



MASSACHUSETTS HOSPITALS:
Continuing the
Commitment
to Safe Care

Patients First:

Massachusetts Hospitals' Quality and Safety Agenda

- Safe patient care is at the heart of Massachusetts hospitals' commitment to quality and safety improvement.
- Massachusetts hospitals are leading the nation in their approach to a statewide voluntary program of transparency and accountability.
- Two years ago, Massachusetts hospitals, in partnership with the Massachusetts Organization of Nurse Executives, launched *Patients First* – a bold, comprehensive initiative to further the longstanding commitment to quality and safety that is second to none.
- Since the launch of *Patients First* in January 2005 Massachusetts hospitals have:
 - ✓ Become the first in the nation to publicly post their unit-specific staffing plans.
 - ✓ Joined the Institute for Healthcare Improvement (IHI) "Campaign to Save 100,000 Lives" – which includes six interventions to improve patient care and prevent avoidable deaths – and have joined IHI's "Protecting 5 Million Lives Campaign" to reduce injuries, infections and complications.
 - ✓ Collaborated with the Massachusetts Coalition for the Prevention of Medical Errors to tackle two complex problems in patient safety – reconciling medications and communicating critical test results – which became the model for Joint Commission's National Patient Safety Goals.
 - ✓ Partnered with the Mass. Board of Higher Education to address shortages in nursing and allied health fields.
 - ✓ Sought or achieved "Magnet" or "mentor" status for their nursing programs in increasing numbers.
- Massachusetts hospitals are now posting National Quality Forum "nursing-sensitive" quality measures on the *Patients First* website. Go to www.patientsfirstma.org to see these measures.
- The National Quality Forum is a not-for-profit membership organization created to develop and implement a national strategy for health care quality measurement and reporting.
- The measures are: patient falls, falls with injury, and smoking cessation counseling for heart failure, pneumonia, and heart attack patients – to be followed at a future date by pressure ulcer prevalence.
- Hospitals are using this data to learn from each other about how to improve patient care.