

Reid Hospital & Health Care Services

Organization Name:

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Organization Address:

1100 Reid Parkway
Richmond, IN 47374
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<http://www.ReidHospital.org/>

Organization Contact:

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Schema Archetype

Inpatient, Community Hospitals

Schema Factors

Inpatient, Non-Academic, Urban, >200 Beds

Organization Summary

Reid Hospital & Health Care Services is a 233-bed community hospital. It opened as Reid Memorial Hospital in 1905. In 2008, 11,000 inpatients and 140,000 outpatients and emergency department patients came through Reid Hospital.

Since 2004, Reid has been making an effort to meet the standard quality measures for community-acquired pneumonia (CAP), chronic heart failure (CHF), and acute myocardial infarction (AMI) set by the Centers for Medicare and Medicaid Services (CMS). Reid participated in the Hospital Compare program where they voluntarily reported AMI, CHF, and CAP measure to the CMS.

IT Environment

Reid Hospital adapted Seimens Invision system to achieve the quality measures mentioned above.

CDS Achievement

Reid has standing order sets for CAP which provide information about oxygenation level,

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antibiotic selection, and blood cultures prior to administration of antibiotics. For AMI and CHF, Reid uses “care pathways” which are similar to standing order sets, but are more flexible.

The CDS system includes presentation of relevant data. For AMI, previous values for left ventricular ejection fraction are provided to the clinician once a preliminary diagnosis of AMI is given.

For CHF, the CDS system pulls from the EMR to identify repeat patients. The system prompts providers to prescribe an ACE inhibitor and/or an angiotensin II receptor blocker. A clinical reminder in the pathway also reminds clinicians to discuss smoking cessation if applicable and also to educate patients to weigh themselves to gauge water retention.

If surgery is required, Reid also has a standing order set for surgical interventions. The order set includes a “timeout” process to ensure that antibiotics have been administered and that any allergies have been accounted for. The system links to the pharmacy to make sure that administration of the antibiotics is also stopped at the appropriate time post-surgery. Appropriate VTE prophylaxis measures are also embedded in the order set with checks for contraindications. Order sets also take into account appropriate control of serum glucose level.

Lessons Learned

Reid Hospital had different QI teams for each of the quality measures: pneumonia, AMI, heart failure, and surgical complication and infection prevention. The teams included staff from nursing, medicine, administration, IT, emergency medicine, cardiac care, and a physician champion among others. Having separate teams for each clinical goal has allowed Reid to have a clear goal in mind with the implementation of each system.

Reid has also found that having standard quality improvement tactics were important to achieving their success. Buy-in was achieved by having high-level support. It was necessary not only to have buy-in from QI team leadership, but also from senior management.

Awards, Recognitions, and Citations

Most Wired List :2004,2006-2008

VHA Leadership Award:2005-2009

[AHRQ Innovation Profile: Alerts, Standing Orders, and Care Pathways Boost Quality of Care for Pneumonia, Heart Attack, and Heart Failure](#)

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Case study: achieving high-quality care at Reid Hospital and Health Care Services. The Commonwealth Fund Web site, January 24, 2006. Available at: http://www.commonwealthfund.org/innovations/innovations_show.htm?doc_id=342968.

2009-2010 Hospital Value Index: Best in Value award with high marks in quality, affordability and efficiency, and patient satisfaction as follows:

Best in Value: Quality, Affordability & Efficiency and Satisfaction

Best in Value: Superior Quality Merit Award Hospital Value Index: Top 100 Hospital

Hospital Value Index: Best in Region (in top 13 in a six state area)

Hospital Value Index: Best in State (No. 1 in Indiana) Central Region VHA Peak Award for clinical quality, April 2010 In the top 10% national or better than expected in Medicare Quality Indicators for care in heart attack, heart failure, pneumonia and surgical care/infection prevention.

HealthInsight ranked Reid in the top five in Indiana for all quality measurements for Heart Failure, Heart Attack, Pneumonia and Surgical Care by.

2009 VHA Award for Excellence and Superior System Performance in patient care.

2009 Recognition by the Agency for Healthcare Research and Quality for systems that address surgical complications and infection

Society of Thoracic Surgeons: Three Star rating- top 13% in the U.S. for Reid's Heart Surgery program. (January 2011)