



STATE OF NEW YORK DEPARTMENT OF HEALTH

Corning Tower The Governor Nelson A. Rockefeller Empire State Plaza
Albany, New York 12237

Antonia C. Novello, M.D., M.P.H., Dr.P.H.
Commissioner

Dennis P. Whalen
Executive Deputy Commissioner

November 13, 2003

Dear Administrator:

I am pleased to announce the third Patient Safety Award competition in New York State. This award supports a continued effort to meet the goal established by the Institute of Medicine of a 50 percent reduction in medical errors within five years. The New York State Patient Safety Award Program was created to highlight best practices developed and implemented in our facilities statewide, and recognize their successful quality improvement efforts.

This year, two hospitals, two nursing homes, one adult care facility, and one federally qualified health center (FQHC) will be selected and publicly acknowledged for their accomplishments in promoting patient safety and reducing the prevalence of medical errors. In addition to receiving the New York State 2003 Patient Safety Award, each selected facility will be eligible to receive a grant of \$200,000 and work with the Department of Health to promote medical error reduction/quality improvement strategies in other health care facilities across the State.

Awards will be based on the demonstration of ongoing quality improvement systems and evidence that quality improvement efforts have produced reductions in medical errors. There will be two award categories based on bed size for hospitals; one for hospitals with greater than 200 beds, and one for hospitals with less than 200 beds. There will also be two categories for nursing homes based on bed size; one award will be granted to a nursing home with greater than 150 beds and one for a nursing home with less than 150 beds. One award will be granted to a licensed adult care facility and one award will be granted to a federally qualified health center.

Enclosed are application instructions that provide additional details on the award program and information applicants will need to submit a proposal. Applications must be received by the New York State Department of Health by Wednesday, January 14, 2004. All New York State licensed hospitals, nursing homes, federally qualified health centers, and adult care facilities are eligible to submit applications and are encouraged to apply.

If you have any questions regarding the award program or the application process, please contact: Cathy Blake, Director, Healthcare Quality Initiatives, Office of Health Systems Management, at 212-268-7093.

Sincerely,

Antonia C. Novello, M.D., M.P.H., Dr. P.H.
Commissioner of Health

Enclosures

NEW YORK STATE PATIENT SAFETY AWARDS – 2004

I. INTRODUCTION

The New York State Department of Health (Department) is petitioning New York State licensed hospitals, nursing homes, federally qualified health care centers (FQHCs) and adult care facilities for applications that demonstrate successful medical error reduction/quality improvement strategies. Six awards totaling \$1,200,000 will be granted to facilities that have implemented the most successful strategies. These awards are intended to support the implementation of effective quality improvement/medical error reduction models statewide.

II. BACKGROUND

Healthcare errors are a leading cause of morbidity and mortality in the United States (National Quality Forum consensus Report 2002, Institute of Medicine Report). The New York State Health Information and Quality Improvement Act was signed into State law by Governor George Pataki in October 2000 to focus attention on the problem of medical errors in New York State and generate solutions. The New York State Health Department is charged with developing a statewide health information center to collect, analyze, and disseminate quality improvement information (Title I). The Act also calls for the establishment of a Patient Safety Center within the New York State Department of Health to increase information available to patients regarding health care providers (Title II). The New York State Patient Safety Award is among the Department's initiatives established to improve the dissemination and utilization of successful error reduction strategies and promote their adoption statewide.

In the year 2002, the Department granted awards of \$200,000 to two hospitals that designed and implemented systems to improve patient safety in their facilities. Ellis Hospital in Schenectady demonstrated a substantial decrease in the incidence of deep vein thrombosis (DVT) in their surgical population. The Hospital for Special Surgery in Manhattan created a dramatic reduction in medication errors, thereby substantially reducing risks to patients under their care.

In the year 2003, awards of \$200,000 were granted to four facilities for their outstanding efforts in improving the quality of care for their patients. Children's Hospital of Buffalo developed a comprehensive medication selection system and tutorial with competency exams for their house staff. The system included a requirement to complete an 'indication' field on their medication order form. This resulted in a significant reduction in medication errors.

Albany Memorial Hospital created a system whereby nurse case managers coordinated the full spectrum of care for patients with congestive heart failure. This comprehensive approach resulted in an extraordinary reduction in re-admissions for their cardiac patients.

United Health Services, Ideal Senior Living Center of Endicott, New York received a patient safety award for their detailed process improvement effort to reduce pressure ulcers in their residents. An interdisciplinary team was established to re-evaluate and re-assess all residents on a quarterly basis, resulting in substantial reductions in the incidence of pressure ulcers.

Sunset Park Family Health Center Network was recognized for implementing a number of successful interventions to improve clinical outcomes for their patients. The successful improvement areas included in this award recognition were expedited HIV testing, management of pediatric asthma patients and testing in adult diabetics. Significant improvements were demonstrated in these categories as a result of the creation of a diabetic registry, an interdisciplinary team approach to care, the development of clinical guidelines, and case management services for high risk patients.

III. OBJECTIVE

The Department recognizes that many hospitals, nursing homes, federally qualified health care centers, and adult care facilities have successfully implemented quality improvement/medical error reduction strategies. It is the intent of the Department to award two hospitals, two nursing homes, one federally qualified health care center, and one adult care facility in the amount of \$200,000 each for their continued risk reduction efforts. The results of these successful quality improvement efforts will be shared with facilities statewide and recommendations for replication and implementation will be disseminated.

IV. ELIGIBLE APPLICANTS

All New York State licensed hospitals, nursing homes, federally qualified health care centers (FQHCs) and adult care facilities are eligible to submit applications by Wednesday, January 14, 2004, to the New York State Department of Health. The application must detail previously implemented programs established to improve the process of care and/or reduce medical errors. A direct relationship between the intervention and outcome must be demonstrated. Applicants must also demonstrate continued integration of risk reduction strategies and an ongoing commitment to quality improvement activities in their facility.

Previous distributions of awards by the Department for similar initiatives will preclude the applicant's ability to receive a patient safety award.

Two hospitals, two nursing homes, one federally qualified health center, and one adult care facility will receive an award of \$200,000. Distinct categories of bed size will determine hospital and nursing home award distribution.

One award will be given to a hospital with over 200 certified beds and the other hospital award will go to a facility with 200 or less certified beds.

One nursing home award of \$200,000 will go to a successful applicant with greater than 150 beds and the other nursing home award will be granted to a facility with less than 150 beds.

There will be one award to a federally qualified health center (FQHC) and one award to a licensed adult care facility.

V. APPLICATION REVIEW PROCESS

All applications will be reviewed using an objective rating system reflective of required items specified for each component. A two level review consisting of an internal Department panel and an external panel will be conducted in the evaluation of applications submitted.

VI. SUBMISSION CRITERION

The original application bearing the signatures of the chief executive officer/president of each applicant organization and seven (7) copies with all attachments, must be received by close of business on Wednesday, January 14, 2004.

The applications should include the following:

- Name and address of facility, project by title and function, and contact persons;
- Number of certified beds (hospitals and nursing homes); patients served per year in FQHC and adult care facilities;
- Network or system affiliation;
- Analysis of target area, timeframe for development and implementation strategies, including barriers to success;
- A description of any formal process of identifying areas for error reduction/performance improvement initiatives;
- A detailed description of successful quality improvement and/or medical error reduction efforts previously and currently implemented in your facility;
- Identification of measures used to determine effectiveness, standards and milestones for evaluation, and benchmark improvement indicators;
- Explanation of protocol development and steps taken to implement quality improvement strategies;
- Data reflecting favorable results directly related to quality improvement/error reduction strategies; and
- Evaluation of outcomes and discussion of collaborative efforts and future goals for continued improvement activities.

The application should be limited to ten (10) typewritten pages plus attachments and signed by the facility's Chief Executive Officer/President. Seven copies (7) of the application must be received by close of business on Wednesday, January 14, 2004, to:

Cathy A. Blake, Director
Healthcare Quality Initiatives
Office of Health Systems Management
161 Delaware Avenue
Delmar, NY 12054
NYC Phone: 212-268-7093
Email: cab16@health.state.ny.us

The award recipients will be notified by the Department of Health in February, 2004. The Commissioner will make a public announcement of the award recipients at the Public Health Council meeting in March 2004.

VII. GRANT FUNDING

Each award recipient will establish a contract relationship with the Department within eight weeks of award notification. The award recipient is expected to provide the Department with a written report detailing performance outcomes and project expenditures on a quarterly basis. The award recipients are also expected to conduct educational and promotional seminars statewide during the contract period.