



CALIFORNIA HEALTHCARE FOUNDATION

Maternal Quality Improvement: Impact on the Front Line

David Lagrew, MD
Chief Integration and
Accountability Officer
MemorialCare Health System



Sacramento Briefing
October 1, 2014



Overview

- A little about us
- Challenges facing obstetrical providers in 2014
- Where does quality improvement fit?
- Real world results -- What are the keys?
- Future challenges and solutions

MemorialCare Health System

A little about us...

- Six-hospital system and medical group based in southern Los Angeles County/Orange County
- Three hospitals provide delivery services
- Around 10,000 deliveries with a wide range of demographics and populations
- One teaching hospital (Miller Children's and Women's) and two private hospitals
- Long focus on women's services
- Online perinatal database since 1998 and pilot for initial California Maternal Data Center

What Keeps Us Up at Night?

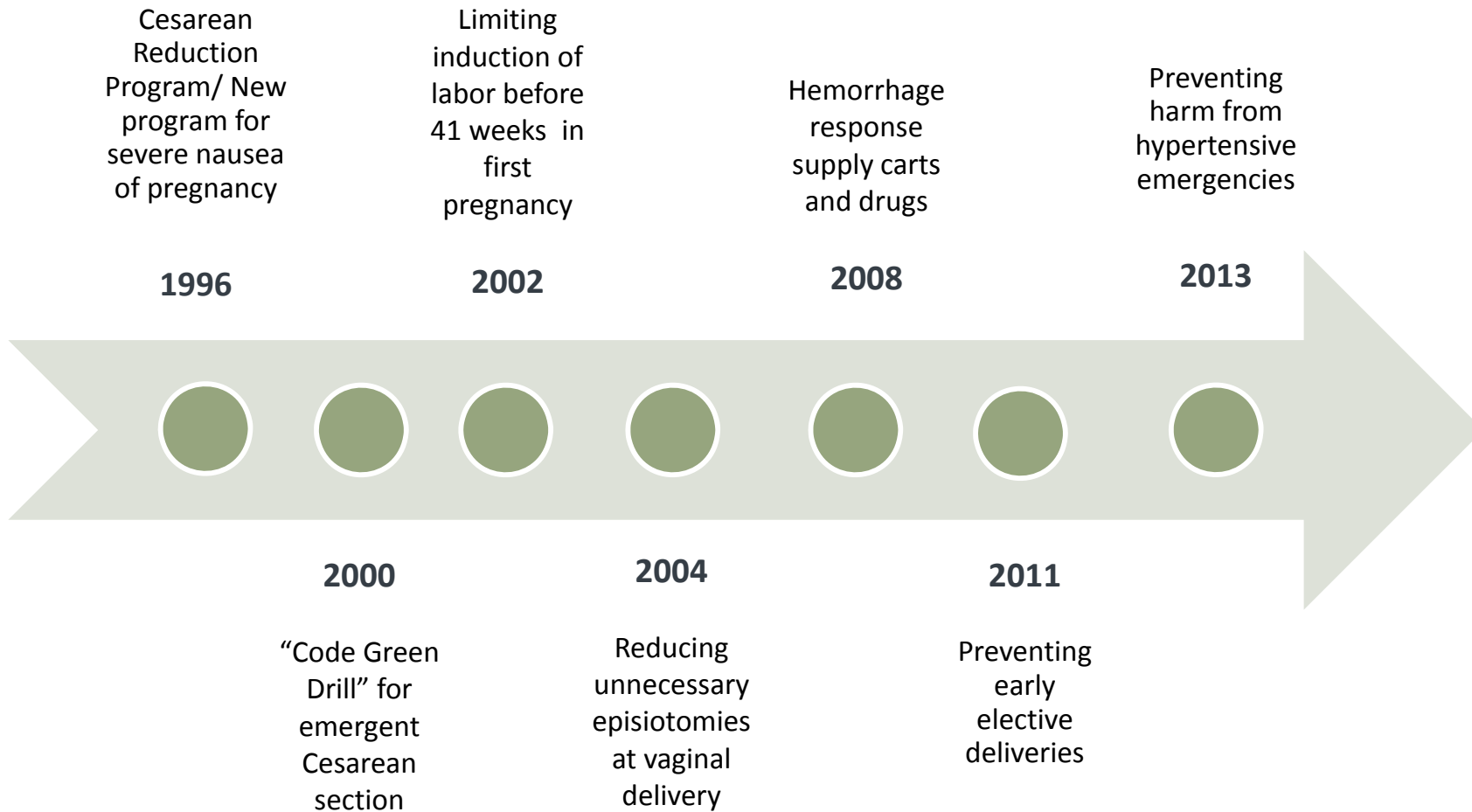
- Increasing pressure for cost containment
- Changing providers and changing patients
- Ever-increasing transparency of our performance
- Avalanche of recommended guidelines for screening and treatment
- Over and under utilization
 - Risk screening not available
 - Cesarean-section rates leading to complications in subsequent pregnancy
- Ever-present malpractice pressures

The Road to Quality Improvement (QI)

- A slow start:
 - Initial national QI efforts did not include obstetrics and gynecology given focus on Medicare patients (age 65+)
 - Providers want to improve care, but formal training was/is not part of curriculum in medical/nursing schools
- Picking up momentum now:
 - Recent changes and increased focus on issues such as early elective delivery, postpartum hemorrhage, and hypertension management have proven the benefit of QI
 - Improving processes and communication has already led to better outcomes for mothers and babies in our institutions

Real-World Results

Various MemorialCare Hospitals



MemorialCare Tools of Success

What are the keys?

- Culture of improvement and competitive spirit
- Systemwide Women's Best Practice Team
- Data and feedback to providers on their performance (internal and external)
- Embedding into the electronic medical records: Screening questionnaires, order sets, rules and alerts, auto-calculating tools
- Great people!

Hardwiring Success

Case

Case Information

Case ID: 247 Patient name:

Patient DOB: 02/12/1979 Preference Card: M-25: CESAREAN SECTION REPEAT, WITH TUBAL LIGATION; ([REDACTED])

Date: 9/4/2014 Status: Scheduled

Time: 0830 Length (mins): 140

Surgeons: [REDACTED] Procedure(s): CESAREAN SECTION REPEAT, WITH TUBAL LIGATION [1070001455]

Service: Gynecology Location: SLH L&D

Room: SBWOR 01 Priority:

Patient class: Surgery Admit Case type:

Diagnosis code(s): Pre-op diagnosis: repeat CS

Requested by: Requester phone #

Confirmed? No [0] Referral Id:

Induction for delivery less than 39 weeks? Other health factors? Repeat C-Section

Case Notes:

How to Get a Good Night's Sleep

- Must learn to:
 - Live in the new world of transparency and public comparison
 - Deal with the explosion of best practice recommendations and changes
 - Cope with scientific advances like genetic testing and personalized medicine
- How to do this?
 - Embrace changes
 - Master techniques of continuous data-driven improvement

We find this approach gives the most success and professional satisfaction!