



Quality News

April 2017

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Upcoming Events

MHA Aim for Excellence Conference

April 6-7
Courtyard by Marriott
Columbia, Mo.

Orientation for New Infection Prevention Professionals

April 11-12
Missouri Hospital Association
Jefferson City, Mo.

2017 Missouri Preceptor Academy

April 20
Liberty Hospital
Liberty, Mo.

Behavioral Health 8th Annual Conference

April 20-21
Camden on the Lake
Lake Ozark, Mo.
Click [here](#) to register.

2017 Vizient PSO Semi-Annual Meeting and Networking Dinner

April 25

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Spotlight

MHA Announces Aim For Excellence Award Call For Applications

MHA is [accepting applications](#) for the 2017 Aim for Excellence Award — an annual, prestigious award to recognize Missouri hospitals' innovation and outcomes. The award will recognize up to six member organization- or team-based projects that address at least two of the three Triple Aim principles. Awards will be presented at MHA's 95th Annual Convention & Trade Show. Applications must be received by **5 p.m. Monday, May 1**.

MHA Announces Visionary Leadership Award Call For Nominations

The 2017 MHA [Visionary Leadership Award](#) call for nominations is open, and nominations must be received **by 5 p.m. Friday, May 5**. The award recognizes innovative service and program initiatives led by the CEO that result in improved clinical and population-based health outcomes. Focus areas include access to quality care within the community, improved clinical outcomes, care coordination between the community and acute care settings of chronic diseases, improved safety outcomes, or partnerships to address population-health issues.

MHA Initiatives and Programming Update

MHA Hospital Improvement Innovation Network

HIIN Enrollment

The Centers for Medicare & Medicaid Services has achieved its goal of 4,000 participating hospitals. MHA's HIIN has assisted CMS' goal by adding 86 participating hospitals statewide, compared to 64 in HEN 2.0.

Current HIIN Priorities

Hospitals now currently entering into the seventh month of the HIIN initiative. In Missouri, in-person site visits have been completed with each participating hospital to support their quality and patient safety improvement efforts. MHA HIIN hospitals are doing an outstanding job of collecting and providing baseline and monitoring data for each of the targeted focus areas. MHA improvement advisors will be releasing the first

The Gwen
Chicago, IL.
Click [here](#) to register.

Hospital Case Management Boot Camp: Advanced

May 9-10
Tan-Tar-A Resort
Osage Beach, Mo.
Click [here](#) to register.

Virtual Events

Vizient™ Patient Safety Organization Orientation

Tuesday, April 4
1 p.m.
Click [here](#) to register.

What's Up Wednesday Webinar

Wednesday, April 12
Noon to 1 p.m.
Click [here](#) to register.

APCs In Depth: Understanding Comprehensive APCs

Thursday, April 13
10-11:30 a.m.
Click [here](#) to register.

Similarities and Differences Between CMS & TJC Restraints

Tuesday, April 18
10-11:30 a.m.
Click [here](#) to register.

PSO Safe Tables — Patient Falls

Wednesday, April 19
1 p.m.
Click [here](#) to register.

The Joint Commission 2016/2017 Update

Friday, April 21
10-11:30 a.m.
Click [here](#) to register.

round of monthly reports and scheduling focused coaching calls with their HIIN leads at each hospital.

2017 Change Package Updates

The HRET HIIN recently released the first of the 2017 updates to their evidence-based change packages. These resources are valuable tools to help hospitals provide safer patient care in the areas of:

- [Adverse Drug Events](#) and [Top-10 Checklist](#)
- [Iatrogenic Delirium](#) and [Top-10 Checklist](#)
- [Sepsis Mortality Reduction](#) and [Top-10 Checklist](#)
- [Preventing Ventilator-Associated Events](#) and [Top-10 Checklist](#)

Monthly HIIN Huddle

The monthly HIIN huddle webinar takes place at 2 p.m. on the fourth Tuesday of every month. Each HIIN huddle will address a new topic within the HIIN, as well as provide a project update. [Registering](#) one time will register you for the entire year of HIIN huddle webinars. Please note that **only** the most current huddle will be added to your calendar.

At the end of February, HIIN Program Manager, Toi Wilde, meet with the HIIN team at Bothwell Regional Health Center in Sedalia. The direct care nursing staff play a significant role on the HIIN team by collecting data on metrics and actively participating in process improvement planning and projects. The team shared their enthusiasm for continuing success to reduce patient harm through the HIIN project. #HIINspiringteamwork!



Bothwell Regional Health Center

Carroll County Memorial Hospital in Carrollton is underway with some very HIINspiring initiatives! They have finished the development of their hospitalwide score card and have begun to publish them on communication boards in the hospital, promoting transparency in the organization and driving improvements.



Carroll County Memorial Hospital

FLEX Medicare Beneficiary Quality Improvement Project

Three regional meetings were held across the state in March 2017. Perry County Memorial Hospital, Cass County Memorial Hospital in Harrisonville, and Northwest Medical Center in Albany each spotlighted how their hospitals are using best practices and innovative strategies in their improvement journey as it relates to the FLEX Medicare Beneficiary Quality Improvement Project often known as MBQIP. Their individual presentations can be accessed on MHA's [website](#).

Care Transitions Measures: Emergency Department Transfer Communications

Understanding CMS Credentialing & Privileging Requirements

Thursday, April 27

10-11:30 a.m.

Click [here](#) to register.

Q2 Emergency Preparedness Program Update

Tuesday, May 2

11 a.m.

Click [here](#) to register.

PSO Defining and Operationalizing your PSES

Tuesday, May 2

1 p.m.

Click [here](#) to register.

What's Up Wednesday Webinar

Wednesday, May 3

Noon- 1 p.m.

Click [here](#) to register.

FLEX — Population Health CHNA Webinar

Thursday, May 4

10 a.m.

Click [here](#) to register.

Provision of Care: Treatment and Services

Tuesday, May 9

10-11:30 a.m.

Click [here](#) to register.

Save the Date

HIIN Annual Meeting

June 6-7

Courtyard by Marriott
Columbia, Mo.

Sinclair School of Nursing University of Missouri Healthcare-

Through the fourth quarter of 2016, about 94 percent of Missouri critical access hospitals report their emergency department transfer communications measures. While emergency care is important in all hospitals, the ED is particularly important in rural hospitals where the distance to urban tertiary care centers makes the effective triage, stabilization and transfer of patients with the necessary and appropriate information of life or death importance. ED transfer communication measures allow the acute care safety-net facilities to show how well they carry out their important stabilize-and-transfer role for rural residents.

Below are key highlights of Missouri CAH's EDTC results through fourth quarter 2016.

- **520** percent increase in EDTC reporting since first quarter 2015
- **100** percent improvement across all EDTC measures in calendar year 2016 compared to CY 2015
- **37** percent improvement in all seven EDTC measures including the "ALL EDTC" composite score
- **14** percent improvement in "ALL EDTC" composite score

Current trends reveal that as more hospitals report their measures, Missouri's ranking in the nation and overall performance improves. Four Missouri hospitals are in the top 10 percent best performing CAHs in the nation when it comes to the "ALL EDTC" composite score. Nineteen of 31 are performing better than the nation, while only 12 of those remaining are performing below the nation. Sharing best practices, adaptive support and peer-to-peer mentoring have been key strategies leading to these improvements.

Outpatient Measures

According to Hospital Compare's state data report published in January 2017, Missouri CAHs have made tremendous improvements in quality measure results as shown below.

- **300** percent increase in OP reporting in 2015
- **4** percent increase in reporting for inpatient measures
- Improved national ranking from **44** to **31** for OP reporting
- Improved national ranking from **37** to **33** for IP reporting
- Improved performance in process of care measures

Patient Engagement: Hospital Consumer Assessment of Healthcare Providers and Systems

According to the Hospital Compare quality measure results for Missouri CAHs state data report published in January 2017, compared to other CAHs nationally, Missouri did not have significantly different performance on any of the 11 HCAHPS measures. This is a significant improvement compared to the previous report that was published in June 2016.

Patient Safety Measures — Influenza Vaccinations For Health Care Workers and Inpatients

Influenza can be a serious illness that can lead to hospitalization and sometimes death. The Healthcare Infection Control Practices Advisory Committee recommends that all U.S. health care workers get vaccinated annually against influenza. During the 2015-2016 influenza reporting season, Missouri's CAHs performed better than the state and nation trends on inpatient influenza immunization (IMM-2). They performed at the same level with the state on influenza vaccination coverage among health care personnel (OP-27) and better than the nation. During the three regional meetings, best practices aimed at helping hospitals to increase their current rates were shared.

Associated Infections Targeting Acute, Ambulatory and Long-Term Care Settings

June 6-7
Primaris
Columbia, Mo.

June 20-21
St. Francis Medical Center
Cape Girardeau, Mo.

June 27-28
Drury Inn & Suites Forest Park
St. Louis, Mo.

July 20-21
St. Joseph Medical Center
Kansas City, Mo.

July 25-26
Cox North Hospital
Springfield, Mo.

2017 Annual Emergency Preparedness & Safety Conference

Oct. 11-13
Lodge of Four Seasons
Lake Ozark, Mo.

FLEX Statewide Meeting

The Missouri Hospital Association is partnering with the Missouri Rural Health Association, the Missouri Primary Care Association and the Office of Primary Care & Rural Health to offer a Missouri Rural Health



CAH Attendees — FLEX Regional Meeting, Chillicothe

Conference. The [conference](#) will be held Aug. 15-17, at Old Kinderhook Resort in Camdenon, Mo. Book your hotel room early as space is limited. The agenda will include a meeting for FLEX participating hospitals where speakers will discuss financial and operational support through the grant, and provide an overview of the quality reporting outcomes.

Emergency Preparedness

The first quarter 2017 hospital emergency preparedness program update was held Feb. 28. The recording and handouts are available on [MHA.net](#). Topics included CMS Conditions of Participation for Emergency Preparedness, HHS ASPR Hospital Preparedness Program, Missouri's Ebola Supplemental Funding, EMResource Update and upcoming events.

Regional Decontamination Training Centers

Through hospital preparedness program funding, MHA has facilitated the development of regional decontamination training centers in six nonurban communities to assist health care providers with meeting operations-level decontamination training for their front-line staff.

Workplace Violence Reduction Immersion Project

Through hospital preparedness program funding, MHA has facilitated the development of regional decontamination training centers in six nonurban communities to assist health care providers with meeting operations-level decontamination training for their front-line staff.



WVRIP participants complete training at Texas County Hospital.

Resources

Coming Soon: The Opioid Crisis — Interactive Toolkit
[2017 Active Shooter Planning and Response in a Healthcare Setting Guidance](#)



Quality Reporting News

- [CMS Releases Updated QRDA Category I Conformance Statement Resource](#)
- [CMS Reminds Hospitals Of Fourth Quarter 2016 HCAHPS Data Submission Deadline](#)
- [CMS Updates Known Issues Documents](#)
- [CMS Updates IQR Known Issues Document](#)
- [CMS Releases Outpatient Quality Reporting Checklist And Submission Deadlines](#)
- [CMS Releases HCP Measure Checklist](#)

Quality and Population Health News

[CDC Releases Chronic Conditions Mapping Tool](#)

[MHA Updates CHNA Guidance Document](#)

Announcements

Hospital Hero Hall of Fame

Last year, MHA began soliciting nominations for Missouri hospital heroes through mohospitals.com. The response has been exceptional. We have created a "Hospital Hero Hall of Fame" to feature the nominations that were selected as a "Hospital Hero of the Month," and will continue to add as more heroes are recognized. We encourage you to read some of the hospital hero stories featured, as well as spread the word about our Hospital Hero program. When someone is recognized as a "Hospital Hero of the Month," both the hero and the nominator receive a \$100 Visa gift card.

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