

Keeping over 150 patients safe by implementing five key strategies

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Introduction

PSI 90 rate for Corewell Health in West Michigan has historically been in the lowest-performing (bottom quartile) performance for multiple years resulting in Hospital-Acquired Condition Reduction Program (HACRP) penalties. In 2022, Vizient Inc.® publicly reported our PSI 90 performance rate as below average (1.17). **This data collectively indicated identifiable and preventable harm to patients, requiring a formalized institutional response.**

Project Goal

Improve PSI 90 composite score from 1.17 to 0.82 by December 31, 2023

Intervention

A comprehensive, institutional framework was developed to improve PSI 90 performance based on review of historical data, evidence-based practice and individual case review.

This framework focused on five key strategies: Coding/Documentation, Risk Adjustment, Clinical Improvement, Peer Review, and Communication.

Corewell Health in West Michigan PSI 90 driver diagram

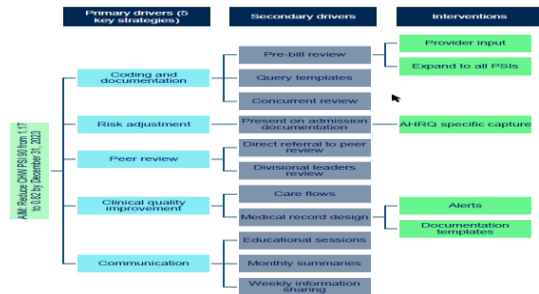
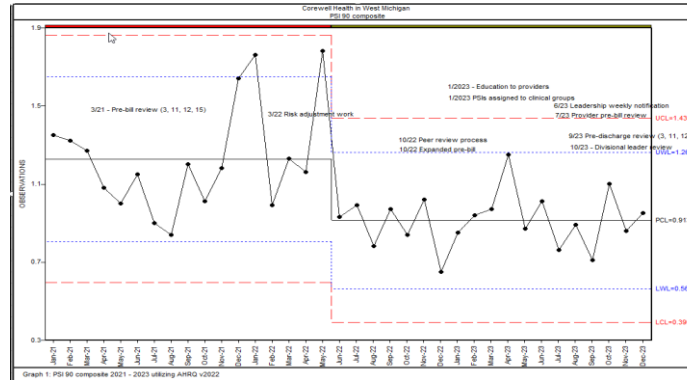


Figure 1: Driver diagram that was developed to outline key strategies for improvement of patient safety indicators

Results



Graph 1: PSI 90 composite 2021 - 2023 utilizing AHCA v2022

Results Summary

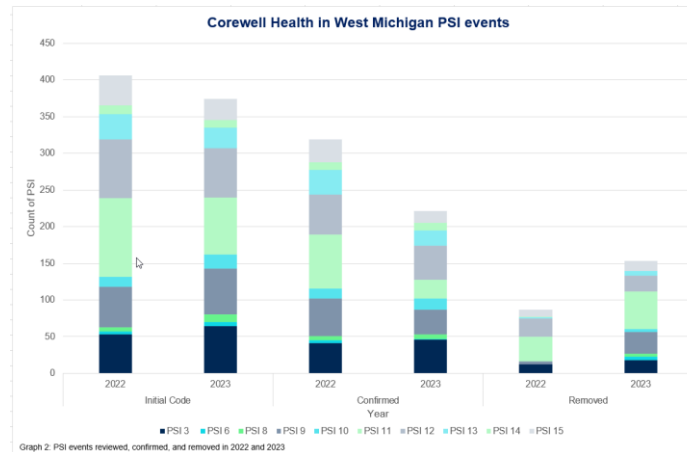
- A 29.9% decrease in PSI 90 (1.17 to 0.82) from 2022 to 2023
- 151 fewer patient safety events
- Greater awareness of PSI 90 and its components
- Increased collaboration across the organizational clinical service lines
- Improved documentation accuracy reflecting patient complexity
- Improved provider accountability of clinical care outcomes.

Conclusion

- Institutional PSI 90 improvement requires
- Multi-faceted approach
 - Multidisciplinary engagement
 - Care team on-going education

References

Vizient Inc.® (2023). *Clinical Data Base* [Data Set]. <https://cdbreportbuilder.vizientinc.com/reportbuilder>



Graph 2: PSI events reviewed, confirmed, and removed in 2022 and 2023