Today’s Topics

• Baylor Scott & White Health – Our New System
• Baylor North Region BMT Program – Who We Are
• Our Quality Journey
• Our Current Dashboard
• Thoughts for the Future
• Our Lessons Learned
Baylor Scott & White Health
Our New System
Baylor Scott & White Health
Our New System

• $8.3 billion in assets
• The new system includes:
  - 43 hospitals
  - 500+ patient care sites
  - 6,000+ affiliated physicians
  - 34,000 employees
  - Scott & White Health Plan
  - Organized in 2 Regions
    - Baylor Health Care System – North Region
    - Scott & White Healthcare – Central Region
• 2 BMT Programs
  - North Region - Baylor University Medical Center (Dallas, TX)
    - 206 Transplants in 2013 (96 Auto, 110 Allo)
  - Central Region - Scott & White Memorial Hospital (Temple, TX)
    - Xx Transplants in 2013 (xx Auto)
Baylor/North Region BMT Program

Who We Are

- Program initiated in 1983
- Partnership between Baylor University Medical Center & US Oncology/Texas Oncology
  - Baylor: Inpatient Clinical, Apheresis Collection, Processing, NMDP Transplant Center, Quality Management, Program Administration
  - US Oncology/Texas Oncology: Outpatient Clinical
- First achieved FACT accreditation in 1998
- 5,000th Hematopoetic Stem Cell Transplant in 2013
- 7 Transplant Physicians
- Collaborations/Data Sharing
  - NMDP – Transplant Center
  - NIH CTN
  - Seattle/Stanford MiniTX Consortium
  - CIBMTR
Our Quality Journey

• Long history of program FACT accreditation and perceived high quality care – yet minimal program quality reporting metrics

• Difficulty getting internal consensus on key quality reporting metrics

• Difficulty identifying external metrics as well as related benchmarks

• Recent turnover in the Quality Coordinator position resulted in reduced resources to focus on quality reporting and benchmark development

• FACT reaccreditation efforts also diverted resources that might otherwise have been focused on metric development efforts
## BMT DASHBOARD FY 14

### PEOPLE
- **Employee Satisfaction Survey Results**
  - TBO
  - Drama K
  - NA

### SERVICE EXCELLENCE
- **Listening HCAHPS**
  - HCAHPS Listening at or above 50%
  - Patrick A
  - 60%
  - 80%
  - 80%
  - 80%
  - 80%
  - TBO

### GROWTH FINANCIAL
- **Case Mix Index**
  - TBO
  - Cari M
  - 6.929
  - 4.72213
  - 4.8086
  - 4.6675
  - 9.8933
  - 5.8639

### QUALITY
- **Total BMIs Performed**
  - Duration of Daily Care (Auto MM)
    - 17 days
    - Drama K
    - NA
    - NA
    - NA
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
  - Duration of Daily Care (Auto non-MM)
    - 30 days
    - Drama K
    - NA
    - NA
    - NA
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
  - Duration of Daily Care (Auto Related)
    - 3.4 weeks
    - Drama K
    - NA
    - NA
    - NA
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
  - Duration of Daily Care (Auto Unrelated)
    - 4.5 weeks
    - Drama K
    - NA
    - NA
    - NA
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0
    - 0

### ENROLLMENTS
- **Successful Enrolment within 28 days**
  - Dave K
  - ≤ 28 days
  - 12
  - 4
  - 11
  - 13
  - 24
  - ≥ 28 days
  - 0
  - 0
  - 0
  - 0

### BMIs Performed
- **Expire within 409 days**
  - Dave K
  - < 365
  - 0
  - 0
  - 0
  - 0
  - 0
  - ≥ 365
  - 0
  - 0
  - 0
  - 0
  - 0

### Percentage of Patients meeting 100% selection criteria
- TBO
  - 0
  - 2
  - 1
  - 4
  - 1
  - 4

### Number of Patients participating in IRS approved trial
- Grace T
  - 0
  - 2
  - 1
  - 4
  - 1
  - 4

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August 27, 2013 Developed by Regina Parker
Thoughts for the Future

• Our goal is to take the dashboard to our monthly Quality Council meetings for review and performance improvement targeting

• Additional metrics of interest to our team
  - Immunology Lab Turnaround Time
  - Length of Stay
  - Readmissions
  - Survival
    - Auto and Allo
    - 100 day and 1 year
  - Staging Compliance
  - Adherence to Standards
  - Financial Process Throughput Monitors
  - Developments from the ASBMT Quality Subcommittee?
Lessons Learned

• Network, Network, Network

• If you feel like you don’t have all of the answers – you’re not alone

• There are currently no right answers in terms of BMT quality metrics – only options

• More metric monitoring (by government agencies and payors) is coming – so be watching and be ready

• Look for opportunities to get involved in BMT committees and activities to learn and share