



Achieving Level 1 Children's Hospital Certification at the University of North Carolina Childrens Hospital Surgical Services from the American College of Surgeons



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Introduction

The American College of Surgeons, ACS, and the Society of Pediatric Anesthesia have joined to create a site verification process to ensure the hospitals who care for children have the highest quality standards and provide pediatric specific surgical specialty care. The quality metrics expected by the ACS are extensive, to receive level 1, the highest status. In this IAP I am to complete the application for Level 1 ACS Children's Surgery Verification, CSV, status and have a 'mock' site visit on campus in spring 2020.

I aim to have our level 1 CSV by December 2020.

The reason this is necessary for patient quality and safety in the NC Children's Hospital.

- There is no process for all pediatric procedure or surgical morbidity and mortalities to be reviewed regularly and opportunities for improvement addressed
- Adult providers not certified in pediatric services provide MOST of the care for pediatric patients in an emergent/urgent situation. For example, pediatric pharmacy was not available 24/7 in the CH. Another example, in the pediatric emergency room, not all attending doctors are certified or boarded in as pediatric specialty.
- Adult surgeons take care of MOST of the pediatric patients with surgical emergencies. Presently pediatric age patients presenting to the NC Children's Hospital, with an emergency surgical issue, are 3-7 times less likely to see an adult, compared to a pediatric surgical subspecialist, as they share a call schedule with the adult surgical providers. For example there are 2 pediatric urologists, but 12 adult urologist. Therefore, their call schedule is 1 in 14 nights.

Objectives

Short term

- Establish a monthly multidisciplinary conference with ALL medical and surgical specialties in the Children's Hospital, CH, where quality improvement is discussed and action plans executed.
- Establish a sub-section of the hospital quality and safety council that is specific for pediatric surgical and anesthesia services

Long Term

- Enhance the quality and safety of the NC Children's Hospital by establishing (never had before) a closed loop process for identifying EVERY morbidity and mortality that occurs while a child is under a general anesthetic or sedation, in the Children's or adult hospital, and providing process improvement where necessary.
- Ensure the encounters with every child in the CH are delivered by a pediatric specialized provider (Doctor, Nurse, physical therapist, occupational therapist, respiratory therapist, pharmacist, emergency services, radiology and interventional radiology)
- Achieve level 1 certification as a Children's Surgical Center for the UNC Children's hospital from the American College of Surgeons

Materials and Methods

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Department	FTE	Salary/Per	Charge/Revenue/Other Fee	Total Expenses
CHW Child Health Institute	5.1	\$65,000		\$65,000
CHW Child Health Institute	3.1	\$39,000		\$39,000
Total	8.2	\$104,000	\$11,876	\$115,876

Department	Category	Value	Category	Value
Children's Hospital	Medical	\$1,000,000	Pharmacy	\$1,000,000
Children's Hospital	Medical	\$1,000,000	Pharmacy	\$1,000,000



1.1 Does the applicant have a plan to improve its surgical system planning or operation?

• Describe the applicant center's participation in some quality improvement activity or operation. For example, describe when transfer agreements and care guidelines transfer quality development and the institution's role in such development, regional or other, under pediatric system development, oversight by pediatric manager, division and other hospital activity, and institutional networks and partnerships.

• Identify specific performance improvement systems for the relevant organizational systems in the children's surgical center involved in providing care?

• Identify describe how your children's surgical procedures and department specific activities in the children's surgical program. For example, what programs have your surgical department developed that support care for children? What other programs have been developed in support of the quality of children's care? What data has been acquired about and beyond what was required for the program? What success activities does your surgical program, which includes the regional care of children?

• Identify describe the facilities included in the center's operations.

• Identify describe the medical staff structure and how it relates to the provision of children's surgical care.

• Describe the organizational chart which demonstrated the medical staff and the location of the medical staff in the institution.

• Describe the medical staff and the location of the medical and surgical specialties in the institution.

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Event	Date	Location	Time	Severity	Resolution
...

REQUIREMENT	STATUS	AD HOC	Comments
Medical Staff
Pharmacy
...



Results

- ✓ **Hired a Children's Surgical Program Manager, 1.0 FTE Nurse Practitioner**
- ✓ **Secured the time of our Children's Anesthesia program manager**
- ✓ **Completed the 450 questionnaire and submitted the >2000 page application.**
- ✓ **Secured a date for the consultation site visit (postponed due to COVID-19)**
- ✓ **NEW morbidity and mortality reporting system**
- ✓ **Monthly multidisciplinary quality and safety conference**
- ✓ **24/7 Operating rooms in the Children's Hospital (16 FTE hired)**
- ✓ **24/7 Children's Pharmacy**
- ✓ **24/7 Bedside presence of all Pediatric subspecialties - INCOMPLETE**

Conclusions

- Your partners in leadership are the key
- Constant reminders of our goal of improving patient care is critical
- Cultural change is difficult and takes time

Acknowledgements and Contacts

Ben Hilliard- Children's Surgical Program manager
Sara Pittenger- Children's Anesthesia Program Manager
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References

<https://www.facs.org/quality-programs/childrens-surgery/childrens-surgery-verification/apply>