

Akron Children's Hospital

Overview 2019

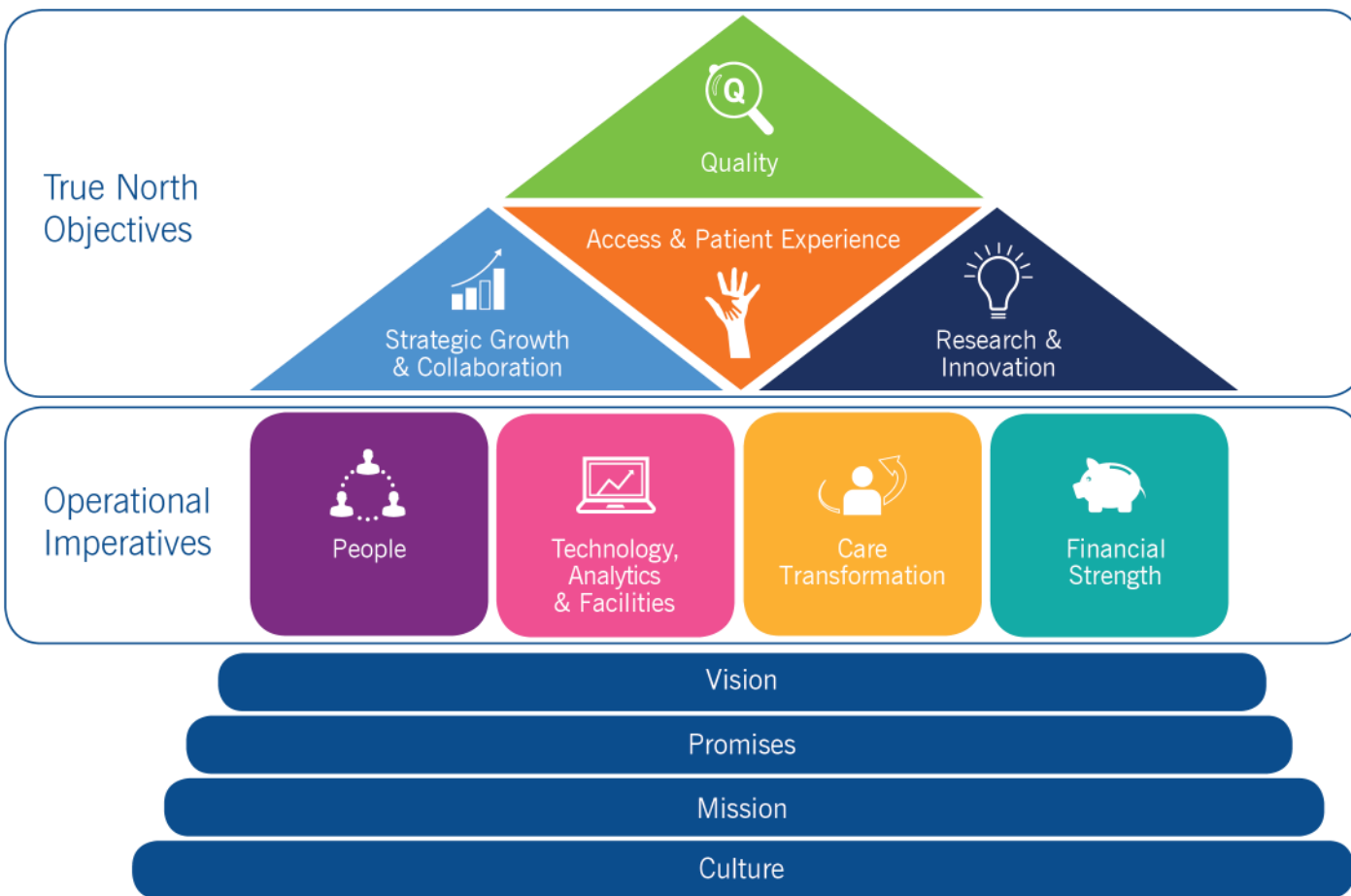


Vision

Akron Children's will be an innovative leader in improving child health and providing high quality care.



Strategic Plan: 2020





Quality

Aligning quality, safety and patient experience to deliver exceptional care



Quality Scorecard

Progress Report

AUGUST 2019

"On Track Indicator"

- = the current value is better than or equal to the monthly target
- = the current value is worse than the monthly target but better than the baseline
- = the current value is worse than the baseline

"3 Month Rolling 12 Trend Indicator"

- = the current rolling 12 value has improved or remained the same in the last 3 months
- = the current rolling 12 value has worsened in the last 3 months

Safety	Metric	2018 Baseline	Actual	2019 Annual Target	"On Track" Indicator	3 Month (R12) Trend Indicator
	Serious harm index	39	28 (R12)	35	●	●
	Serious safety event rate	0.23	0.17 (R12)	0.15	●	●
	Employee DART event rate	0.704	0.888 (R12)	0.616	●	●
Clinical Efficacy	Metric	2018 Baseline	Actual	2019 Annual Target	"On Track" Indicator	3 Month (R12) Trend Indicator
	Readmission rate (7 day)	2.7%	2.8% (R12)	2.4%	●	●
	Asthma hospitalization rate	3.5%	2.9% (R12)	2.7%	●	●
	SVOT TandA ED Revisit Rate (2017-2018)	6.0%	8.4% (R12)	7.0%	●	●
	Well check compliance rate (age 3-6 years)	73.0%	74.0% (R12)	75.0%	●	●
Efficiency	Metric	2018 Baseline	Actual	2019 Annual Target	"On Track" Indicator	3 Month (R12) Trend Indicator
	FTE per adjusted occupied bed	9.46	9.94 (YTD)	10.1	●	●
Patient & Family Experience	Metric	2018 Baseline	Actual	2019 Annual Target	"On Track" Indicator	3 Month (R12) Trend Indicator
	Total - Patient experience % positive (will recommend)	85.4%	87.0% (R12)	86.2%	●	●
Access	Metric	2018 Baseline	Actual	2019 Annual Target	"On Track" Indicator	3 Month (R12) Trend Indicator
	% new seen within threshold - new sick patient	67.5%	72.8% (R12)	85.0%	●	●
	% new seen within threshold - new well patient	66.0%	66.6% (R12)	80.0%	●	●
	% new seen within threshold - new patient	44.1%	44.1% (R12)	80.0%	●	●

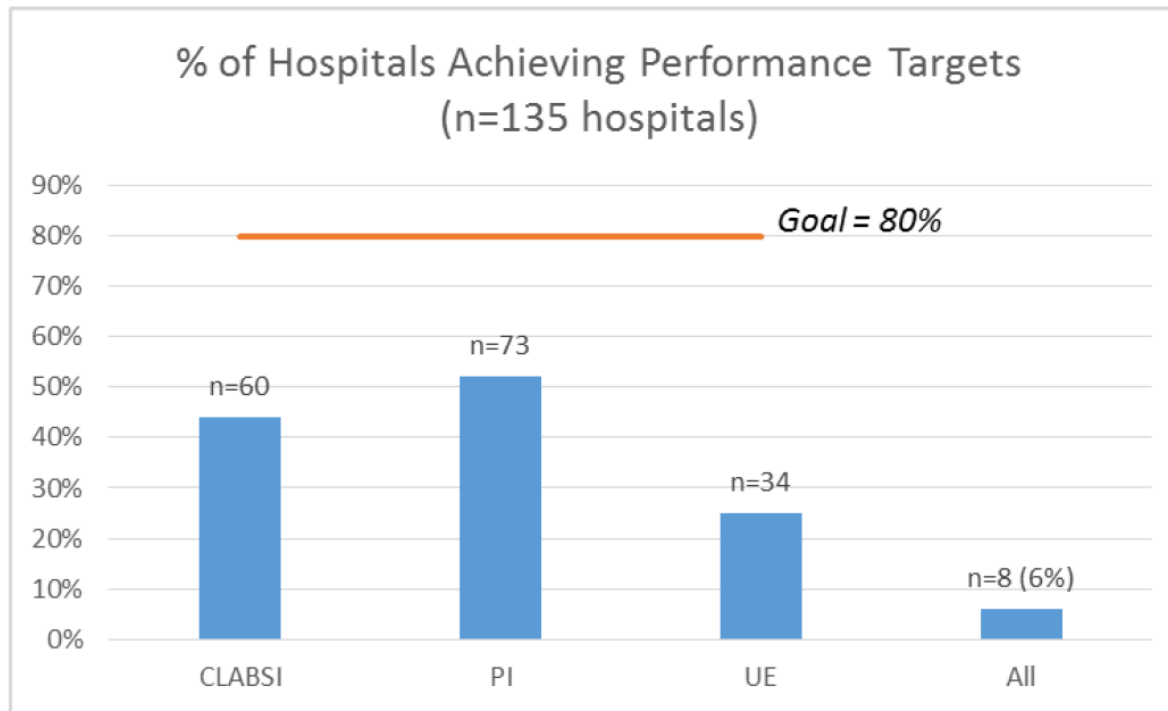


Quality

Targeting Zero Harm



By December 31, 2021,
80% of SPS hospitals achieve CLABSI, Pressure Injury and Unplanned
Extubation Performance Targets



Hospitals that have achieved all targets

- Advocate
- Akron
- Colorado-Memorial
- Covenant
- NYU Langone
- Mary Bridge
- Rainbow
- UF Health Shands



- Akron campus – 297 Beds
- Beeghly campus – 43 Beds
- Partner hospitals – 131 Beds

- NICU/SCN in adult hospitals

- Pediatric units and hospitalist services in adult hospitals

Pediatric Primary Care

- 30 locations

- Regional access to pediatric specialists





Strategic Growth & Collaboration

Regional Health Centers

Urgent Care, Primary Care, Specialty Care
Outpatient Lab, Radiology, Rehabilitative Services



Boston Heights



Mansfield



North Canton



Warren



Portage (2020)



Strategic Growth & Collaboration

29 Akron Children's Hospital Pediatrics offices

- On-site Behavioral Health Therapy
- Screening for social determinants of health

Locust Pediatric Care Group

- Children with special care needs, adoptive health, refugee families
- On-site legal aid, counseling
- Lead Clinic



where great stories begin™





Strategic Growth & Collaboration

Health Care Partnerships



- NICU – 21 Beds
- Maternal Fetal Medicine
- Adult Support (Burn)
- Employee Health
- Boston Heights



Strategic Growth & Collaboration



Akron
Children's
Hospital



Cleveland
Clinic

Pediatric and Adult Congenital Heart Center

**Combined team of 30 specialists
and surgeons:**

- Clinical cardiology
- Imaging
- Interventional cardiology
- Cardiothoracic surgery

Cleveland Clinic Akron General

- NICU – 17 Beds





Strategic Growth & Collaboration

Aultman Hospital

- Inpatient pediatric unit – 27 Beds
- NICU – 25 Beds
- Maternal Fetal Medicine
- North Canton Health Center



Dogwood Park, North Canton





Strategic Growth & Collaboration

Inpatient Care at:

St. Elizabeth Boardman Hospital

- NICU – 25 Beds

St. Joseph Warren Hospital

- Special Care Nursery – 6 Beds
- Pediatric Inpatient – 5 Beds

Wooster Community Hospital

- Special Care Nursery – 5 Beds
- Pediatric Hospitalists
- Maternal Fetal Medicine
- Specialty Care

Specialty Care at:

- **Fisher-Titus Medical Center, Norwalk**
- **Marietta Memorial Hospital**
- **Mercy Medical Center, Canton**
- **Sharon Regional Health Center, PA**
- **TriPoint Medical Center – Lake Health**





Strategic Growth & Collaboration

Marietta

Direct to Employer Contract

- Memorial Health System is a not-for-profit integrated health system
- 2 hospitals, outpatient service sites, and provider clinics
- Serves 5 Ohio counties and West Virginia
- Largest employer in county – 3,000 employees with approximately 1,900 dependents ages 0-18 years





Access & Patient Experience

Right Care, Right Place, Right Time

2018 Stats

Total Outpatient Visits	1,125,607
• Primary Care	465,698
• Specialty Care	319,741
• Emergency Room	104,338
• Urgent Care	29,820
• Surgeries	18,011
Inpatient Admissions	9,846
Children's Home Care	5,526

Patient Population

Ohio: All 88 counties

United States: 50 states, Washington, D.C., U.S. Virgin Islands

Foreign Countries: Algeria, Canada, China, Ecuador, Egypt, Germany, Israel, Netherlands, Norway, South Korea, United Arab Emirates, United Kingdom and Vietnam





Access & Patient Experience

Centralized Appointment Center

Jan 1 – Aug 31, 2019

- Inbound calls: 237,940
- Average speed to answer: 0.43 seconds
- Outbound calls: 193,427
- Appointments scheduled: 60,643





Access & Patient Experience

ACHP Hours of Service

Earliest Opening and Latest Closing by Day of Week

Monday	730AM	730PM	
Tuesday	730AM	730PM	
Wednesday	730AM	630PM	
Thursday	730AM	730PM	
Friday	730AM	730PM	
Saturday	8AM	1130PM	
Sunday			

Seasonal hours on a limited basis for some sites (listed if different than above)

Monday	7AM				
Tuesday					
Wednesday	7AM				
Thursday	7AM				
Friday					
Saturday					
Sunday	9AM	4PM			



We have just one focus:
kids.



Akron Children's Hospital



Access & Patient Experience

Quick Care Volumes and Hours of Service

Quick Care, Urgent Care or ER: Where to Go?		Akron Children's Hospital		
These are general guidelines to help parents make health care decisions for their children.		Quick Care For basic medical care when your child's doctor isn't available	Urgent Care For injuries and illnesses that aren't life threatening	Emergency For severe injuries and illnesses that could threaten life or limb
Injury/Illness				
Abscess/Del (time-sensitive)				
Abscess/Del (stage)				
Allergic Reaction (rash only)				
Allergic Reaction (trouble breathing or swallowing)				
Allergies				
Asthma Attack (minor)				
Asthma Attack (major)				
Bleeding that won't stop				
Broken Bone (skin intact, fear of break)				
Broken Bone (obvious break)				
Burn (minor)				
Burn (major)				
Cast Problems (wet or soiled)				
Colds				
Cough/congestion				
Cut (minor, not deep)				
Cut (moderate or severe, requiring stitches)				
Dehydration				
Diarrhea (mild)				
Dizziness				
Earache / Ear Infection				
Eye Redness/Drainage/Itching				
Fainting				
Fever (child 3 months or older)				
Fever (child under 3 months)				
Flu-like Symptoms (mild)				
Headache (without nausea, vomiting or vision changes)				
Headache (migraine)				
Head Injury (minor, no loss of consciousness)				
Head Injury (severe)				
Insect Bite/Sting or Minor Dog Bite				
Nausea				
Pain upon Urination				
Physicals (sports or work only)				
Pneumonia				
Poisoning				
Rash				
Rash (with purple spots or bruising)				
Seizure				
Shock				
Sore Throat				
Splinter or Tick Removal				
Sprain or Strain				
Stitches (deep, long, continues to bleed)				
Stomach Pain (minor)				
Stomach Pain (severe)				
Swallowed Object				
Trouble Breathing				
Urinary Tract Infection (with fever <103 degrees)				
Urinary Tract Infection (in potty-trained child)				
Vomiting (mild)				

Through Aug. 31, 2019:

Quick Care visits (1 site) 1,925

Urgent Care visits (4 sites) 20,573

Hours of Service	Monday	12PM	8PM
	Tuesday	12PM	8PM
	Wednesday	12PM	8PM
	Thursday	12PM	8PM
	Friday	12PM	8PM
	Saturday	10AM	4PM
	Sunday	10AM	6PM



Access & Patient Experience

School Health Program

2018-2019 school year:

- More than 180 school buildings
- 89,000 Students PreK to High School
- 570,000 Clinic visits

Services

- School-Based Health and TeleHealth
- Trauma-informed schools
- Handwashing, CPR training
- Asthma, diabetes management
- EpiPen, Narcan stocked
- Flu shot clinics





Access & Patient Experience

What's New

- Boston Heights Health Center
- Summa Health MFM
- Tic and Tourette Program > National Center of Excellence
- Aultman Hospital NICU, MFM
- Center for Gender Affirming Medicine
- Safe Kids Summit County > Safety Around Water National Award
- Inpatient Rehabilitation Unit > 3-year CARF Accreditation
- Best Workplace Awards > Cleveland Plain Dealer, NorthCoast 99





People

Workforce Development

- Early market analysis for key support positions
 - Collaboration with local schools
- Career Launch partnership with Stark State College
- ASCEND Program - Assuring Success with a Commitment to Enhance Nurse Diversity



Northeast Ohio
MEDICAL UNIVERSITY

 **Stark State**
COLLEGE

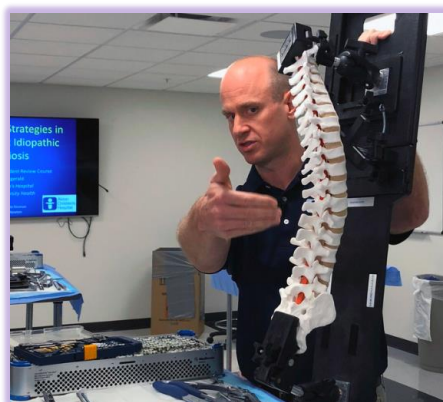
 Akron
Children's
Hospital



People

Akron Children's Hospital Academy of Health & Human Services North High School, Akron Public Schools

- Partnership to teach students all aspects of health care:
 - Customer service, direct patient care, biomedical science, hospital operations
- 300 Students in grades 10-12





Technology, Analytics & Facilities

Mobile App

- Find A Doc, symptom checker, parent advice, service locations, medication guide, First Aid, emergency contacts and more



Quick Care Online

- Virtual connection to our health care providers
- Initial launch for ACHP patients
- 8 a.m. to midnight, 7 days/week, 365 days/year
- Via mobile phone, tablet or computer



Care Transformation

Focus on Consumerism



Access and Convenience
Cost and price



Care Transformation

Chronic Care Coordination for Asthma Management

Easy Breathing Program

- Standardizing diagnosis, treatment
- Education and support for families
- School communication
- Addressing insurance issues
- Removing financial barriers
 - 84,000 children screened
 - 2,400 new cases diagnosed
 - 15,277 children with updated treatment plans
 - 400 hospitalizations and ED visits avoided
 - 1 readmission with 30 days of discharge

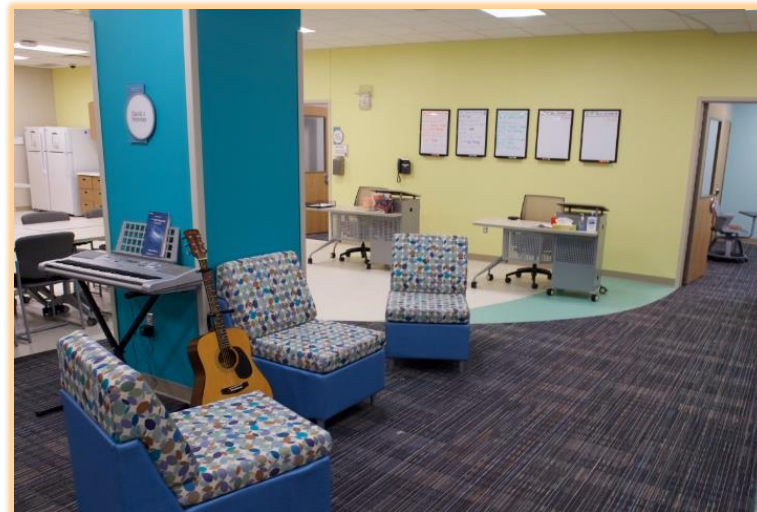




Care Transformation

Behavioral Health Care

- Mental health therapists integrated into 29 primary care offices
- Telepsychiatry services
- Pediatric psychology integration in specialty care clinics
- New Lois and John Orr Family Behavioral Health Center
 - Expanded PHP/IOP services
- \$2.3 million building renovation on Beeghly campus, Mahoning Valley
 - Expanding mental health therapy, psychiatry services
 - Adding outpatient Partial Hospitalization Program
 - Opening Dec 2019



Questions?