

# QUALITY MEASURES REVEAL OPPORTUNITY TO IMPROVE TIME TO PCI AND REDUCE MORTALITY RATES

Case Study

Clinical Performance

IASIS Healthcare

A rapidly changing healthcare environment, along with increased focus on transparency, necessitated IASIS Healthcare to globally evaluate its various business and service lines. In 2010, IASIS identified a clinical challenge within its cardiac services line. They wanted to be in the top 10 percent of the U.S. statistical range for Percutaneous Coronary Intervention (PCI).

"The evidence calls for that procedure (PCI) to be done within 90 minutes once a patient enters the facility. We had challenges getting patients from EMS systems into our emergency departments and then into our interventional suite," says Patty Scott, RN, MSNA, RHIA, CPHQ, CPMSM, vice president for quality/risk/case management and regulatory compliance. "So we took a deep dive and determined through the use of the core measures that there were some best practices we could employ within our hospital."

## COURSE OF ACTION

Scott and her team developed a focused initiative called the IASIS Innovative Performance Improvement Program™. This program supported



the existing IASIS Hospital Medical Management and Quality Program™, which incorporates the principles of Lean and Six-Sigma to accelerate performance and growth solutions.

"IASIS has a trademarked quality management program that we call the HMMQP," says Scott. "Each of our hospitals report specific metrics on a monthly basis to the corporate office, and we benchmark those against our own company, Thomson Reuters' clients, the national average, and the top 10 percent of publicly reported data in the country."

Using *CareDiscovery™* and *CareDiscovery™ Quality Measures*, which include the concurrent abstraction module, IASIS leaders prioritized its cardiology service line as a key business and quality initiative for 2010. They used these tools not only to research and analyze opportunities for cardiology improvements, but also to benchmark and monitor progress. The unique combination of these products allowed IASIS to make statistical correlations between process of care measures (such as PCI timeliness) and outcomes (mortality).

"We recognized that not all of our hospitals were performing at the level that we wanted them to with the PCI so we sent members of my team to the hospital," says Scott.



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## IASIS HEALTHCARE

**Location:**  
Franklin, TN

**Size:**  
4,370 beds

**Scope and services:**  
Founded in 1998, IASIS Healthcare is a leading owner and operator of medium-sized acute care hospitals in high-growth urban and suburban markets. IASIS owns or leases 18 acute care hospital facilities and one behavioral health hospital and has total annual net revenue of approximately \$2.8 billion. These hospital facilities are located in Arizona, Colorado, Florida, Louisiana, Nevada, Texas, and Utah. IASIS also owns and operates a Medicaid and Medicare managed health plan in Arizona that serves more than 195,000 members.

**Solutions:**  
*CareDiscovery™*  
*CareDiscovery™ Quality Measures*  
*100 Top Hospitals®* benchmarking reports



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“They looked at ways to make the process of getting patients to a cardiac table more efficient, what the barriers to getting them done within 90 minutes were, and the variability of that process.”

IASIS learned that to transform the care standard, clinicians must be engaged at the bedside in the quality and safety improvement activities that affect their daily work. And that it's imperative to create high-value drivers that align hospital leadership, physicians, and staff from the bottom-up as a means of holding all employees responsible and accountable for daily performance improvement achievement and sustainability.

## RESULTS

The team accomplished what it set out to do — reduce hospital arrival to PCI to less than 90 minutes.

- At Southwest General Hospital, in 2009, the arrival to PCI time was 99 minutes on average. In 2010, they reduced it to 74 minutes, which is a 25-minute reduction.
- For IASIS Healthcare overall, the arrival to PCI time was 79 minutes in 2009. In 2010, they reduced it to 72 minutes, which is a seven-minute reduction.

These reduced times also meant a reduction in Percutaneous Transluminal Coronary Angioplasty (PTCA) mortality. Southwest General Hospital experienced a substantial decrease in the PTCA mortality rate:

- 2009 = 5.41 percent observed rate and the compare group rate was 2.88 percent
- 2010 = 1.75 percent observed rate and the compare group rate was 2.95 percent

“At the time we started the project, we were at a 5 percent mortality rate,” says Scott. “We are currently at a 1.75 percent mortality rate, so almost a two-fold reduction in mortality relative to timeliness of care and getting patients on the table.”

“Thomson Reuters allows us to stay ahead of the game in terms of what’s coming in meaningful use, transparency, and how payer models are changing. The customer service at Thomson Reuters is bar none, and they are a partner with us. The community within Thomson Reuters certainly has allowed IASIS to identify best practices throughout the industry and deploy those within our hospitals.”

### **Patty Scott, RN, MSNA, RHIA, CPHQ, CPMSM**

Vice President for Quality/Risk/Case Management and Regulatory Compliance  
IASIS Healthcare

In 2011, IASIS Healthcare was acknowledged for its accomplishments in the pursuit of excellence in Clinical Performance with a Thomson Reuters Healthcare Advantage Award. The Healthcare Advantage Award was established in 2005 to honor and recognize customers who have used Thomson Reuters Solutions and tools to achieve outstanding success at their organizations.

## ABOUT THOMSON REUTERS

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