



Maine Medical Center
MaineHealth

centered around you

QUALITY DETAIL REPORT

WINTER 2020



At Maine Medical Center, we work diligently to improve Maine's health and patient experience while providing our community members with the safest, highest-quality health care at an affordable cost. As a local and national leader in quality, we challenge ourselves every day to find the better way, improve the outcome, and make our community healthier. When it comes to delivering effective care, we stand behind our commitment to quality and safety for all patients.

Quality Reporting at MMC: Guiding Principles

- We will present data on our website. Additional sources for Maine Medical Center quality data include the Leapfrog Group, Hospital Compare, and the Maine Health Management Coalition
- We will not choose measures for public reporting based on our current or expected future performance. Specifically, we will publicly report on selected performance measures, even when there is a need to improve
- We will explain all reported measures in the simplest, most useful way possible
- We will describe the work being done to improve performance on publicly reported measures
- We will publish data on performance and outcomes for populations of patients treated for specific conditions at Maine Medical Center with meaningful local and national comparisons where available
- We will protect patient privacy in developing processes for public reporting of performance measures

At Maine Medical Center, we aim to provide our patients with the safest, highest-quality care possible. We believe that public reporting of data supports our mission of delivering the most effective and safe care to our community. In an ever-changing health care environment, we must constantly measure our performance and look for areas of improvement. In these pages, you'll find measures in four categories, each accompanied by a description of how the measure was taken, and why it's important to patient safety and quality of care.

[Keeping Patients Safe](#)

Measures of MMC's progress and initiatives to increase patient safety by proactively avoiding harmful risks to patients.

[Providing Effective Care](#)

Reported outcomes of how well MMC follows the recommended guidelines of effective care for patients with chronic conditions and specific health care needs, such as heart attack, heart failure, pneumonia, stroke, and COPD.

[Providing Patient-Centered Care](#)

Measures tracking patients' experiences at MMC.

[Our Overall Performance](#)

The most recent Leapfrog Hospital Safety Grade assigned to MMC.

Keeping Patients Safe

Patient safety is at the forefront of health care initiatives nationwide – and our focus here at MMC is no different. Our clinicians and staff are proactive in identifying potential harmful risks to patients and collaborating to develop preventative measures to protect our patients and keep our hospital safe. We continuously study best practices and share knowledge with our peers in an effort to provide the safest care possible, including preventing infections, ensuring medication safety, communicating and coordinating care effectively, and accurately diagnosing patients’ conditions. We include here healthcare-associated infection measures as reported by Hospital Compare, at [medicare.gov](https://www.medicare.gov).

SPECIFIC CATEGORY	MEASURE	HOW ARE WE DOING?	
		MMC 2019	National 2019
Healthcare-associated Infections			
	Central Line Associated Bloodstream Infection (ICU + select Wards)	0.650	0.685
	Catheter Associated Urinary Tract Infections (ICU + select Wards)	0.859	0.718
	SSI-Colon Surgery	1.645	0.867
	SSI-Abdominal Hysterectomy	1.663	0.928
	MRSA Bacteremia	0.480	0.821
	Clostridium Difficile (C.Diff)	0.496	0.582

* Lower is better

What Are We Measuring and Why Is It Important For Patients and Families to Know?

Healthcare-associated Infections

Infection Rate in Patients

We keep track of how many infections occur among patients.

Why is this important? Whenever the surface of the skin is broken, it makes infection (with bacteria or a fungus) possible. Infection rates are a measurement of how effectively hospitals prevent these types of infections. Tracking the number of patients who acquire an infection at MMC demonstrates how our rate of these infections compares to other hospitals and lets us know if we need to change our care processes to better prevent this type of problem.

Providing Effective Care

Based on national research and outcomes, we know certain health conditions require specific treatment approaches and interventions. MMC embraces the national recommendations of care for patients with these conditions, and our clinicians ensure these patients are treated with the right care at the right time. These conditions include heart attack, heart failure, pneumonia, stroke, and COPD. We include mortality and readmission measures as reported by Hospital Compare.

SPECIFIC CATEGORY	MEASURE	HOW ARE WE DOING?	
Mortality		MMC 2019	National 2019
	Heart Attack Mortality Rate	12.8%	12.7%
	Heart Failure Mortality Rate	11.9%	11.3%
	Pneumonia Mortality Rate	20.2%	15.4%
	COPD Mortality Rate	7.4%	8.4%
	Stroke Mortality Rate	18.5%	13.6%
Readmission		MMC 2019	National 2019
	Heart Attack Readmission Rate	12.9%	16.1%
	Heart Failure Readmission Rate	19.3%	21.9%
	Pneumonia Readmission Rate	14.5%	16.6%
	COPD Readmission Rate	17.1%	19.6%

* Lower is better

What Are We Measuring and Why Is It Important For Patients and Families to Know?

Mortality Rates

Why is this important? One way to evaluate if a hospital is delivering good heart attack care is to look at whether patients admitted for treatment have 30-day mortality rates that are lower, about the same as, or higher than the national rate, given how sick they were when admitted to the hospital. Centers for Medicare S & Medicaid Services (CMS) chose a 30-day mortality as the benchmark of performance so it can include deaths that hospitals might not notice because the patients died after they were discharged. This information enables you to make an objective comparison of MMC's mortality rates compared to U.S. national rates.

Readmission Rates

Why is this important? Readmission refers to when patients who have been hospitalized return to a hospital again. We keep track of the number of Medicare patients who are readmitted to the hospital within 30 days of being discharged from MMC after treatment. These patients may have been readmitted to MMC or to a different hospital or acute-care facility. They may have been readmitted for the same condition as their recent hospital stay or for a different reason. This readmission rate has been risk-adjusted, which means that it takes into account how sick patients were before they were first admitted to the hospital.

Providing Patient-Centered Care

While standards of care across conditions often apply to all patients, we know every patient is different. We believe all patients deserve the personalized care and attention they need to heal, and we are passionate about partnering with patients and their families to ensure their experiences are of the highest quality – both clinically and emotionally. Like many of our national peers, we employ a survey called the Hospital Consumer Assessment of Healthcare Providers and Systems Hospital Survey (HCAHPS) to measure our patients’ experiences. We use this patient-reported data to drive our improvement initiatives around the patient experience, including communication with clinicians, satisfaction with hospital environment, and communication about medication and discharge.

SPECIFIC CATEGORY	MEASURE	HOW ARE WE DOING?	
		MMC 2019	National 2019
Patient Experience Measures			
	Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest)	74%	73%
	Patients at each hospital who reported that YES, they were given information about what to do during their recovery at home	87%	87%
	Patients who reported that staff ALWAYS explained about medicines before giving it to them	65%	66%
	Patients who reported that their doctors ALWAYS communicated well	82%	82%
	Patients who reported that their nurses ALWAYS communicated well	82%	81%
	Patients who reported that they ALWAYS received help as soon as they wanted	69%	70%
	Patients who reported YES, they would definitely recommend the hospital	82%	72%
	Patients who reported that the area around their room was ALWAYS quiet at night	52%	62%
	Patients who STRONGLY AGREE they understood their care when they left the hospital	55%	54%

* Higher is better

Our Overall Performance

Leapfrog Hospital Safety Grades are assigned to more than 2,600 hospitals across the nation each spring and fall. The Leapfrog Grade uses national performance measures from CMS, the Leapfrog Hospital Survey, the Centers for Disease Control and Prevention (CDC), and the American Hospital Association's Annual Survey and Health Information Technology Supplement. In addition, MMC voluntarily reports safety data directly to Leapfrog.

The methodology determining a hospital's Leapfrog Grade places measures into one of two domains; process, or structural measures, and outcome measures, each accounting for 50% of the score. Taken together, these measures and domains produce a single letter grade representing a hospital's overall performance in keeping patients safe from preventable harm and medical errors.



The Leapfrog Hospital Safety Grade assigned to MMC for Fall 2020 is an A

To learn more about Leapfrog Hospital Safety Grades, and MMC performance, visit hospitalsafetygrade.org.