

Q. WHAT DOES MVHS DO TO ASSESS AND IMPROVE CLINICAL QUALITY IN THE ORGANIZATIONS?

A. Our hospitals have quality improvement initiatives in place and we are continuously taking steps to implement practices that support clinical improvement and patient safety.

We work with the New York State Partnership for Patients, a national initiative of CMS, to advance goals of better health, better care and lower costs. Through this initiative we are building on our successes in patient safety to continue to provide high quality care to our patients.

Our commitment to our community, medical staff and employees is to be more transparent about our clinical quality, making it available on our hospital websites as well as posting clinical outcomes in public areas throughout our facilities.

Q. WHY IS CLINICAL TRANSPARENCY IMPORTANT?

A. Most important to consumers, medical staffs and our hospital families is a proactive approach toward clinical quality and excellence. The Mohawk Valley Health System is committed to providing exceptional quality and care for our communities. By improving the transparency of our clinical data we can better evaluate and enhance our systems of care. Our goal is to ensure our hospitals are at the top in both quality and care and we are working toward that goal every day.

IF YOU HAVE ANY QUESTIONS ABOUT REPORT CARDS,
PLEASE CONTACT DR. MICHAEL TREVISANI AT 315.624.6174 OR
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A POCKET GUIDE ON CONSUMER REPORT CARDS & HOSPITAL SAFETY



Faxton St. Luke's Healthcare | St. Elizabeth Medical Center

Providing high quality, safe patient care is the mission of Faxton St. Luke's Healthcare (FSLH) and St. Elizabeth Medical Center (SEMC).

The Mohawk Valley Health System (MVHS) is committed to using information provided through a variety of internal and external sources to help examine and continually improve our quality of care and patient safety.

Quality and safety reports are available to help patients make educated choices for their care and assist providers in improving care. The information generated by the reports should be based on a standard set of measures that have been proven to be valid, reliable and evidence-based. However, the nature by which the data is reported means that by the time consumer reports and public report cards are complete, as many as 12 months or more have elapsed since the data was collected. During that time hospitals have reviewed the data and, when appropriate, engage in aggressive quality improvement initiatives.

The following Q&As in this guide were developed to help you understand how the data is collected, what are the best resources available and what MVHS is doing to continually improve the quality of care in our hospitals.

Q. HOW VALID ARE THE REPORTS?

A. The Healthcare Association of New York State (HANYS) Quality Institute issued a report in October 2013 titled, "HANYS' Report on Report Cards - Understanding Publicly Reported Hospital Quality Measures." HANYS found tremendous variation in the ratings individual hospitals received from different rating systems. This led them to undertake their own rating of the scorecards using nine criteria developed by the National Quality Forum.

The ratings were as follows:

REPORT CARD

THE JOINT COMMISSION QUALITY CHECK®

NYSDOH ACQUIRED INFECTION REPORT

NYSDOH HOSPITAL QUALITY PROFILE

CMS HOSPITAL COMPARE

NIAGARA HEALTH QUALITY COALITION-NYS
QUALITY REPORT CARD

LEAPFROG HOSPITAL SAFETY SCORE

TRUVEN HEALTH ANALYTICS 100 TOP HOSPITALS

HEALTHGRADES AMERICA'S BEST HOSPITALS

CONSUMER REPORTS HOSPITAL SAFETY RATINGS

U.S. NEWS AND WORLD REPORTS

HANYS STAR RATING

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Q. WHAT SHOULD PATIENTS AND MEMBERS OF THE COMMUNITY DO WHEN THEY REVIEW THESE REPORTS?

A. Patients should talk with their physicians and local hospital staff if they have questions about an organization's quality scores or quality improvement initiatives. Consumers should also be cautious about any report card that charges fees to consumers or hospitals.

Hospital care is complex. We see thousands of patients each year and with each visit, a patient will see a number of providers and undergo several tests and procedures. There are literally thousands of indicators of quality in healthcare and an organization's quality score can vary greatly depending on which indicators are selected to include in the report card. Equating complex care to a single score obscures the true nature of our healthcare delivery system.

HANYS STAR RATING KEY

- ★★★ REPORT FULLY MET ALL, OR NEARLY ALL, OF THE CRITERIA.
- ★★ REPORT FULLY MET SOME OF THE CRITERIA AND PARTIALLY MET OTHERS.
- ★ REPORT FULLY OR PARTIALLY MET FEW OR NONE OF THE CRITERIA.
- ↓ REPORT FULLY MET ONLY ONE CRITERIA, PARTIALLY MET FEW, OR DID NOT MEET ANY OF THE CRITERIA.