosis which reduces hospitalization and emergency visits

Source: Patient Empowerment Campaign

...all of this reduces healthcare costs in the long run.

SO WHAT MAKES FOR A MORE **INFORMED PATIENT?**

Simplicity: A study from the George Washington University School of Nursing found that patients make more informed choices when information is less complex.[1]

Relevant Information is Most Helpful: Patients who are given information pertinent to their current situation make better choices based on that information.[2]

Alignment with Financial Incentives: For fully insured patients, incentives like shared savings have a bigger impact on decision making when there is little motivation to avoid things like duplicative tests.[2]

Source: [1]George Washington School of Nursing, [2]"Will Patients Be Better Consumers When They Can Access Their Health Data?, " Health Affairs Blog, March 11, 2019. DOI: 10.1377/hblog20190307.661798

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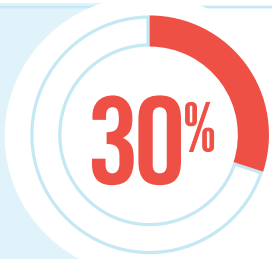
A report from the Institute of Medicine showed that an estimated



OF HEALTHCARE SPENDING CONSTITUTES WASTE IN OUR SYSTEM

As a result, many national doctors' organizations have worked to establish which procedures in their specialty may not always be necessary and should be discussed between patients and their doctors.

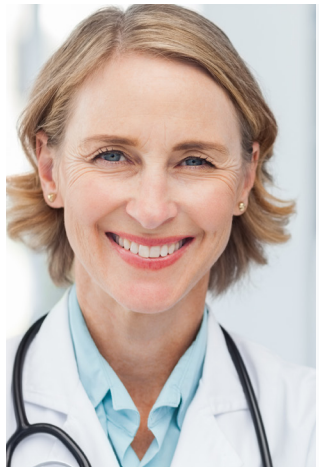
THIS IS WHERE CHOOSING WISELY™ WAS BORN

MISSION OF CHOOSING WISELY™

To promote conversations between clinicians and patients by helping patients choose care that is:

- FREE FROM HARM
- TRULY NECESSARY
- SUPPORTED BY EVIDENCE
- NOT DUPLICATIVE OF OTHER TESTS OR PROCEDURES ALREADY RECEIVED

Launched in 2012, Choosing Wisely™ is a leading effort to encourage conversations aimed at reducing unnecessary tests and treatments in healthcare.



80+ PARTNERS

– PUBLISHED –

550+ RECOMMENDATIONS

To access the over 500 recommendations, visit www.choosingwisely.org/patient-resources/, or download the Choosing Wisely™ app for Apple or Android.

LET'S LOOK AT IMAGING FOR LOW BACK PAIN

- Low back pain is the 5th most common reason for all physician visits.
- Chronic low back pain persists for 12 weeks or longer, and is experienced by 80 percent of adults.

Source: National Institute on Neurological Disorders and Stroke

SHOULD I HAVE AN IMAGING TEST?

Did you know that imaging tests for low back pain should not be performed within the first six weeks?

Having an X-ray, CT scan or MRI will not make you feel better any faster. Having these imaging tests done only exposes patients to unnecessary radiation and costs—hundreds or thousands of dollars.

The following situations warrant imaging for low back pain:

- Unexplained weight loss
- Loss of feeling/strength in your legs
- Fever over 102˚ F
- Problems with your reflexes
- Loss of bowel and/or bladder control
- History of cancer in your family

Source: Choosing Wisely™

CHOOSING HIGHER QUALITY CARE

WHY IS QUALITY IMPORTANT?

The LEAPFROG GROUP is an organization that focuses on improving the quality and safety of healthcare through transparency. Leapfrog publicly reports data on things like never events, volume of procedures and hospital safety grades.

WHAT ARE NEVER EVENTS?

These are extremely **rare medical events that should never happen to anyone.** An example would be the amputation of the wrong limb, leaving an object inside a patient, or death due to a contaminated surgical device.

WHY VOLUME MATTERS

Did you know that the more procedures a hospital does, the better the odds a patient has for a safe surgery? So next time you are due up for something like a hip replacement or need heart surgery, **make sure your hospital does a high volume** of that procedure. You know what they say…practice makes (more) perfect!

THE IMPORTANCE OF HOSPITAL SAFETY GRADES

Given the choice between an "A" hospital and a "D" hospital, it probably goes without saying which is the better pick. Taking a hospital's safety grade into account is **important to keep patients safe from preventable medical errors.** Leapfrog produces the safety grade from a combination of national performance measures. They do the work of rolling it all into one easy to understand letter grade.

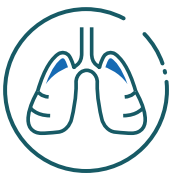
11,000 deaths might have been prevented over 3 years if patients who went to the lowest-volume hospitals had instead gone to the highest-volume hospitals for their high-risk surgeries

% of Hospitals that Meet Leapfrog's High-Risk Surgery Volume Standard

38%
Bariatric Surgery for Weight Loss

16.2%
Carotid Endarterectomy

2.6%
Esophageal Resection for Cancer



5.6%
Lung Resection for Cancer

7.1%
Mitral Valve Repair & Replacement

2.5%
Abdominal Aortic Aneurysm Repair

Source: Leapfrog Group

CHOOSING THE RIGHT SITE OF CARE

DO YOU KNOW WHEN TO GO TO THE ER VS. WHEN TO GO TO A WALK-IN CLINIC OR URGENT CARE?

	WALK-IN HEALTH CLINIC	URGENT CARE	EMERGENCY ROOM
WHEN TO GO	Good for common problems such as ear infections, sore throats, rashes, minor sprains or cuts that do not call for stitches.	Can handle the same problems as the walk-in clinics, but can deal with more serious injuries such as those requiring stitches, minor fractures and small asthma attacks.	To be used only for life or death situations such as chest pain, difficulty breathing, severe allergic reactions, badly broken bones, loss of consciousness and substance abuse crises.
WHO WORKS THERE	Nurse Practitioners	Physicians, Physician Assistants, Nurse Practitioners, Nurses, and Radiologists	ER Physicians, Physician Assistants, Nurses, and Specialists
COST	Usually less than $100	Usually less than $200	Anywhere from $2,000+

Source: Consumer Reports

5 QUESTIONS
TO ASK YOUR DOCTOR BEFORE YOU GET ANY TEST, TREATMENT OR PROCEDURE

1

Do I really need this test or procedure?

Find out if the test or procedure is necessary to diagnose or treat the problem.

2

What are the risks and side effects?

There could be a chance of receiving results that are not accurate. This could also lead to more testing or another procedure.

3

Are there simpler, safer options?

Sometimes lifestyle changes, such as diet and exercise, can make just as much of a difference.

4

What happens if I don't do anything?

Ask if your condition will get worse, or perhaps better, without treatment.

5

How much does it cost, and will my insurance pay for it?

Less expensive tests or treatments may be available that your insurance will cover. It is also a good idea to ask about generic drugs rather than name-brand.

Source: Choosing Wisely™

HC21
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WWW.HC21.ORG

National Alliance of Healthcare Purchaser Coalitions
Driving Innovation, Health and Value

HealthCare 21 Business Coalition (HC21) is an employer led coalition of healthcare leaders and other stakeholders with the mission to create ONE VOICE to build a value-based healthcare market.

Contracting | Networks | Payment | Benefit Design

Understanding the Terms

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

OVERALL PATIENT SAFETY

NEVER EVENTS - Four bars indicates the hospital has agreed to Leapfrog's Never Events policy. Never Events are outcomes that should not occur while you are in the hospital. Examples are surgery on the wrong body part or discharging an infant to the wrong family.

STEPS TO AVOID HARM - Patients should choose a hospital with a high score in this category. High scores indicate the hospital has put into place procedures to reduce 17 common, preventable medical mistakes.

PREVENT MEDICATION ERRORS - Patients should choose a hospital that uses computer prescriber order entry (CPOE) to order medications, tests and procedures to avoid errors.

APPROPRIATE ICU STAFFING - Patients should choose a hospital with an intensive care unit (ICU) staffed by doctors and other caregivers that have received specialized training in critical care.

APPROPRIATE USE OF ANTIBIOTICS IN HOSPITALS: Using Antibiotics responsibly helps prevent the spread of antibiotic-resistant bacteria. High scores indicate the hospital is committed to the principles set down by the CDC.

HIGH RISK SURGERY

BARIATRIC SURGERY FOR WEIGHT LOSS - This surgery is performed on the stomach or intestines to induce weight loss. A volume of 50+ is ideal.

CAROTID ARTERY SURGERY - Also known as carotid endarterectomy, this surgical procedure opens or cleans the carotid artery to prevent a stroke. A volume of 20+ is best.

MITRAL VALVE REPAIR AND REPLACEMENT - Surgery to repair or replace the mitral valve may be needed if the valve is hardened (calcified), which prevents blood from moving forward, or if the valve is too loose, which can cause blood to flow backward. A volume of 50+ is best.

OPEN AORTIC PROCEDURES - These surgeries help to repair the large artery of the heart and prevent an aneurysm. A volume of 10+ is recommended.

HOSPITAL SAFETY GRADE

The grades used in the Leapfrog Hospital Safety Score℠ program are derived from expert analysis of publicly available data using national evidence-based measures of patient safety.

The Leapfrog Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit **www.hospitalsafetygrade.org.**

What do the results mean?

- Fully Meets Standards
- Substantial Progress
- Some Progress
- Willing to Report
- The hospital chose not to disclose this information.
- NA — Procedure is not performed at the hospital.

Unable to Calculate — The hospital reported fewer than 30 admissions over a 24-month period for this condition.

Not Eligible — Not eligible based on criteria.

Results are as of August 31, 2019.
For the most current information please visit www.leapfroggroup.org/compare-hospitals

CHATTANOOGA / CLEVELAND / NORTH GEORGIA

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HIGH RISK SURGERY							HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Bariatric Surgery for Weight Loss	Rate	Carotid Artery Surgery	VOL	Mitral Valve Repair and Replacement	VOL	Open Aortic Procedures	VOL	Spring 2019 Grade	Spring 2018 Grade
Advent Health Gordon						NA	-	NA	-	NA	-	NA	-	A	A
Children's Hospital at Erlanger						NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Erlanger Baroness Hospital							326		117		66		17	B	C
Erlanger East Hospital						NA	-	NA	-	NA	-	NA	-	B	C
Erlanger North Hospital				NA		NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Floyd Medical Center							144		66	NA	-		4	B	C
Hamilton Medical Center						NA	-		20	NA	-		4	Not Eligible	Not Eligible
Parkridge East Hospital						NA	-	NA	-	NA	-	NA	-	A	C
Parkridge Medical Center						NA	-		28		27		1	B	C
Tennova Healthcare-Cleveland Main						NA	-	NA	-	NA	-	NA	-	D	D
Redmond Regional Medical Center							3		91		30		19	A	B
Memorial Hixson Hospital							1	NA	-	NA	-	NA	-	B	B
Memorial Hospital Chattanooga							172		183		90		8	C	B
Starr Regional Medical Center						NA	-	NA	-	NA	-	NA	-	B	B

KNOXVILLE

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HIGH RISK SURGERY						HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Bariatric Surgery for Weight Loss		Carotid Artery Surgery		Mitral Valve Repair and Replacement		Open Aortic Procedures		Spring 2019 Grade	Spring 2018 Grade
						Rate		VOL		VOL		VOL			
Blount Memorial Hospital							127		20	NA	-	NA	-	C	C
Claiborne Medical Center						NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Cumberland Medical Center						NA	-	NA	-	NA	-	NA	-	A	B
Fort Loudon Medical Center						NA	-	NA	-	NA	-	NA	-	A	B
Fort Sanders Regional Medical Center							271		64		18		8	B	A
LeConte Medical Center						NA	-	NA	-	NA	-	NA	-	B	C
Methodist Medical Center of Oak Ridge						NA	-		111		24		6	A	A
Morristown-Hamblen Healthcare System						NA	-		12	NA	-	NA	-	A	A
North Knoxville Medical Center						NA	-	NA	-	NA	-	NA	-	C	C
Parkwest Medical Center						NA	-		62		53		10	B	A
Roane Medical Center						NA	-	NA	-	NA	-	NA	-	B	A
Turkey Creek Medical Center							413		16		10		15	C	C
University of Tennessee Medical Center							-		-		-		-	A	A
East Tennessee Children's Hospital							-		-		-		-	Not Eligible	Not Eligible
Jellico Community Hospital							-		-		-		-	Not Eligible	Not Eligible
Tennova Healthcare-Jefferson Memorial							-		-		-		-	Not Eligible	Not Eligible
Tennova Healthcare-LaFollette Medical							-		-		-		-	Not Eligible	Not Eligible

TRI-CITIES

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HIGH RISK SURGERY							HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Bariatric Surgery for Weight Loss	Rate	Carotid Artery Surgery	VOL	Mitral Valve Repair and Replacement	VOL	Open Aortic Procedures	VOL	Spring 2019 Grade	Spring 2018 Grade
Franklin Woods Community Hospital							-		-		-		-	C	A
Holtson Valley Medical Center							-		-		-		-	Not Eligible	C
Indian Path Medical Center							-		-		-		-	B	C
Johnson City Medical Center							-		-		-		-	C	C
Laughlin Memorial Hospital							-		-		-		-	B	A
Sycamore Shoals Hospital							-		-		-		-	B	Not Eligible
Takoma Regional Hospital							-		-		-		-	B	Not Eligible
Unicoi County Memorial Hospital							-		-		-		-	Not Eligible	Not Eligible
Wellmont Bristol Regional Medical Center							-		-		-		-	C	B
Wellmont Hancock County Hospital							-		-		-		-	Not Eligible	Not Eligible
Wellmont Hawkins County Memorial Hospital							-		-		-		-	Not Eligible	Not Eligible

NASHVILLE

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HIGH RISK SURGERY							HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Bariatric Surgery for Weight Loss		Carotid Artery Surgery		Mitral Valve Repair and Replacement		Open Aortic Procedures		Spring 2019 Grade	Spring 2018 Grade
						Rate		VOL		VOL		VOL			
Maury Regional Hospital							16		51	NA	-	NA	-	A	A
Monroe Carell Jr. Children's Hospital at Vanderbilt						NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Nashville General Hospital						NA	-	NA	-	NA	-	NA	-	C	D
Northcrest Medical Center						NA	-		1	NA	-	NA	-	C	A
TriStar Ashland City Medical Center				NA		NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
TriStar Centennial Medical Center							442		87		108		20	A	A
TriStar Hendersonville Medical Center						NA	-		51	NA	-		2	C	B
TriStar Horizon Medical Center						NA	-	NA	-	NA	-	NA	-	A	A
TriStar Skyline Medical Center						NA	-		39	NA	-		6	B	A
TriStar Southern Hills Medical Center						NA	-		20	NA	-	NA	-	A	A
TriStar StoneCrest Medical Center						NA	-		42	NA	-	NA	-	A	B
TriStar Summit Medical Center						NA	-		42	NA	-		5	A	B
Vanderbilt University Hospital							485		75		181		61	A	A
Williamson Medical Center						NA	-		205	NA	-		5	B	A
Saint Thomas Midtown Hospital							206		51		5		7	B	A
Saint Thomas Rutherford Hospital							193		75	NA	-		12	C	B
Saint Thomas West Hospital						NA	-		106		188		40	B	B
Sumner Regional Medical Center						NA	-		4	NA	-	NA	-	B	A
Decatur County General Hospital							-		-		-		-	Not Eligible	Not Eligible
Lincoln Medical Center							-		-		-		-	A	Not Eligible
Tennova Healthcare-Harton							-		-		-		-	Not Eligible	D
Tennova Healthcare-Lebanon							-		-		-		-	Not Eligible	Not Eligible

MEMPHIS

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HIGH RISK SURGERY						HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Bariatric Surgery for Weight Loss		Carotid Artery Surgery		Mitral Valve Repair and Replacement		Open Aortic Procedures		Spring 2019 Grade	Spring 2018 Grade
						Rate		VOL		VOL		VOL			
Baptist Memorial Hospital Collierville							-		-		-		-	C	D
Baptist Memorial Hospital of Memphis							-		-		-		-	C	D
Baptist Memorial Hospital - Union City							-		-		-		-	A	B
Baptist Memorial Hospital for Women						NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Hardin Medical Center				NA			-		-		-		-	A	Not Eligible
Le Bonheur Children's Medical Center						NA	-	NA	-	NA	-	NA	-	Not Eligible	Not Eligible
Methodist Le Bonheur Germantown Hospital							138		47		18		7	A	B
Methodist North Hospital						NA	-		47	NA	-	NA	-	B	C
Methodist South Hospital						NA	-	NA	-	NA	-	NA	-	C	C
Methodist University Hospital						NA	-		36		23		32	B	C
Regional One Health						NA	-		2	NA	-		4	D	D
Saint Francis Hospital - Bartlett							-		-		-		-	A	A
Saint Francis Hospital-Memphis							-		-		-		-	A	C
Jackson-Madison County General Hospital							1		168		31		15	C	C
Baptist Memorial Hospital of Huntingdon							-		-		-		-	Not Eligible	Not Eligible
Baptist Memorial Hospital Tipton							-		-		-		-	Not Eligible	Not Eligible
Bolivar General Hospital							-		-		-		-	Not Eligible	Not Eligible
Camden General Hospital							-		-		-		-	Not Eligible	Not Eligible
Delta Medical Center							-		-		-		-	Not Eligible	Not Eligible
Henry County Medical Center							-		-		-		-	C	A
Milan General Hospital							-		-		-		-	Not Eligible	Not Eligible
St. Jude Children's Medical Center							-		-		-		-	Not Eligible	Not Eligible