

The MHA Keystone Center works with hospitals to develop and implement evidence-based best practices to prevent patient harm.

The MHA Keystone Center is a hospital engagement network (HEN) contracted by the U.S. Department of Health and Human Services to reduce preventable hospital-acquired conditions. From December 2011 through 2014, nearly 100 hospitals participated in the MHA Keystone HEN and saved more than \$40 million in healthcare costs per year by reducing patient harm.

Foundational Concepts

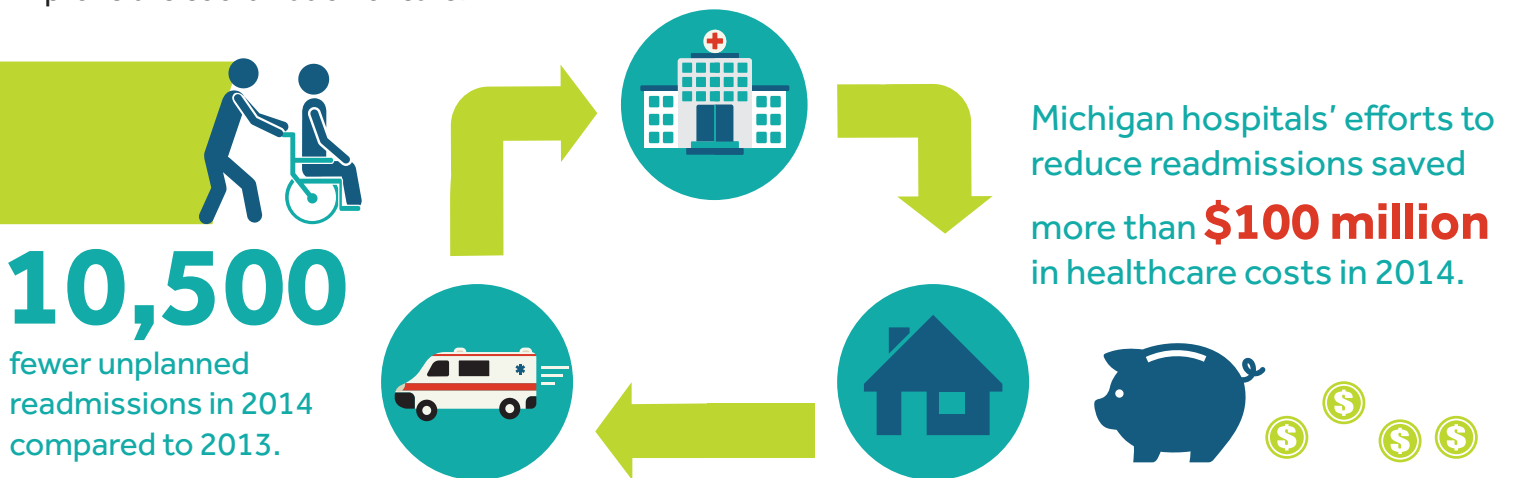
The MHA Keystone Center incorporates **patient and family engagement** efforts into all its activities to improve patient care by fostering collaboration among patients, families and clinicians. The Center also provides hospitals with tools to educate and engage patients.

Each initiative starts with a **safety culture** program to educate and empower staff to improve safety in their workplace and create partnerships between units and hospital executives. The process of culture change is coupled with education about evidence-based practice to reduce patient harm.

40,000 catheter and pain management tools ordered to help patients actively participate in their care.

Care Transitions

The MHA Keystone Center is helping hospitals identify readmissions to their hospital and other hospitals to improve the coordination of care.



Critical Care

Michigan hospitals continue to improve central-line-associated bloodstream infection (CLABSI) and ventilator-associated event (VAE) rates and are implementing prevention, detection and treatment strategies to reduce sedation and delirium in the intensive care unit (ICU). Michigan hospitals are also implementing best practices to manage severe sepsis and septic shock.

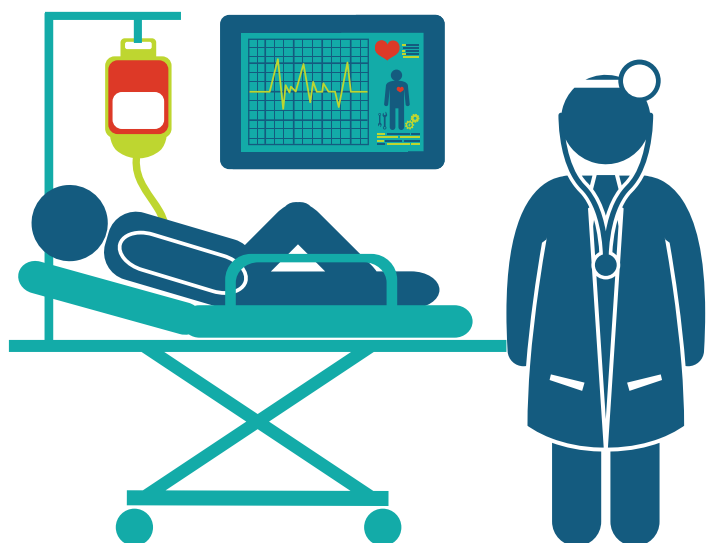
34% reduction in mortality rate for septic shock patients from 2011 through 2014.

69% reduction in CLABSIs from 2004 through 2014.

+ **Nearly 90%** of ICU patients received delirium screening in 2014.



+ **34 states** and Puerto Rico are using best practices pioneered in Michigan to reduce VAEs.



Obstetrics

Michigan hospitals aim to improve the health of mothers and newborn babies by decreasing early elective births before 39 weeks and educating patients around labor management, induction, possible cesarean birth, postpartum hemorrhage and preeclampsia.



60% reduction in early elective births from 2010 through 2014, positively impacting approximately 2,900 births.

MHA Keystone: Obstetrics impacts nearly 80% of all births in Michigan.



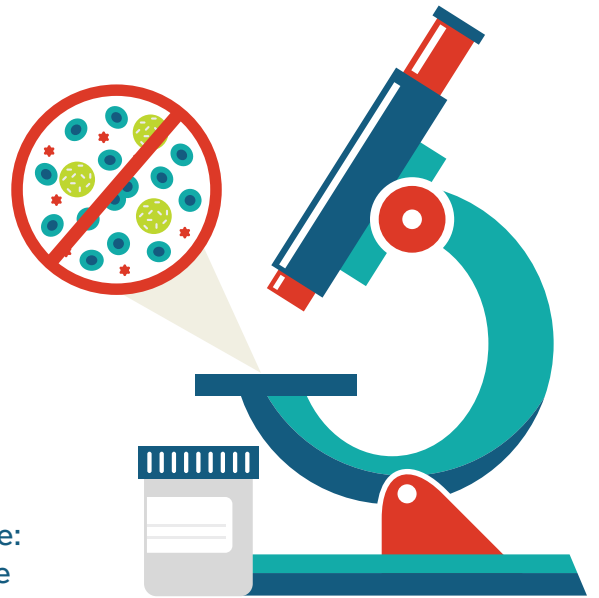
Procedural Harm

Michigan hospitals are aiming to reduce catheter-associated urinary tract infections (CAUTIs) by ensuring catheters are only placed when necessary, cared for properly and removed in a timely manner to lower the risk of infection. The MHA Keystone Center also recently launched an effort focused on pain management.

27% reduction in catheter prevalence from 2012 through 2014.



45 hospitals in Michigan and Illinois joined MHA Keystone: Pain Management to reduce opioid-related harm, improve appropriate pain management and decrease opioid use. The MHA also participates in a statewide task force, chaired by Lt. Gov. Brian Calley, to address prescription drug and opioid problems.

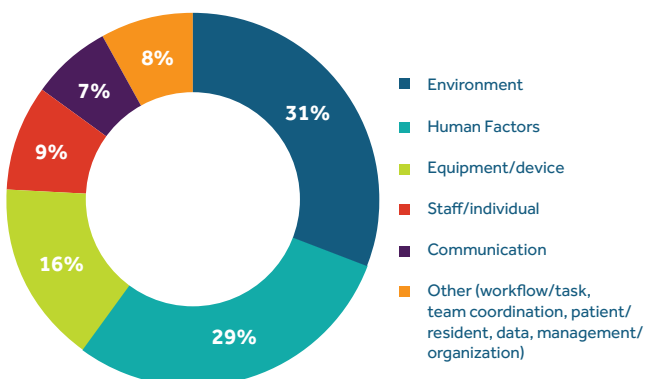


CAUTI rates in Michigan remained stable from 2012 through 2014.

Adverse Events

As a listed patient safety organization, the MHA Keystone Center analyzes patient safety data and translates that information into actionable improvement efforts.

Contributing Factors



The most notable categories of serious adverse events are **medication errors; falls; device, medical/surgical supply or health information technology; and surgery or anesthesia.**

52,000 incidents, near misses and unsafe conditions were reported in 2014 due to an increase in electronic reporting and improved safety culture.

The MHA Keystone Center is grateful for the financial support of MHA-member hospitals, Blue Cross Blue Shield of Michigan, the Center for Medicare & Medicaid Innovation, the Agency for Healthcare Research & Quality, the Centers for Disease Control and Prevention, and the Michigan Department of Health and Human Services.



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