

# Oregon Office of Rural Health | Swing Bed Quality Metrics

- History: 2023 Salem Health performed a remodel and expansion of the 6-bed med-surg unit to 25 beds Med-Surg/Swing.
- Rapid Hiring: RN and Clinical Tech staff increased by 65%. Increase in Therapy Staff by 40%.
- Close partnership with Therapy (Physical/Occupational/Speech) and Care Management.
- Identification of Quality Metrics for the department became crucial. The quality metrics focused not only on regulatory requirements, but patient experience, patient safety and included multiple disciplines.
- Creation of the Swing Bed & Inpatient Quality Committee. Stakeholders such as Clinicians, Nursing, Care Management, Therapy, and Dietary.
  - Later- Patient Experience, Patient Safety & Regulatory were added to the meeting.
  - Identification of appropriate targets- some targets are pre-determined but for those that aren't, how do you determine the target? Taking 12 months of data and looking at the mean?
  - Transparency and Communication: How and what items will be communicated to frontline staff, in what cadence?
  - Utilization of the department's visibility board for posting metrics.

	Metrics
Financial	Average Daily Census
	Swing Bed Total Admissions
	Swing Bed Referrals (Internal - SH)
	Swing Bed Referrals (External)
	Swing Bed ALOS (Days)
	Med Surg ALOS (Days)
	Swing Bed Days
	Authorized Days (Swing Bed Target Days)
	Denials (Patient Chose Another Facility)
	Denials (Another Facility Accepted the Patient First)
	Denials (Clinical Needs)
	Denials (Other)
	Discharge Disposition (D/C to Home)
	Discharge Disposition (D/C to hospital within 30 days)
	Returning to Independence
Quality	10 day Readmission Rates
	30 day Readmission Rates
	Mobility Scoring Compliance
	Total Falls
Patient Experience	Harmful Falls
	CAUTI's
	Medication Communication H-CAHPS

PT/OT Metrics Ideas: Flowsheets are being built, and then reports can be run for these metrics.

\* For OT- Barthel Index and Modified Barthel Index; BCAT

\* PT Outcomes: Short physical performance battery, change score, average change in 6 min walk test, impact score (predictor of d/c location)

## Lessons Learned:

- Don't be afraid to move things under Sustain & Operate! Example: CAUTI's – Adoption of prevention bundle; we haven't had a CAUTI since 2022 and are still actively tracking. Reduce your resources and shift to active metrics.
- Who are your stakeholders? Who else is tracking similar metrics? Don't forget about Patient Safety, Patient Experience, and Regulatory!
- Informational versus Action (can a dashboard be created for informational items and tracking) – focus the meeting on action.
- How will you communicate and bring this back to the front line staff? How will you provide a summary for executive leadership?
- What is your designated frequency for evaluating your metrics?

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