



*Representing Kentucky Hospitals and Health Systems*

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**Kentucky Hospital Association Presents 2020 Quality Awards**

LOUISVILLE, KY – (September 18, 2020) The Kentucky Hospital Association (KHA) presented its annual KHA Quality Awards this week. This award is presented to honor hospital leadership and innovation in quality, safety and commitment in patient care. Seven hospitals from across Kentucky were honored this year.

The goals of this award are to raise awareness of the need for organization-wide commitment to highly reliable, exceptional quality, patient-centered care; reward successful efforts to develop and promote improvements in quality of care; inspire organizations to systematically integrate and align their quality improvement efforts throughout the organization; communicate successful programs and strategies to the hospital field; and facilitate Kentucky hospitals' alignment of quality initiatives with national initiatives.

This year's acute care hospital recipients were **Fleming County Hospital** in Flemingsburg for the critical access hospital category (acute care hospitals with 25 beds or less); **Twin Lakes Regional Hospital** in Leitchfield for hospitals with less than 100 beds; **Frankfort Regional Medical Center** in the 100 to 250-bed category; and for hospitals with more than 250 beds, two hospitals were honored – **Norton Women's and Children's Hospital** in Louisville and **St. Elizabeth Healthcare** in Edgewood. For specialty hospitals, the winners were **Continuing Care Hospital** in Lexington for the long-term acute care and physical rehabilitation hospital category and **UofL Health Peace Hospital** in Louisville for the psychiatric hospital category. These seven hospitals demonstrated not only a dedication to patient safety, but their persistence to go above and beyond what is expected for providing quality care.

**Winning Program Profiles**

**Fleming County Hospital's** (FCH) goal was to reduce harm through a change in culture using risk assessments and combining several different industry quality improvement approaches to hardwire changes into their facility and use evidence-based practices. The results speak for themselves: FCH had zero reportable harms for the entire year of 2019.

A major focus of **Twin Lakes Regional Medical Center** (TLRMC) since 2018 has been increasing patient safety surrounding the use of opioids to treat pain. Initially, the program had modest goals, but it quickly grew into a broader community program. The team from TLRMC focused on reducing the number of patients receiving an opioid/benzodiazepine combination treatment. They successfully reduced the rate of this therapy from 13.3% in October 2019 to 6.6% in January 2020. Additionally, ER prescriptions for opioids dropped from 7.22% in 2019 to 4.8% in 2020.

**Frankfort Regional Medical Center** (FRMC) has a zero tolerance for hospital-acquired conditions, including hospital-acquired infections. In the 2018-2019 timeframe, FRMC patients experienced five hospital-acquired CAUTIs (catheter-acquired urinary tract infections). This triggered intense focus on the elimination of CAUTIs.

Every employee at FRMC is engaged in achieving the hospital's goals and creates a performance management plan (PMP) annually. Each employee is responsible for updating the PMP twice a year by describing how they have contributed to FRMC's quality improvement activities. The hospital uses Failure Mode and Effects Cause Analysis to identify process flaws and develop new processes to avoid unanticipated future events. The application of these tools and techniques resulted in a reduction in urinary catheter days and only one hospital-acquired CAUTI in an 11-month period ending in May 2020.

**Norton Women's and Children's Hospital** adopted the Lean Six Sigma DMAIC process (Define, Measure, Analyze, Improve and Control) to address an increase in hospital-acquired infections (HAIs). Using their process improvement resources, Norton Women's and Children's Hospital reduced their advanced surgical unit infections to only five C-diff and four superficial surgical site infections (SSIs). Norton has now gone 1,193 days without a hospital-acquired CLABSI (central line-associated blood stream infection), 697 days without a hospital-acquired MRSA infection and 282 days without a hospital-acquired C-diff infection.

**St. Elizabeth Healthcare** embarked upon a cultural transformation in late 2017 to address patient safety and patient satisfaction. Over the course of two years, evidence-based leadership practices were adopted, performance huddles were embraced, standard work was created to build consistency and leader rounding was instituted. St. Elizabeth's "Journey to Excellence" has started, but it is a journey that will not end. In two years, patient experience has improved from 73.5% to 76.3%, which puts the system in the 68<sup>th</sup> percentile nationwide. Infection rates have dropped from 5.71 per 1,000 to 4.41 per 1,000 – a 22% improvement. Additionally, C-diff infections are down 40%.

**Continuing Care Hospital's** (CCH) winning quality initiative focused on antibiotics and the potential impact they have on patients, including gastrointestinal problems. CCH identified that some patients tolerate side effects, but some can actually suffer from the highly infectious pathogen C-Diff. This infection can easily spread to other patients. By using a combination of approaches, CCH has had zero hospital-acquired C-Diff infections since January 17, 2019. They focused on hand hygiene, secret shopper observation and environmental cleaning.

**UofL Health Peace Hospital** has long been a supporter of expressive art and movement with an understanding that active engagement in creativity as well as physical movement and outdoor activities promote healing related to emotional, mental and physical traumas. Peace developed a therapeutic garden that provided access to sunshine and a connection with nature. The garden became the focus of multiple activities, including group sessions. The work of Peace's activity therapy department demonstrates a holistic approach to patient care and contributes to the healing and recovery of patients.

**About the Kentucky Hospital Association:** KHA was established in 1929. The Association represents hospitals, related health care organizations and integrated health care systems dedicated to sustaining and improving the health status of the citizens of Kentucky. The Association is headquartered in Louisville.

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