

# UNDERSTANDING THE TERMS

The information provided in this report allows you to compare and locate the right care for you and your family, much like you would use a consumer report to compare cars, computers or televisions.

Hospitals in this Guide are tiered according to their Leapfrog Never Events score.

## OVERALL PATIENT SAFETY RANKINGS

**Never Events** - Four bars indicates the hospital has agreed to Leapfrog's Never Events policy. Never Events are outcomes that should not occur while you are in the hospital. Examples are surgery on the wrong body part or discharging an infant to the wrong family.

**Steps to Avoid Harm** - Patients should choose a hospital with a high score in this category. High scores indicate the hospital has put into place procedures to reduce 17 common, preventable medical mistakes.

**Prevent Medication Errors** - Patients should choose a hospital that uses computer prescriber order entry (CPOE) to order medications, tests and procedures to avoid errors.

**Appropriate ICU Staffing** - Patients should choose a hospital with an intensive care unit (ICU) staffed by doctors and other caregivers that have received specialized training in critical care.

**Appropriate Use of Antibiotics in Hospitals:** Using Antibiotics responsibly helps prevent the spread of antibiotic-resistant bacteria. High scores indicate the hospital is committed to the principles set down by the CDC.

## HOSPITAL ACQUIRED INFECTIONS

**Central Line Infections** - Some patients receive a tube inserted to deliver medications and other treatments. This puts them at higher risk for blood infections, known as Central Line-Associated Bloodstream Infection (CLABSI). A number lower than 1 means fewer infections than expected.

**Urinary Catheter Infections** - When not inserted and removed correctly, catheters can cause serious infections. A rate lower than 1 means fewer infections than expected.

**MRSA Infections** - Methicillin-resistant Staphylococcus aureus (MRSA) is a type of staph bacteria that cannot be killed by many antibiotics. MRSA can be found in bed linens or medical equipment and can be spread if providers do not properly wash their hands between patients. MRSA can cause life-threatening bloodstream infections, pneumonia and surgical site infections. A number lower than 1 means fewer infections than expected.

**C.Diff Infections** - Clostridium difficile (C. diff) is a bacterium that can cause diarrhea, abdominal pain, loss of appetite, and fever. Most C. diff cases occur in patients taking antibiotics, and fully killing the bacteria in an infected patient can be very difficult. C. diff can spread on contaminated equipment or by providers who fail to properly wash their hands between patients. A number lower than 1 means fewer infections than expected.

## HOSPITAL SAFETY GRADE

The grades used in the Leapfrog Hospital Safety Score<sup>SM</sup> program are derived from expert analysis of publicly available data using national evidence-based measures of patient safety.

The Leapfrog Hospital Safety Score program grades hospitals on their overall performance in keeping patients safe from preventable harm and medical errors. For more information visit [www.hospitalsafetygrade.org](http://www.hospitalsafetygrade.org).

## WHAT DO THE RESULTS MEAN?



Fully Meets Standards



Substantial Progress



Some Progress



Willing to Report



The hospital chose not to disclose this information.



Procedure is not performed at the hospital.

Unable to Calculate

The hospital reported fewer than 30 admissions over a 24-month period for this condition.

Not Eligible

Not eligible based on criteria.

# CHATTANOOGA / CLEVELAND / NORTH GEORGIA

## OVERALL PATIENT SAFETY RATINGS

## HOSPITAL ACQUIRED INFECTIONS

## HOSPITAL SAFETY GRADE

### HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS						HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI) Rate	Catheter Associated Infections (CAUTI) Rate	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade
								MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate		
Children's Hospital at Erlanger						0.604	0.697		1.540		0.838	Not Eligible	Not Eligible
Erlanger Baroness Hospital						0.604	0.697		1.540		0.838	C	C
Erlanger East Hospital						Unable to Calculate	Unable to Calculate	Unable to Calculate			0.436	C	C
Erlanger North Hospital				NA		Unable to Calculate	Unable to Calculate	Unable to Calculate			1.400	Not Eligible	Not Eligible
Floyd Medical Center						0.220	1.479		1.491		0.874	C	B
Hamilton Medical Center						1.634	1.548		0.899		0.356	Not Eligible	B
Parkridge East Hospital						1.725	2.331	Unable to Calculate			0.280	C	C
Parkridge Medical Center						1.405	2.505		1.920		0.860	C	B
Redmond Regional Medical Center						1.456	0.158		1.272		0.287	B	A
Gordon Hospital						Unable to Calculate	0.000	Unable to Calculate			0.284	A	A
Memorial Hixson Hospital						0.261	1.111	Unable to Calculate			0.313	B	A
Memorial Hospital Chattanooga						0.572	0.952		1.035		0.780	B	C
Starr Regional Medical Center						Unable to Calculate	0.000	Unable to Calculate			0.000	B	B
Tennova Healthcare-Cleveland Main												D	Not Eligible
Tennova Healthcare-Cleveland West												D	Not Eligible

# KNOXVILLE

## OVERALL PATIENT SAFETY RATINGS

## HOSPITAL ACQUIRED INFECTIONS

## HOSPITAL SAFETY GRADE

### HOSPITAL

	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS								HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)	Catheter Associated Infections (CAUTI)	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade		
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Blount Memorial Hospital							1.395		1.260		3.898		1.012	C	C
University of Tennessee Medical Center							0.174		0.556		0.587		0.984	A	A
Fort Sanders Regional Medical Center							1.281		0.826		0.586		0.259	A	A
Methodist Medical Center of Oak Ridge							0.338		0.185		0.000		0.591	A	B
North Knoxville Medical Center							1.770		2.334		2.297		0.447	C	B
Parkwest Medical Center							1.684		1.245		0.921		0.332	A	B
Physicians Regional Medical Center							1.137		1.076		3.449		0.632	C	C
Turkey Creek Medical Center							1.300		0.673		1.539		0.428	C	C
Claiborne Medical Center														Not Eligible	C
Cumberland Medical Center														B	A
East Tennessee Children's Hospital														Not Eligible	Not Eligible
Fort Loudon Medical Center														B	A
Jellico Community Hospital														Not Eligible	Not Eligible
LeConte Medical Center														C	B
Morristown-Hamblen Healthcare System														A	B
Roane Medical Center														A	B
Tennova Healthcare-Jefferson Memorial Hospital														Not Eligible	Not Eligible
Tennova Healthcare-LaFollette Medical Center														Not Eligible	Not Eligible

# TRI-CITIES

## OVERALL PATIENT SAFETY RATINGS

## HOSPITAL ACQUIRED INFECTIONS

## HOSPITAL SAFETY GRADE

### HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS				HOSPITAL SAFETY GRADE		
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI) Rate	Catheter Associated Infections (CAUTI) Rate	Other Healthcare Associated Infections (HAI)		Spring 2018 Grade	Spring 2017 Grade	
							MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate		
Franklin Woods Community Hospital											A	A
Holtson Valley Medical Center											C	C
Indian Path Medical Center											C	D
Johnson City Medical Center											C	B
Laughlin Memorial Hospital											A	A
Sycamore Shoals Hospital											Not Eligible	C
Takoma Regional Hospital											Not Eligible	A
Unicoi County Memorial Hospital											Not Eligible	Not Eligible
Wellmont Bristol Regional Medical Center											B	A
Wellmont Hancock County Hospital											Not Eligible	Not Eligible
Wellmont Hawkins County Memorial Hospital											Not Eligible	Not Eligible

# NASHVILLE

## OVERALL PATIENT SAFETY RATINGS

## HOSPITAL ACQUIRED INFECTIONS

## HOSPITAL SAFETY GRADE

### HOSPITAL

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS								HOSPITAL SAFETY GRADE	
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)		Catheter Associated Infections (CAUTI)		Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate				
Maury Regional Hospital							0.638		0.882		0.454		0.715	A	A
Monroe Carell Jr. Children's Hospital at Vanderbilt							0.820		0.658		1.268		0.358	Not Eligible	Not Eligible
Nashville General Hospital							1.368		0.000		3.616		0.302	D	D
Northcrest Medical Center							0.777		0.606	Unable to Calculate			0.159	A	A
TriStar Ashland City Medical Center				NA		Unable to Calculate		Unable to Calculate		Unable to Calculate		Unable to Calculate		Not Eligible	Not Eligible
TriStar Centennial Medical Center							0.842		0.820		0.936		1.186	A	A
TriStar Hendersonville Medical Center							1.507		1.000		0.000		0.697	B	A
TriStar Horizon Medical Center						Unable to Calculate			0.598	Unable to Calculate			0.547	A	A
TriStar Skyline Medical Center							0.471		1.507		0.895		0.643	A	C
TriStar Southern Hills Medical Center							0.000		0.739	Unable to Calculate			0.608	A	B
TriStar StoneCrest Medical Center							0.576		0.468		1.681		1.108	B	A
TriStar Summit Medical Center							0.734		0.491		1.194		0.579	B	B
Vanderbilt University Hospital							0.898		0.450		0.992		0.707	A	B
Williamson Medical Center							0.389		0.470		0.672		0.678	A	A
Saint Thomas Mid-Town							0.916		0.682		0.534		0.484	A	C
Saint Thomas Rutherford Hospital							0.628		0.652		0.712		0.772	B	C
Saint Thomas West Hospital							0.483		0.766		1.121		0.693	B	B
Sumner Regional Medical Center							0.000		1.911		0.928		0.740	A	C
Decatur County General Hospital														Not Eligible	Not Eligible
Lincoln Medical Center														Not Eligible	C
Tennova Healthcare-Harton														D	D
Tennova Healthcare-Lebanon														Not Eligible	Not Eligible

# MEMPHIS

HOSPITAL	OVERALL PATIENT SAFETY RATINGS					HOSPITAL ACQUIRED INFECTIONS						HOSPITAL SAFETY GRADE				
	Never Events	Steps to Avoid Harm	Prevent Med. Errors	Appropriate ICU Staff	Appropriate Use of Antibiotics in Hospitals	Central Line Infections (CLABSI)	Catheter Associated Infections (CAUTI)	Other Healthcare Associated Infections (HAI)				Spring 2018 Grade	Spring 2017 Grade			
						Rate	Rate	MRSA Infections	MRSA Rate	C.Diff Infections	C.Diff Rate					
Baptist Memorial Hospital Collierville							1.748		0.000	Unable to Calculate		1.300		1.300	D	B
Baptist Memorial Hospital of Memphis							0.371		0.400		0.572		1.232	1.232	D	C
Baptist Memorial Hospital - Union City						Unable to Calculate	Unable to Calculate	Unable to Calculate	Unable to Calculate	Unable to Calculate		0.183		0.183	B	A
Baptist Memorial Hospital for Women							1.223	Unable to Calculate	Unable to Calculate	Unable to Calculate		0.000		0.000	Not Eligible	Not Eligible
Le Bonheur Children's Medical Center							1.077		1.080		2.759		0.258	0.258	Not Eligible	Not Eligible
Methodist Le Bonheur Germantown Hospital							0.705		0.258		0.632		0.652	0.652	B	B
Methodist North Hospital							0.509		0.000		1.241		0.664	0.664	C	C
Methodist South Hospital							0.231		0.000		0.639		1.224	1.224	C	C
Methodist University Hospital							0.802		0.404		1.061		1.126	1.126	C	C
Regional One Health							1.371		1.038		3.493		1.101	1.101	D	C
Saint Francis Hospital - Bartlett							0.529		0.973		1.543		1.156	1.156	A	A
Saint Francis Hospital-Memphis							0.763		0.659		1.924		1.095	1.095	C	B
St. Jude Children's Medical Center							1.627	Unable to Calculate	Unable to Calculate	Unable to Calculate	Unable to Calculate		6.333	6.333	Not Eligible	Not Eligible
Hardin Medical Center				NA		Unable to Calculate	Unable to Calculate	Unable to Calculate	Unable to Calculate	Unable to Calculate		1.882		1.882	Not Eligible	B
Baptist Memorial Hospital of Huntingdon															Not Eligible	Not Eligible
Baptist Memorial Hospital Tipton															Not Eligible	Not Eligible
Bolivar General Hospital															Not Eligible	Not Eligible
Camden General Hospital															Not Eligible	Not Eligible
Delta Medical Center															Not Eligible	Not Eligible
Henry County Medical Center															A	A
Jackson-Madison County General Hospital															C	B
Milan General Hospital															Not Eligible	B

Results are as of August 31, 2018.

For the most current information please visit [www.leapfroggroup.org/cp](http://www.leapfroggroup.org/cp)