

Signature Healthcare Brockton Hospital

BROCKTON, MA

\$432,237

AWARD EXPENDED

In an effort to increase reliability and rapid response to the needs of complex patients, Signature Healthcare Brockton Hospital integrated two new functionalities into its existing technology infrastructure. The hospital added a tool to its electronic medical record system to measure and alert clinicians to declines in patient health status, PeraTrend. Signature Healthcare Brockton Hospital also integrated a population health data analytics tool to extract from its data warehouse, which integrates claims data and electronic health record information. Finally, the hospital engaged with two external consultants to develop a five-year master plan for the adoption and utilization of lean management strategies and culture change.

CAPABILITY AND CAPACITY BUILDING

20,686

ROTHMAN INDICES
WERE CALCULATED FOR

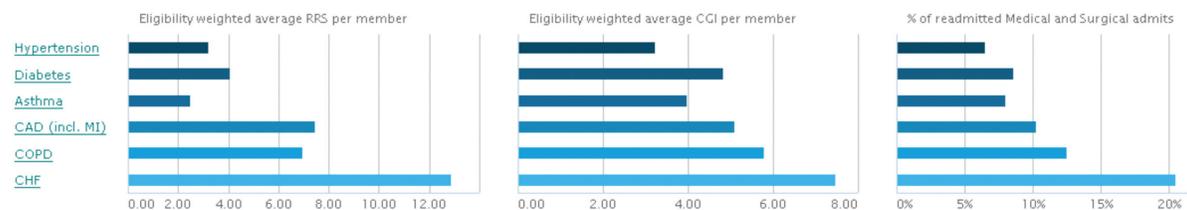
792

PATIENTS OVER A
TWO-MONTH PERIOD.

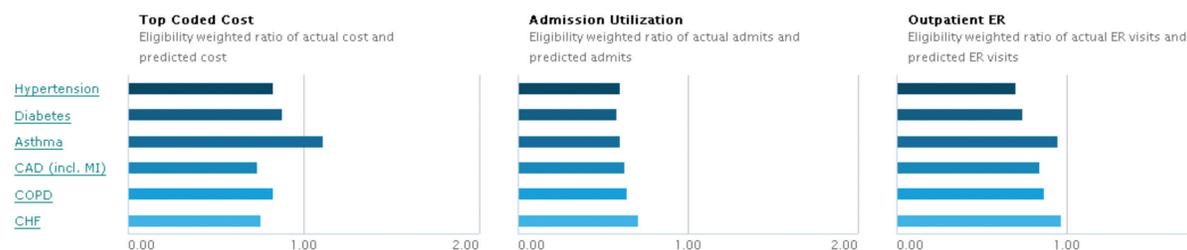
The goal of using Verisk Health software as an analytics overlay on Signature Healthcare's data warehouse was to use predictive science, business intelligence tools, and clinical insight to enable Signature Medical Group to interpret and manage the risk of patients in alternative payment contracts. The Verisk Health software is used to identify patients and clinical trends which can lead to opportunities to close quality gaps in care as well as to improve the cost of managing a population.

PeraTrend software is an electronic medical record-compliment that uses 26 clinical variables from nursing assessments, vital signs, and lab results to create an early warning system (the Rothman index) of patient decline for more effective clinical decision support. PeraTrend is intended to increase early rescue, decrease mortality, and increase use of palliative care.

Sample of Verisk Population Health Summary



Efficiency Indexes



PLANNING

Signature Healthcare developed a five-year master plan for achieving a high reliability organization; this plan is focused on spreading and sustaining a culture of lean, safety, and reliability throughout the organization.

Signature Healthcare Brockton Hospital has a five-year lean management plan that follows the implementation phases below and includes quantifiable goals and benchmarks.

Operational excellence implementation phases

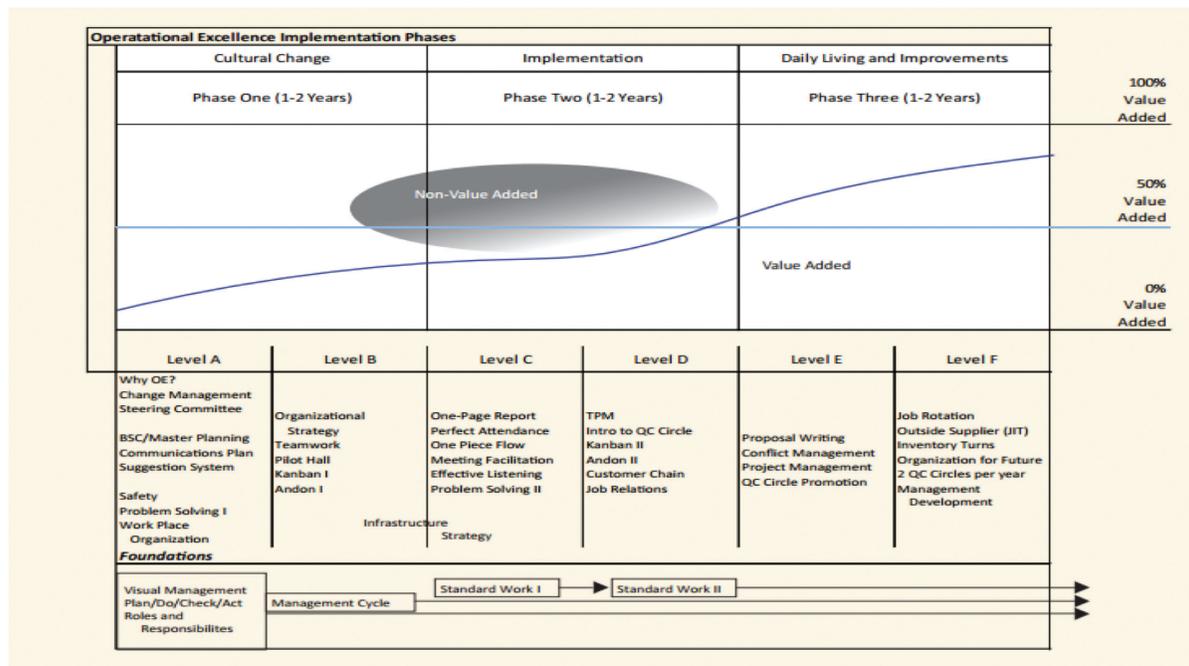


CHART PHASE 2 AWARD

In CHART Phase 2, Signature Healthcare Brockton Hospital will reduce 30-day readmissions for all hospital patients, decrease emergency department length of stay during select shifts, enhance hospital culture, and improve early intervention when patients' condition declines. Several of these CHART Phase 2 initiatives draw from CHART Phase 1 experiences, including scaling PeraTrend across the hospital, and expanding use of lean approaches to process improvement developed in CHART Phase 1.