



Mercy Response to Consumer Reports

The health and safety of our patients is of the utmost priority to Mercy St. Anne Hospital (MSAH) and continuously strive to enhance our processes and the quality of our patient care using evidence-based practices.

One such example is MSAH's participation in the Ohio QIO "I Save Lives" C-diff reduction project. We are proud to be part of this initiative and believe it will assist hospitals not only in Ohio but throughout the country as an example of evidence based practice used to reduce C-diff rates.

In looking at MSAH infection rates since May 2014 we are pleased to share:

- C-diff continues to show a decline from the reported period and has been at or below the expected number since the second quarter of 2014.
- There have been no catheter assisted urinary tract infection (CAUTI) in the intensive care unit (ICU) from May 2014 – July 2015
- There have been no central line associated blood stream infection (CLABSI) reported in our ICUs June 2014 – September 2015
- Active participation in surgical site infection (SSI) reduction between inpatient and operating room with meetings monthly and as needed; a Colon SSI bundle was initiated in 2015

Since the data timeframe cited in the report, MSAH has instituted a number of additional quality assurance methods including: increased auditing and analyzing of data; created a more comprehensive staff education and training program; and, in addition to the full time infection preventionist already on staff, a part time infection preventionist was hired to assist in the auditing and education.

Additionally, MSAH has a formal antimicrobial stewardship program, a robust multidisciplinary program with administrator and physician champions working together to ensure quality at every step in patient care. We host daily safety calls between hospital leaders and managers in which each unit reports number of devices in use and days since last infection. Other infection prevention techniques instituted since 2014 include: our environmental services team uses UV light for disinfection of hospital rooms and units; and all intensive care unit (ICU) patients and those who are high risk for infection are bathed using chlorhexidine, a topical antimicrobial agent shown to reduce infection rates.

While we believe transparency is important and provides an opportunity for us as an industry to learn and share best practices, we encourage patients to understand how data is collected and reported on various websites and publications. The Centers for Medicare and Medicaid Services (CMS), via their website hospitalcompare.gov, is considered the source of truth for health care data and has a sound statistical process applied equally to all hospitals across the country. CMS shows that MSAH is equal to or better than national benchmarks on all safety and quality measure

While our work is continuous, MSAH is proud of the dedication and commitment of physicians, nurses and care teams for the care they provide each and every day to the community in Toledo.