

# 2017 Nomination for CEP America Distinguished Practice Award Kaiser Moreno Valley Emergency Department

CEP America Distinguished Practice Award:

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Marked improvement in key ED Operation Metrics:

TTP – 60+ minutes to 8 mins

TATD (4/5's) 224 minutes down to 115 mins

TATA – 60+ min reduction

LWBS 6% to 3.1% (1.9% until surge in volume growth)

Accomplished amidst an ED construction project that greatly compromised operational space and flow and during ever increasing patient volume: EMS traffic increased from Apr 2015 = 280 – Apr 2016 = 397

June 15/16 comparison – (No increase in treatment space)	2015	2016
Visits	3063	3547 (14% growth)
Admits	297	359 (18% growth)
LWBS (inc.Elopements/AMA)	183	149 (19% decrease)

PA/NP practice – Kaiser Moreno Valley's ED Practice has successfully implemented all 6 recommendations from the 2015 PANP Focus Group to provide a benchmark practice environment and culture.

- Inclusion of Pas/NPs in monthly meetings
- Financial inclusion in surplus distributions
- Diversity the practice/manage RME burnout issue
- Define behavioral expectations and hold all providers accountable
- Compensation: paying within the market
- Integrate site lead onto management team; financial transparency

Culture change – Viewed by Kaiser as a great partner with common Culture of Caring goals. Providers went from “Hated to come to work, to love to come to work”. Nocturnist physician testimonial delivered at the site's first CEP America hosted Christmas party after 3 months of CEP America presence on site, “a big thank You to CEPA/Mike Mesisca ... I laughed more in last two months since CEPA came on board than I had in last 20 years. Love coming to work and seeing that patients are safe and not in waiting room for hours.”

Achieved full nursing 'buy-in without Union unrest'. CEPA arranged with key Administrators to allow PMC to come onboard for the two months prior to “go-live” to develop working relationship with ED leadership and nursing team. Prior to CEPA's presence and operational changes, for RN's, this site was seen touted as a “transition site” to get hired into the Kaiser system. The site would frequently lose nursing staff to other Kaiser “destination sites” as positions opened up. Kaiser Moreno Valley is currently viewed as a destination site for both CEPA Providers & Kaiser Nursing as a great place to work.

Mike Mesisca and team have taken CEPA leadership and Kaiser leadership to heart. They have achieved the compliance with the Best of Breed Pillars within 8 months of start-up, and are viewed as the “site to chase” within Kaiser Regional area for ED care & Operations.

CPA MVMC received 4 awards from Kaiser (see below) and was rated by CEO/CNO/CMO mid-year review as 5's across the board.

#### Four Awards:

Stroke - MVMC passed the intra-cycle call with the joint commission on May 25 and there were no findings.-MVMC has been granted the Gold Plus Performance Achievement Award by American Heart Association/ American Stroke Association. The award was presented on Friday May 27, 2016.

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Sepsis - MVMC has been able to demonstrate sustained performance improvement with the three HCIT clinical metrics, which impact mortality. MVMC has successfully reduced mortality rate for patients with Severe Sepsis/Septic Shock. There is a 23 percent reduction in mortality and an estimated 74 lives saved from 2011 to 2016. We have sustained a rate below the Regional and National average. MVMC Sepsis Team goals include sustaining process measure performance to assure we continued success with this mortality reduction.

2015 KP Riverside Service Area Team Excellence Award For Team Triage Process Decreasing Patient Wait Times to See a Provider in the ED by Over An Hour

2015 KP Riverside Service Area Team Excellence Award For Team Spirit and Outstanding Excellence in the Onboarding Process of CEP America at KP MVMC

### Interdisciplinary Practice Excellence

Hospitalist daily rounding and collaboration in ED improved hospitalist relationships, and developed improved function and relationships with Kaiser teleneurology & telepsychiatry.

The ED Practice experienced improved patient satisfaction via Kaiser-specific measure of marked decrease in patient complaints tracked by Kaiser-specific patient advocate calls; as well as substantial decrease in quality performance reviews.