

Quality Improvement and Patient Protection

Health Policy Commission

Committee Meeting
December 16, 2013



Agenda

- **Public hearing on amendments to Office of Patient Protection (OPP) regulations**
- Approval of the minutes from the November 13, 2013 meeting
- Update on mandatory nurse overtime monitoring by the Massachusetts Department of Public Health (DPH)
- Schedule of next committee meeting (February 5, 2014)

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Vote: Approving minutes

Motion: That the Quality Improvement and Patient Protection Committee hereby approves the minutes of the Committee meeting held on November 13, 2013, as presented.

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Mandatory Nurse Overtime Preliminary Reporting

Bureau of Health Care Safety and Quality
December 2013



Mandatory Nurse Overtime Background, Pursuant to M.G.L. c. 111, Section 226

Chapter 224 included provisions regarding Mandatory Nursing Overtime (MNO).

Mandatory Nurse Overtime (MNO) can only be used in “the case of an emergency situation where the safety of the patient requires its use and when there is no other alternative.”

The Health Policy Commission was charged with determining what constitutes an “emergency situation.”

The Department of Public Health was directed to receive reports about “all instances of mandatory overtime and the circumstances requiring its use.”



Mandatory Nurse Overtime Background, Pursuant to M.G.L. c. 111, Section 226

After the Health Policy Commission issued its guidelines, the Department of Public Health issued a circular letter providing instructions to hospitals about how to report Mandatory Nursing Overtime.

Reporting went into effect for instances of MNO occurring after August 1, 2013

Reports of instances of mandatory nursing overtime should occur within 30 days

The Department recognizes that this first year will be a learning curve for all parties and appreciates input from all stakeholders to make the reporting process and data collection efficient and helpful. The Department hopes that this data will also be useful to the Health Policy Commission in its deliberations.



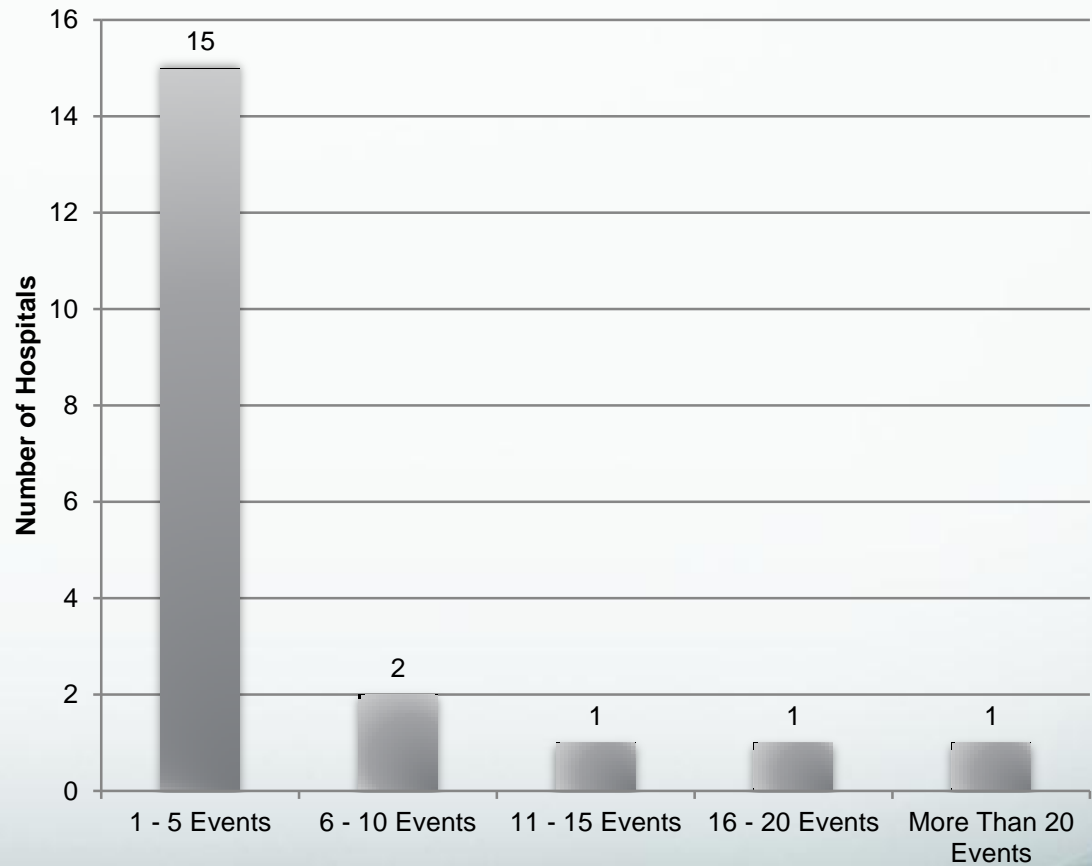
Preliminary Information: Summary

- For August and September 2013, DPH collected reports from DPH and DMH licensed hospitals as well as information from Commonwealth-operated facilities
- In total, for the two-month period, DPH received data from 20 Hospitals, with 118 total MNO events involving 178 nurses and 734.2 hours of mandatory overtime



Number of Hospitals That Reported MNO Events by the Number of Events Reported for August and September 2013

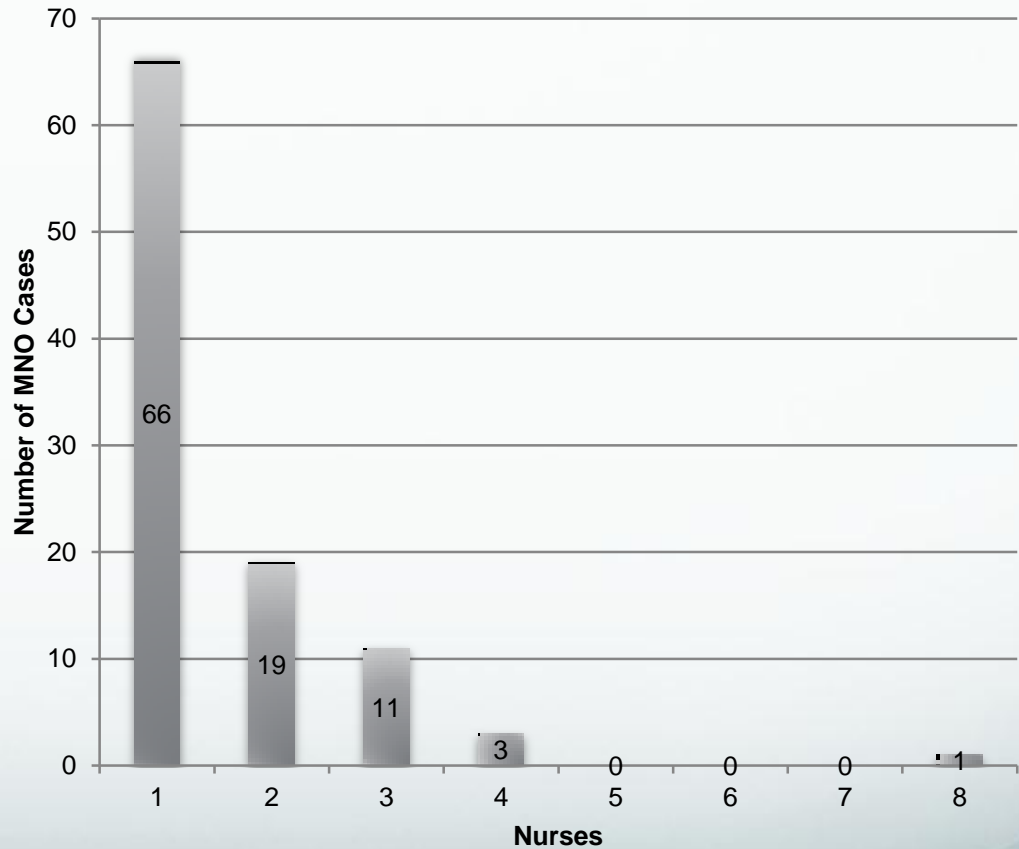
- Of those hospitals that reported at least 1 event of MNO, 75% used it 5 or fewer times for both months combined





Number of Nurses Involved per MNO Event for August and September 2013

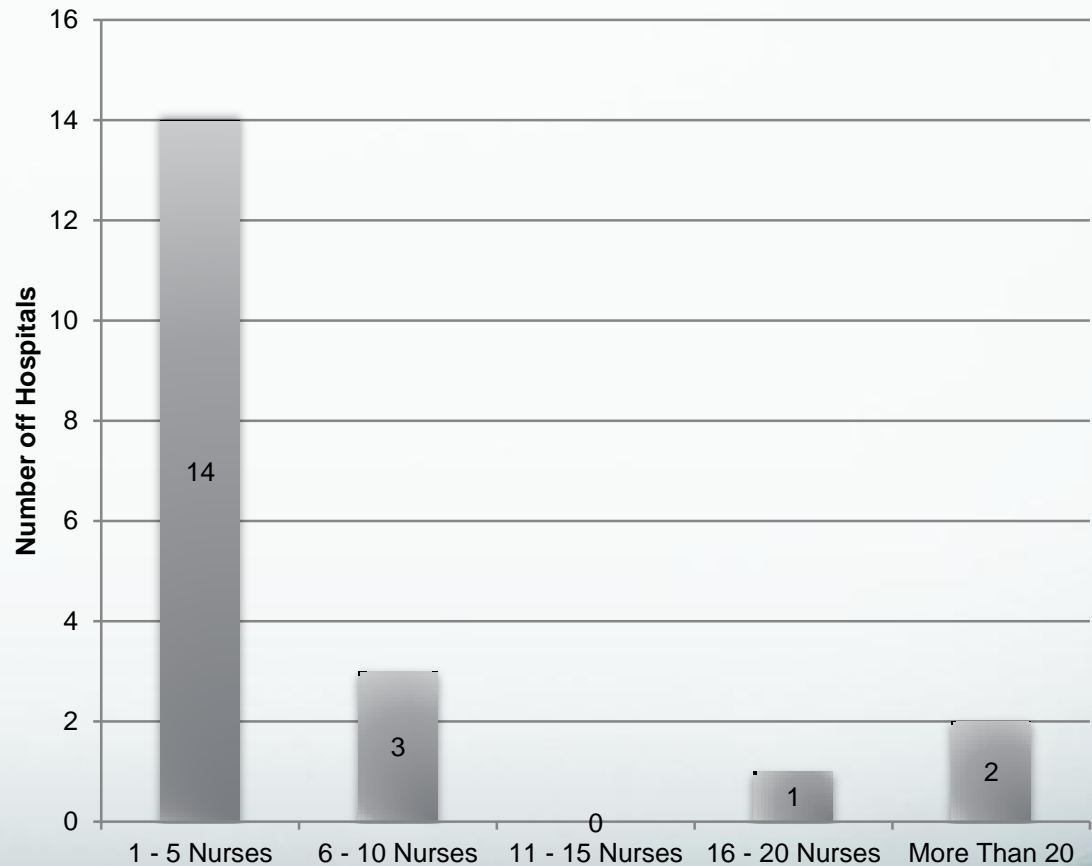
- 71% of MNO cases involved only 1 nurse
- 3% of cases involved 4 or more nurses





Number of Total Nurses Involved in MNO by Hospitals in August and September 2013

- 85% of hospitals* reported 10 or fewer nurses involved in all MNO events in August and September
- 70% of hospitals* reported 5 or fewer nurses involved in all MNO events in August and September

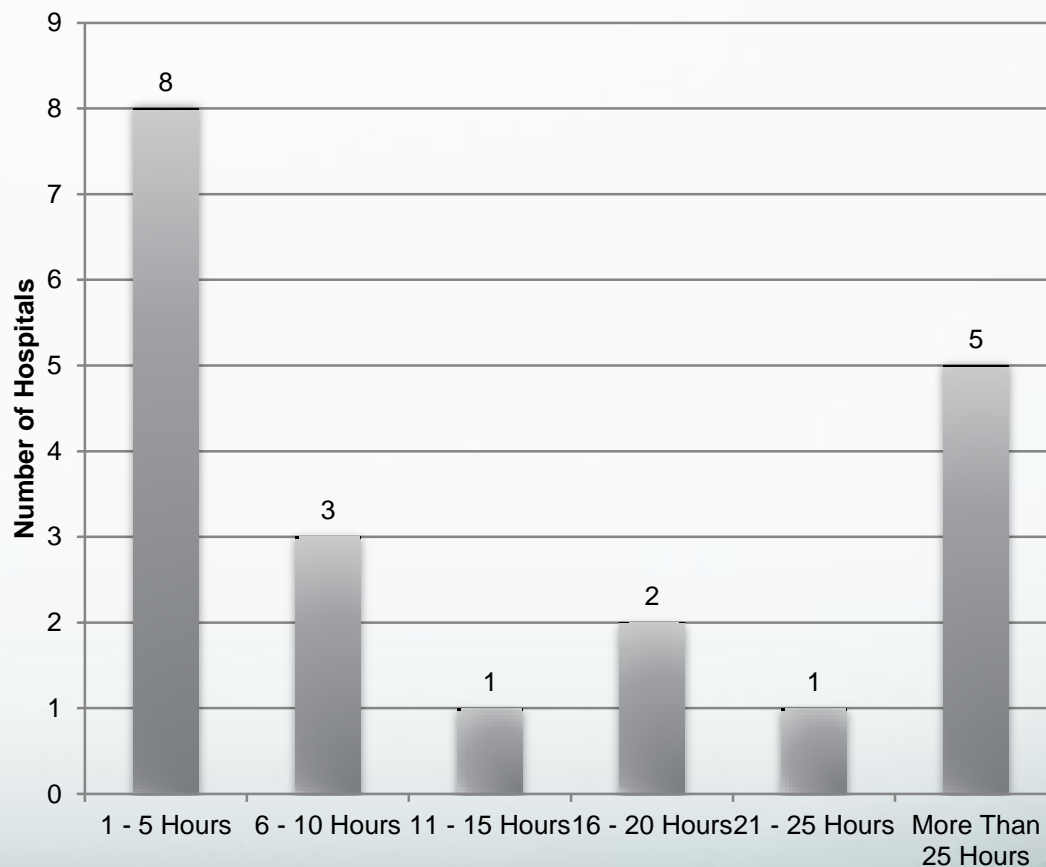


*Of those hospitals that reported at least 1 event of MNO



Number of Total Hours Reported per Hospital for August and September 2013

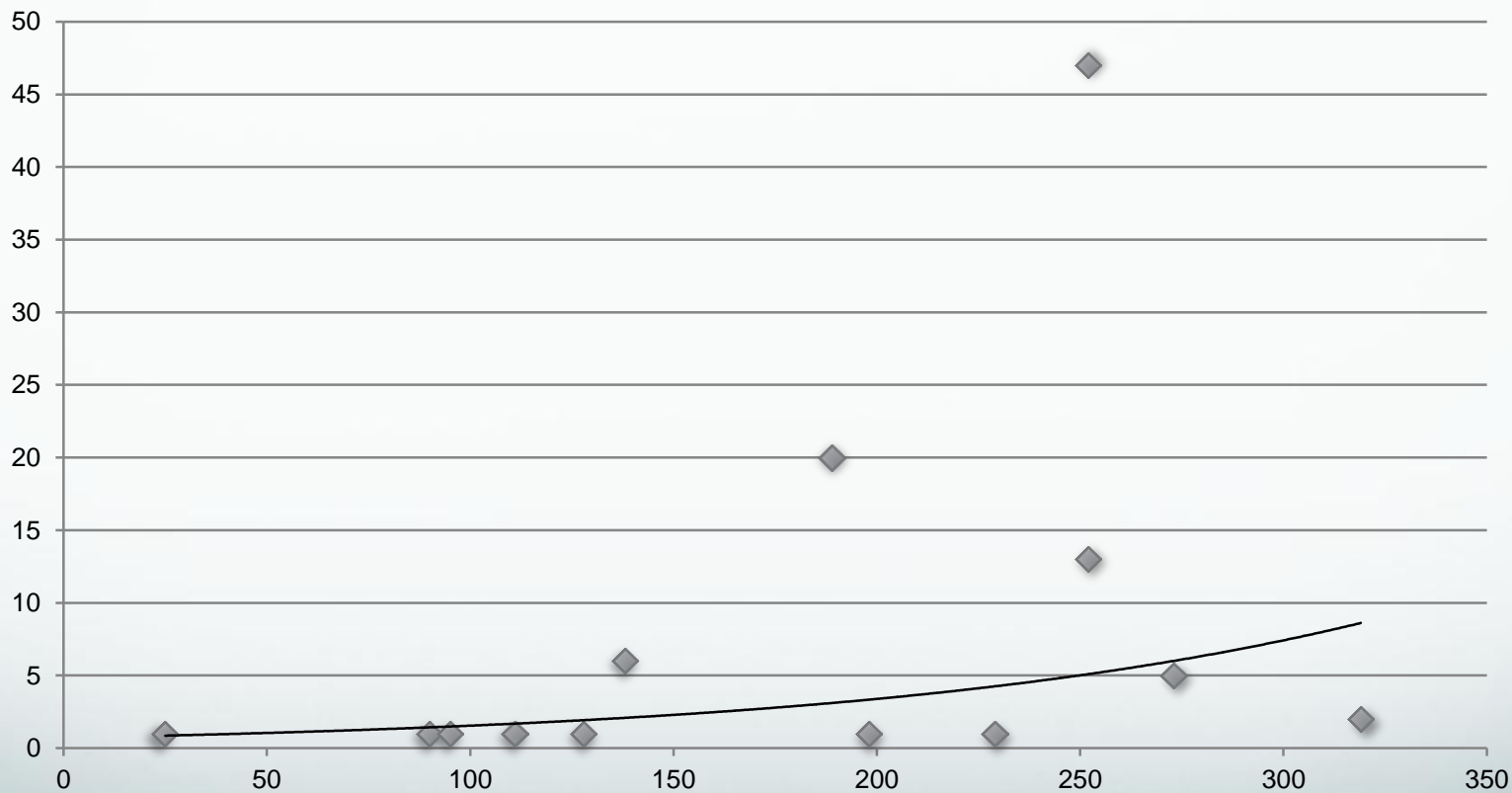
- 55% of hospitals* reported using 10 hours or less of MNO
- 40% of hospitals* reported 5 or less hours of MNO
- 25% of hospitals* reported more than 25 hours of MNO



*Of those hospitals that reported at least 1 event of MNO



Number of Combined MNO Events by Hospital Size for August and September 2013



*Volume as per latest bed counts from Division of Health Care Quality, last updated November 7, 2013. Does not include state facilities.



Type of Emergency

- Pursuant to Health Policy Commission guidelines, an “emergency situation” is a:

A) Government declaration of emergency;

B) Catastrophic event; or

C) Hospital Emergency.

- “Hospital Emergency” was the type of emergency provided for the MNO in all reports



Next Steps

- The Department is continuing to collect data on MNO and appreciates the effort on the part of hospitals to report.
- We hope that this data is useful to the Health Policy Commission and appreciate input from stakeholders that can help improve the reporting process.

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- **Schedule of next committee meeting (February 12, 2014)**

Contact Information

For more information about the Health Policy Commission and the Office of Patient Protection:

- Visit us: <http://www.mass.gov/hpc>
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