



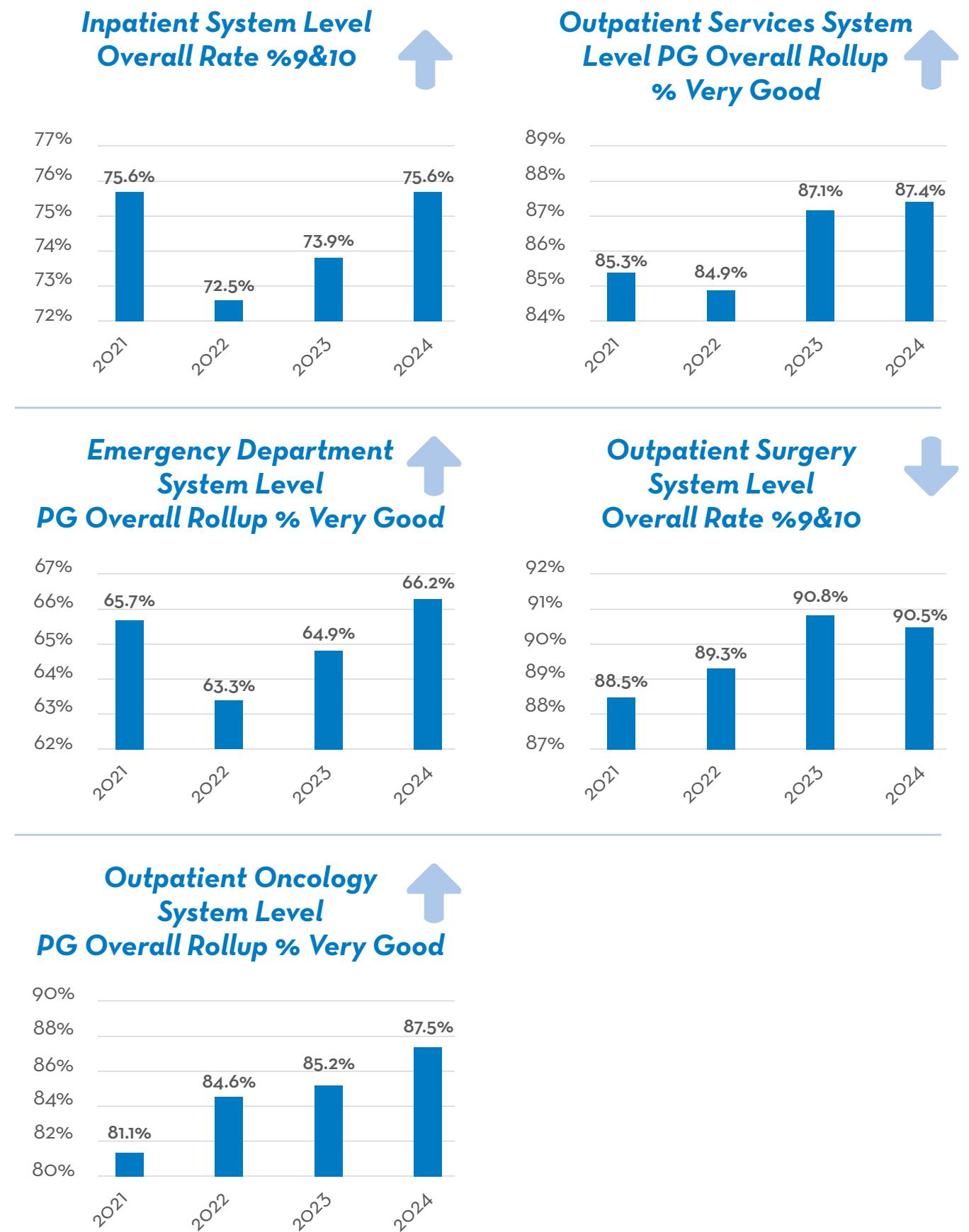
# 2024 QUALITY, SAFETY AND PATIENT EXPERIENCE REPORT



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# PATIENT EXPERIENCE



**271,141**

Number of rounds on patients. Assures that our standard processes are being followed consistently and ensures our patients' needs are met.

**75.6%**

Percent of patients who ranked their inpatient hospital experience a 9 or 10 on the external patient survey administered by Press Ganey. This score reflects the 68th percentile in Press Ganey's national database.

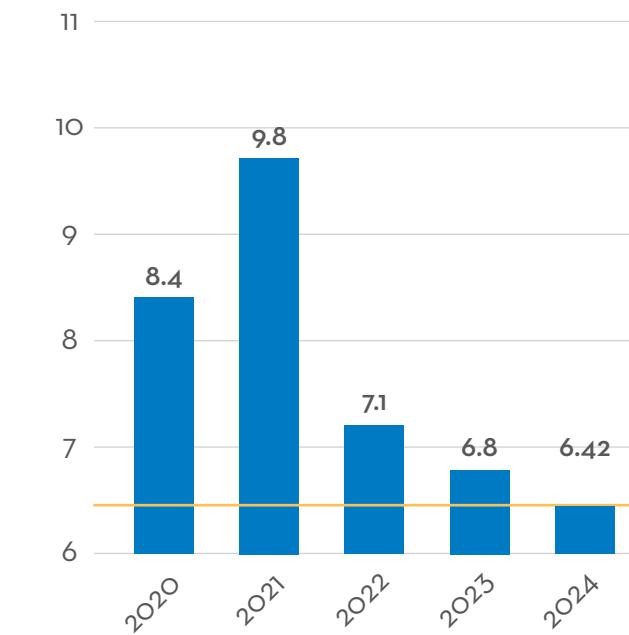
**8,182**

Outpatient Ambulatory Surgery Rounds on patients. This new tool was added for leaders to round on patients who have a same-day surgery or endoscopy procedure to ensure a consistent experience.

# PATIENT SAFETY



**Safety Events  
per 1,000 Discharges**



**6.42**

Safety Events per 1,000 Discharges in 2024.  
5.5% reduction in harms events from 2023 to 2024.

**21%**

Just Culture - 21% increase in reporting  
of good catches from 2023 to 2024.

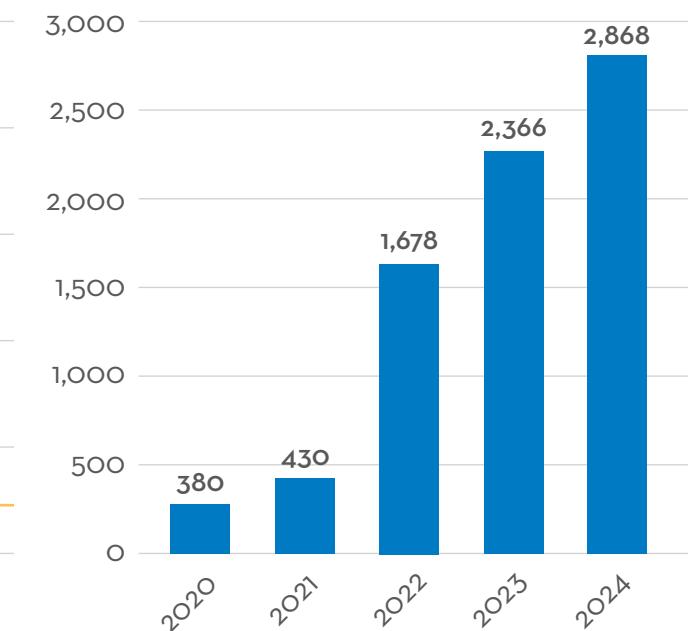
**24<sup>TH</sup>**

Fall rate is in the best 24th percentile (lower is better)  
compared to other hospitals of same size and teaching  
status based on Midas Comparative Database.

**1**

Successful accreditation survey from The Joint  
Commission (TJC) at the Florence campus.

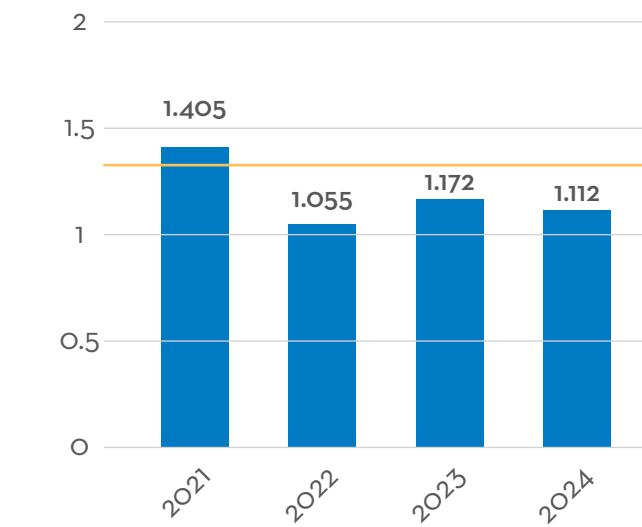
**Good Catches**



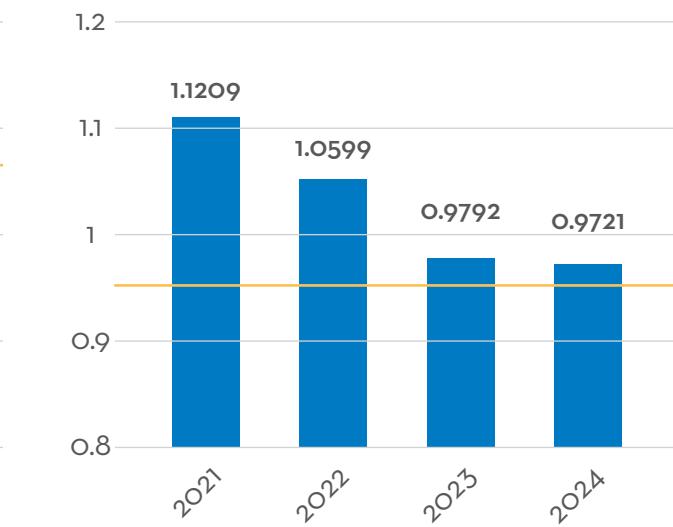


# CLINICAL EFFECTIVENESS

Patient Safety Indicator  
Composite - PSI 90



All Payer Risk-Adjusted 30 Day  
Readmissions - (Any Hospital),  
O/E Ratio (v6.0)



42<sup>ND</sup>

2024 performance at the 42nd percentile nationally in readmission observed to expected ratio based on Midas benchmarking (lower is better).

20<sup>TH</sup>

Patient Safety Indicator Composite (PSI-90) at the top 20th percentile (lower is better) of comparative hospitals based on Midas benchmarking.

18<sup>TH</sup>

St. Elizabeth Healthcare facilities are performing in the 18th percentile nationally (lower is better) for risk-adjusted mortality observed to expected ratio compared to similar hospitals in Midas benchmarking.

21,103

Queries sent by Clinical Documentation Improvement (CDI) staff to physicians from January-December 2024. This helped increase Case Mix Index (CMI) from 1.83 in 2023 to 1.89 in 2024.

# JOURNEY to EXCELLENCE

**St. Elizabeth has embarked upon a journey to develop its leaders and associates to be able to improve processes that achieve highly-reliable outcomes.**



## DEVELOPING PEOPLE

**1,437**  
**4**  
**74**  
**34,216**

New hires were introduced to continuous quality improvement during orientation.

Quarterly Leadership sessions to help build leadership practices that improve process reliability.

Managers achieved Quality Leader certification.

Leader Rounds completed on associates to engage staff and ensure consistent processes. 2,124 of those rounds were Senior Leader Rounds.

## IMPROVING PROCESSES

**13** Quality Improvement projects were completed. A summary of three projects were:

**Sepsis Bundle Compliance:** A project to achieve 60% bundle compliance with CMS standards for treating Severe Sepsis/Septic Shock. Goal achievement improved mortality rates and met Kentucky Hospital Rate Improvement Program (HRIP) goals for all Kentucky facilities in the fourth quarter. Key interventions were adding a Sepsis Coordinator and updating order sets to enhance documentation accuracy. Further process improvements are being implemented in 2025.

**Patient Mobility:** A project to improve compliance with evidence-based methods that impact length of stay and readmissions. Compliance increased from a baseline of 41% to current performance of 53%. Solutions include standardizing the prioritization of patients and the identification of optimal conditions for when to mobilize patients with weekly reporting of compliance at huddles.

**Emergency Physician Patient Experience:** A project to improve patient experience with physician communication in our Emergency Departments. Project resulted in 68.0% top box rating compared to the baseline rate of 63.5%. A commit-to-sit process was deployed as a key solution and reporting has been enhanced to show results at the provider level. This improvement has shifted rankings from lowest quartile to near-median performance.

# ACHIEVEMENTS & DISTINCTIONS



## ST. ELIZABETH HEALTHCARE – EDGEWOOD

### CMS Star Ratings

- St. Elizabeth Edgewood earned a CMS 5 Star Rating in 2024.



### Healthgrades 2024

- Outstanding Patient Experience Award
- Surgical Care Excellence Award
- America's 50 Best Hospitals for Outpatient Joint Replacement Award
- America's 50 Best Hospitals for Outpatient Orthopedic Surgery Award
- Cardiac Surgery Excellence Award
- America's 100 Best Hospitals for Joint Replacement Award
- America's 50 Best Hospitals for Cardiac Surgery Award
- Gastrointestinal Care Excellence Award
- Stroke Care Excellence Award

### US News & World Report Best Hospital Rankings

- St. Elizabeth Edgewood is ranked #2 in Kentucky.
- Recognized as #2 in the Cincinnati Metro area.
- Edgewood was ranked as a high performing hospital in 15 of 21 common procedures and conditions rankings.
- Edgewood also rated as high performing amongst US News Best Hospitals for Maternity care.

### Get with the Guidelines

- Edgewood awarded the American Heart Association's Get with the Guidelines Atrial Fibrillation and Stroke Gold Awards for 2024.
- Edgewood awarded the American Heart Association's Get with the Guidelines Silver Awards for Coronary Artery Disease NSTEMI and Coronary Artery Disease STEMI Receiving in 2024.



### Leapfrog

- In the Fall of 2024, St. Elizabeth Edgewood received an A.





## ST. ELIZABETH HEALTHCARE – FLORENCE

### CMS Star Ratings

- St. Elizabeth Florence rated as a CMS 4 Star in July 2024.

### Healthgrades 2024

- Patient Safety Excellence Award
- America's 100 Best Hospitals for Spine Surgery Award.

### US News & World Report

- Florence is rated high performing in 2 procedures/conditions (COPD and Stroke).

### Leapfrog

- In the Fall of 2024, St. Elizabeth Florence received an A.



### Get with the Guidelines

- Florence awarded the American Heart Association's Get with the Guidelines Stroke Gold Award for 2024.
- Florence was also awarded the American Heart Association's Get with the Guidelines Silver Award for Coronary Artery Disease STEMI Receiving in 2024 and the Bronze award for Coronary Artery Disease NSTEMI.



## ST. ELIZABETH HEALTHCARE – FT. THOMAS

### CMS Star Ratings

- St. Elizabeth Ft. Thomas rated as a CMS 3 Star in July 2024.

### Healthgrades 2024

- 5 Star in Critical Care - Sepsis.

### Leapfrog

- In the Fall of 2024, St. Elizabeth Ft. Thomas received a A.



### Get with the Guidelines

- Ft. Thomas was awarded the American Heart Association's Get with the Guidelines Stroke Gold Award for 2024.



## ST. ELIZABETH HEALTHCARE – DEARBORN

### CMS Star Ratings

- St. Elizabeth Dearborn rated as a CMS 5 Star in July 2024.



### US News & World Report

- Dearborn was rated in 10 out of 15 procedure/conditions.

### Leapfrog

- In the Fall of 2024, St. Elizabeth Dearborn received a A.



**COMMITTED TO  
PROVIDING THE  
HIGHEST QUALITY  
CARE IN THE REGION.**

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