MHA: Strategic Quality

What’s Up Wednesday | Lunch and Learn

Your clinical quality, process improvement resource

Jessica Rowden, MHA, BSN, R.N., CPHQ
Director of Clinical Quality

SQI Website
January 2017

• Aim For Excellence
• Opioid Update
• Immersion project update and showcase
• Quality Initiatives
• HIIN update
• STRIVE update
• Resources and upcoming events
  ➢ Newsletter
  ➢ Webinars
  ➢ Trajectories
The Most-Shared *Health Affairs* Articles of 2016

*HealthAffairs*

- Medical Marijuana Laws Reduce Prescription Medication Use In Medicare Part D
- National Health Expenditure Projections, 2015-25: Economy, Prices, And Aging Expected To Shape Spending And Enrollment
- National Health Spending: Faster Growth In 2015 As Coverage Expands And Utilization Increases
- Return On Investment From Childhood Immunization In Low- And Middle-Income Countries, 2011-20
- The Origins And Demise Of The Public Option
- Population Well-Being Measures Help Explain Geographic Disparities In Life Expectancy At The County Level
- Abstinence Funding Was Not Associated With Reductions In HIV Risk Behavior In Sub-Saharan Africa
- Health Benefits In 2016: Family Premiums Rose Modestly, And Offer Rates Remained Stable
- Modeling The Economic Burden Of Adult Vaccine-Preventable Diseases In The United States
- Low-Income Working Families With Employer-Sponsored Insurance Turn To Public Insurance For Their Children
Aim for Excellence
Inaugural Aim for Excellence Award

Winners

• Critical Access or Rural Hospital
  ➢ Golden Valley Memorial Healthcare

• Small and Large Metropolitan Hospital
  ➢ Saint Francis Medical Center

• Care Collaborative or Health System
  ➢ SSM Health, St. Louis

• Honorable mentions
  ➢ Critical Access or Rural Hospital:
    – Cox Monett, Monett, Mo.
  ➢ Small and Large Metropolitan Hospital:
    – Christian Hospital, St. Louis, Mo.
  ➢ Care Collaborative or Health System:
    – CoxHealth, Springfield, Mo.
Aim for Excellence

- **Compendium**
- Mark your calendars:
  - Aim for Excellence Conference April 6-7, 2017
  - Courtyard by Marriott, Columbia, MO
Agenda...registration coming soon

• Thursday, April 6
  ➢ 8:30 Registration Opens/Breakfast
  ➢ 9:45 Opening
  ➢ 10:00 Keynote speaker on quality/finance/pop health
  ➢ 11:30 Lunch – provided
  ➢ 1:00 Keynote speaker on data and quality
  ➢ 2:30 break
  ➢ 2:45 AFE panel
  ➢ 4:15 Wrap Up
  ➢ 4:30 – 6:00 Social
Agenda...registration coming soon

- Friday, April 7
  - 7:30 Breakfast
  - 8:00 Opening
  - 8:45 Keynote speaker on HRO
  - 9:45 Break
  - 10:00 Reducing Opioid misuse: panel
  - 11:30 Wrap up
  - 11:45 Adjourn
Opioid Update
Opioid Update

- December marked one year since MHA along with six health care associations collaborated to endorse ED prescribing guidelines.
- In June, MHA surveyed emergency departments statewide and noted, on average, that 70 percent of the guidelines had been implemented by those who responded.
  - The main exception at that time was prescription of naloxone in the ED.
- Another survey will be distributed this month to all Missouri EDs to reassess the level of guideline implementation one year from publication.
- Additional MHA-developed opioid resources can be found online.
Immersion Project Updates
Antibiotic Stewardship Program

- 35 hospitals
- Collaborating with the CDC and Washington University
- Additional tools and resources coming statewide to support programming and education
ASP Immersion Project Cohort

• Welcome!

Barton County
Bates County Memorial Hospital
Bothwell Regional Health Center
Capital Region Medical Center
Carroll County Memorial Hospital
Cass Regional Medical Center
Citizens Memorial Hospital
Community Hospital-Fairfax
Cooper County Memorial Hospital
Fitzgibbon Hospital
Fulton Medical Center
Golden Valley Memorial Healthcare
Hermann Area District Hospital
Lafayette Regional Health Center
Landmark Hospital of Joplin
Liberty Hospital
Madison Medical Center
Mercy Rehabilitation Hospital St. Louis
Missouri Baptist Medical Center
Moberly Regional Medical Center
Nevada Regional Medical Center
North Kansas City Hospital
Northwest Medical Center
Ozarks Medical Center
Perry County Memorial Hospital
Phelps County Regional Medical Center
Ranken Jordan Pediatric Bridge Hospital
Salem Memorial District Hospital
Scotland County Hospital
Southeast Health Center of Stoddard County
St. Anthony's Medical Center
St. Luke's Rehabilitation Hospital
Ste. Genevieve County Memorial Hospital
Texas County Memorial Hospital
Washington County Memorial Hospital
Workplace Violence Reduction

- 23 hospitals
- Project launch next Wednesday for all organizations at MHA offices
  - Phase 1 policy development and training to begin immediately following
- Safety related webinars being scheduled through 2017 that will be available to all members
- More information to follow on broad, safety related educational offerings
## Workplace Violence Reduction Immersion Project Cohort

- **Welcome!**

<table>
<thead>
<tr>
<th>Capital Region</th>
<th>Excelsior</th>
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<tr>
<td>Cooper County</td>
<td>Harrison</td>
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<td>Hannibal</td>
<td>Northeast</td>
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<td>Salem</td>
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<td>SSM St. Mary's JC</td>
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<td>Texas County</td>
<td>BJC St. Peters - Progress West</td>
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<td>Belton</td>
<td>Bonne Terre WPV</td>
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<td>Cameron</td>
<td>Farmington WPV</td>
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<td>Carroll</td>
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<td>Cedar County</td>
<td>St. Louis Childrens</td>
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<td>Ste Genevieve</td>
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Upcoming Immersion Projects

- Readmission – coming in 2017
- Sepsis – coming in 2017
- In planning:
  - Leadership
  - Lean/SS
  - HAI
The HRET “Welcome to the HRET HIIN” video is now available here.
HIIN Hierarchy

Centers for Medicare & Medicaid Services

15 other prime HIIN contractors

American Hospital Association/Health Research and Educational Trust

31 other state hospital associations

Missouri Hospital Association

1,551 hospitals

86 hospitals
In Your Words: What have the HEN projects accomplished?

- Contributed to the creation of a safer environment for patients
- Provided guidance, tools and resources to be successful
- Educational opportunities, information and support through MHA
- Low cost of interventions to improve quality of care
Recruitment Packets

**INNOVATE.**
- Connect and share best practices, tools and resources with the largest HIIN network of more than 1,700 hospitals across the nation
- Access national thought leaders
- Engage leaders and front-line staff to provide the highest quality of care
- Co-design care with patients and families

**EXNOVATE.**
- Improve existing practices
- Enhance ability to provide efficient patient care
- Empower staff to eliminate wasteful processes
- Build a patient- and worker-centered culture of safety

**IMPROVE.**
- Create momentum and urgency
- Engage in MHA Immersion Projects
- Use data to drive improvement
- Achieve reductions in patient harm and readmissions

**INSPIRE.**
- Engage in meaningful work
- Energize the spirit of caring
## HIINcredible Cohort!

**Welcome!**

<table>
<thead>
<tr>
<th>Hospital Name</th>
<th>Hospital Name</th>
<th>Hospital Name</th>
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<tbody>
<tr>
<td>Barton County Memorial Hospital</td>
<td>Lake Regional Health System</td>
<td>Pike County Memorial Hospital</td>
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<tr>
<td>Bates County Memorial Hospital</td>
<td>Landmark Hospital of Joplin</td>
<td>Poplar Bluff Regional Medical Center</td>
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<td>Black River Medical Center</td>
<td>Lee's Summit Medical Center</td>
<td>Ranken Jordan Pediatric Bridge</td>
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<td>Bothwell Regional Health Center</td>
<td>Liberty Hospital</td>
<td>Ray County Memorial Hospital</td>
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<tr>
<td>Capital Region Medical Center</td>
<td>Long-Term Acute Care Hospital, Mosaic Life Care of St. Joseph</td>
<td>Research Medical Center</td>
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<td>Carroll County Memorial Hospital</td>
<td>Madison Medical Center</td>
<td>Saint Francis Healthcare System</td>
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<td>Cass Regional Medical Center</td>
<td>Mercy Hospital Carthage</td>
<td>Saint Luke's East Hospital</td>
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<td>Cedar County Memorial Hospital</td>
<td>Mercy Hospital Jefferson</td>
<td>Saint Luke's Health System - barry road</td>
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<td>Centerpointe Hospital</td>
<td>Mercy Hospital Joplin</td>
<td>Saint Luke's Hospital of Kansas City</td>
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<td>Citizens Memorial Hospital</td>
<td>Mercy Hospital Lincoln</td>
<td>Salem Memorial District Hospital</td>
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<tr>
<td>Community Hospital - Fairfax</td>
<td>Mercy Hospital Springfield</td>
<td>Samaritan Hospital</td>
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<tr>
<td>Cooper County Memorial Hospital</td>
<td>Mercy Hospital St. Louis</td>
<td>Scotland County Hospital</td>
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<tr>
<td>Cox Medical Center Branson</td>
<td>Mercy Hospital Washington</td>
<td>Signature Psych</td>
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<tr>
<td>Cox Monett Hospital, Inc.</td>
<td>Mercy Rehabilitation Hospital of Springfield</td>
<td>Southeast Health Center of Ripley County</td>
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<tr>
<td>CoxHealth</td>
<td>Mercy Rehabilitation Hospital of St. Louis</td>
<td>Southeast Health Center of Stoddard County</td>
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<td>Des Peres Hospital</td>
<td>Missouri Delta Medical Center</td>
<td>Southeast Hospital</td>
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<td>Ellett Memorial Hospital</td>
<td>Moberly Regional Medical Center</td>
<td>St. Alexius Hospital, Broadway Campus</td>
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<td>Excelsior Springs Hospital</td>
<td>Mosaic Life Care at St. Joseph Medical Center</td>
<td>St. Anthony's Medical Center</td>
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<td>Fitzgibbon Hospital</td>
<td>Nevada Regional Medical Center</td>
<td>St. Joseph Medical Center</td>
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<td>Freeman Health System</td>
<td>North Kansas City Hospital</td>
<td>St. Luke's Rehabilitation Hospital</td>
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<td>Fulton Medical Center</td>
<td>Northeast Regional Medical Center</td>
<td>St. Mary's Medical Center</td>
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<td>Golden Valley Memorial Healthcare</td>
<td>Northwest Medical Center</td>
<td>Ste. Genevieve County Memorial Hospital</td>
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<td>Hannibal Regional Hospital</td>
<td>Northwest Missouri Psychiatric Rehabilitation</td>
<td>Sullivan County Memorial Hospital</td>
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<td>Harrison County Community Hospital</td>
<td>Osage Beach Center for Cognitive Disorders</td>
<td>Texas County Memorial Hospital</td>
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<td>Hermann Area District Hospital</td>
<td>Ozarks Medical Center</td>
<td>Twin Rivers Regional Medical Center</td>
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<td>I-70 Community Hospital</td>
<td>Peimiscot Memorial Health Systems</td>
<td>VA St. Louis Health Care System</td>
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<td>Iron County Medical Center</td>
<td>Perry County Memorial Hospital</td>
<td>Washington County Memorial Hospital</td>
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<td>Kindred - Northland</td>
<td>Phelps County Regional Medical Center</td>
<td>Western Missouri Medical Center</td>
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<td>Lafayette Regional Health Center</td>
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HIIN Status

• Needs Assessments
  ➢ 82 out of 86 received = 95%!
  ➢ Data submission (templates/Quality Collection) options will be tailored on responses to needs assessment
  ➢ Networking groups will be formed based on responses to needs assessment

• Baseline data reports sent out
  ➢ Baseline data due January 17

• Monthly due dates TBD based on HRET feedback
Encyclopedia of Measures

Hospital Improvement Innovation Network

Encyclopedia of Measures (EOM)
Program Core Evaluation Measures and Additional Required Measures
Version 1.2
Last updated: 11/10/2016

http://www.hret-hiin.org/data/hiin_eom_core_eval_and_add_req_topics.pdf
Fellowships

- **Quality Improvement**

HRET HIIN Quality Improvement Fellowship

<table>
<thead>
<tr>
<th>Benefits of Participation Include</th>
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<tr>
<td>DEVELOPING in deepening your skills in quality improvement</td>
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<tr>
<td>COLLABORATING with peers in your organization and across the country</td>
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<tr>
<td>OPPORTUNITY to share with and learn from colleagues</td>
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<tr>
<td>ACCESS to HRET’s in-depth course material</td>
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“...one of the best things about this fellowship is the ability to share ideas and best practices.”

Michelle Clark, Kansas Healthcare Collaborative 14N Program Director

We will be running two concurrent programs to meet the interests and needs of participants.

- **Foundation for Change Fellowship**
  - Tailored to those who are new to quality improvement
- **Accelerating Improvement Fellowship**
  - Tailored to those with previous QI experience who are looking to deepen their knowledge and skills

HRET HIIN quality improvement fellowship is a collaboration with the Institute for Healthcare Improvement (IHI), and are available in January 2017.

INTERNET IN LEARNING MORE?

Visit www.hret-hiin.org/qualityimprovement to find out more and register for sessions.

- **Patient and Family Engagement**

HRET HIIN: Patient and Family Engagement Fellowship

Patient and family engagement is a critical strategy to improve patient safety, quality, and patient experience. Increasingly, hospitals and health care systems are actively engaging patients, families, and the public. This fellowship is designed to help you understand and develop skills in patient and family engagement.

JOIN US!

- WHY PARTICIPATE?
  - Increasing patient and family engagement can improve patient safety and satisfaction.
  - Enhancing communication and collaboration between patients, families, and health care providers.
  - Improving the overall quality of care delivered.

WHO SHOULD PARTICIPATE?

- Hospitals: This fellowship is intended for those who want to improve their patient and family engagement practices.
- State Hospital Associations: This fellowship is designed to help hospital leaders understand and develop skills in patient and family engagement.

FELLOWSHIP SESSIONS WILL BEGIN IN FEBRUARY 2017

For more information and to register, visit www.hret-hiin.org/qualityimprovement.
List-Serv

Complete the sign up form

• Adverse Drug Events (ADE)
• Data Analytics
• Health Care Disparities
• Hospital-Wide Topics - includes Culture of Safety/Worker Safety, Falls, Diagnostic Error, Malnutrition, Pressure Injuries/Ulcers, Undue Radiation Exposure, Venous thromboembolism (VTE)
• ICU - includes Ventilator-Associated Events (VAE), Delirium, Airway Safety
• Infections - includes Catheter-Associated Urinary Tract Infection (CAUTI), Clostridium difficile Infection (CDI), Central Line-Associated Blood Stream Infection (CLABSI), Multi-Drug Resistant Organisms (MDROs), Surgical Site Infection (SSI)
• Patient & Family Engagement
• Rural/Critical Access Hospitals
• Sepsis
Additional HIIN Opportunities

• Adaptive leadership workshop
  ➢ Adaptive leadership – building resilience, leadership and a cross cutting strategy to ZERO incidents
  ➢ Walk through real-world challenges and develop leadership skills through
    – Practical strategies
    – Cutting edge tools
    – Mentoring
    – Peer-to-peer learning
  ➢ Workshop is designed for
    – Physician leaders
    – Administrators
    – Allied clinical staff

• A Physician opportunity to participate in hospital HIIN activities to receive MOC Part IV credit for their board certification
Raise your HIIN game: The UP Campaign

Betsy Lee RN MSPH
Maryanne Whitney RN CNS MSN
Cynosure Health, Improvement Advisors
# 1 OPIOID & SEDATION MANAGEMENT

ADE  FTR  Delirium  Falls  AS  VTE  VAE

W A K E - U P
# 2 EARLY PROGRESSIVE MOBILITY

Falls  PrU  Delirium  CAUTI  VAE  VTE  Readmissions

GET UP
# 3 HAND HYGIENE

- CDI
- CAUTI
- SSI
- VAE
- CLABSI
- Sepsis

S O A P - U P
Foundational Questions:

1. Is my patient awake enough to get up?

2. Have I protected my patient from infections?
“When am I going to walk? I walked yesterday. It’s better than just being in the chair. I feel better when I am walking.”
STRIVE

States Targeting Reduction in Infections via Engagement
STRIVE Participants

- Welcome!

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<tr>
<th>Hospital/Health System</th>
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<td>Research Medical Center</td>
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<td>North Kansas City Hospital</td>
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<td>Texas County Memorial Hospital</td>
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STRIVE

- HAI (NHSN data)
  - CDI
  - CLABSI
  - CAUTI
  - MRSA

- Benefits
  - Free, on-demand education
  - Assistance using TAP NHSN reports
  - Focused improvement resources
  - Networking
  - Benchmarks

- Project start 11/1
- 12 Month Project
- Education:
  - Webinars
  - On-demand videos
  - In-person meetings
  - Coaching calls
  - Site visits
  - Open office hours with SME
STRIVE Status Update

- Data extracted through NHSN
- CDS access information for reports was emailed December 28
- Practice Change Assessment/ICAR due January 6
- **Webinars**
  - The 4th onboarding webinar is January 10th at 11:00. [Register](#). Visit the [STRIVE Sharepoint site](#) to hear the recording of the previous 3 webinars.
- **Learning Action Forums**
  - Monthly Learning Action Forums (LAFs) occur on the first Tuesday every month beginning in **February 2017**. Mark your calendars and be watching for the email invitations!
    - February 7 at 1:00 pm
    - March 7 at 1:00 pm
    - April 4 at 1:00 pm
STRIVE
On-Demand eLearning Platform

- On-Demand content can be accessed through the curriculum link. Program participants can login to view onboarding webinars, educational modules, and complete quiz/evaluations. Partners and their hospitals have the ability to self-enroll into the curriculum. It is important for program participants to consistently login with the same email address for tracking purposes.

- **Enrollment Form**

- **Curriculum**
  http://hret.adobeconnect.com/strive2/
NHSN
Confer your NHSN Data to HIDI

• Why?
  ➢ To provide you the most robust data portfolio
  ➢ To better assist you with more improvement opportunities

• See the Instructional Guide
Member Resources and Support
Trajectory

Trajectories is a quarterly publication highlighting Missouri hospital initiatives to improve the health of their communities, as well as the experience and effectiveness of the care provided to their patients.

The Triple Aim calls for a health care system that provides better health and better care at lower costs. While, in theory, this seems achievable, the complexity of the health care delivery system creates many challenges. The clinical, operational and financial implications of shifting from a volume- to value-based delivery system have been equated to having one foot in the boat and one on the dock — a precarious situation at best. Tasked with managing resources through a fee-based model while testing volume-based models of care and being accountable for outcomes through government and private sector pay-for-performance programs, hospitals and health care providers are at the tipping point. However, Missouri hospitals and providers are on the leading edge of meeting this challenge.

Link to past issues
Monthly Newsletter

Quality News

January 2017

In This Issue
- MHA Initiatives and Programming Update
- Quality Reporting News
- Safety and Resiliency News
- Population Health News

Join the Conversation
Find us on LinkedIn.

Upcoming Events
3rd Annual Missouri Telehealth Summit
Jan. 26, 2017
8 a.m. - 5 p.m.
Capital Plaza Hotel,

Spotlight
Emergency Department Opioid Prescribing Guidelines Implementation

December marks one year since six health care associations collaborated to take steps to curb the fastest growing drug problem across the U.S. and Missouri — the misuse and abuse of opioid-based pain relievers. The Missouri Academy of Family Physicians, Missouri

Link to past issues
Issue Brief

• CMS Finalizes New Medicare Episode Payment Models “to Reward Better Care at Lower Cost”
QualarisAudit™ – Next Iteration

• **Coming soon…**
• 6 tool menu
• 45 hospitals
• Select up to 4 tools
• One year option (at this time)

**pending budget cuts. Please reach out to us if you used and want to continue using it or if you would like to start and which tool(s) you would be interested in tracking at your organization.

Software Tool Options:
1. Pressure Ulcers
2. Sepsis Protocol
3. VTE
4. VAE/VAP Bundle
5. Hand Hygiene
6. C. Diff Protocols
7. CLABSI Prevention
8. Executive Rounding
9. Manager Rounding
10. Whiteboard
11. Room Cleaning
12. OR Cleaning
13. Pre-Discharge Instructions
14. Post-Discharge Phone Calls
15. 30-day Readmissions Review
Communication Tools

- Familetime
- Monthly newsletter
- Webinars
- Less email
Upcoming Events
Upcoming Events

- **HIIN Huddles**
  - Fourth Tuesday at 2:00 pm
  - Registration coming soon

- **HRET HIIN | HAPU**
  - **New Year, New Game Plan? Fresh Ideas for Teamwork and Innovation to Save Skin**
    - January 5, 2017 | 1:30 p.m. - 2:30 p.m. CT | Register [here](#).

- **HRET HIIN | SSI virtual event**
  - January 10, 2017 | 11:00 a.m. - 11:50 a.m. CT | Register [here](#).

- **HRET HIIN | Rural/CAH affinity group**
  - January 10, 2017 | 2:00 p.m. – 3:00 p.m. CT | Register [here](#).

- **HRET HIIN | Rural/CAH affinity group**
  - January 23, 2017 | 1:00 p.m. - 2:00 p.m. CT | Register [here](#).

- **HRET HIIN | CLABSI**
  - January 26, 2017 | 11:00 a.m. - 11:50 a.m. CT | Register [here](#).
HRET HIIN Virtual Event: Recap

- **Adverse Drug Events**: The event consisted of a deep data dive, a panel discussion on what help is needed to further reduce ADEs and examples of key messages you can use to reduce ADEs. The panel discussion included two HEN 2.0 experienced fellows who worked to reduce naloxone use at Labette Health in Kansas. [Click here](#) for the recording and to download slides.

- **Sepsis**: The HRET HIIN team provided an update on current sepsis measures. Panelists from Jackson Memorial Hospital in Florida, Lafayette General Hospital in Louisiana, and the University of Arkansas for Medical Sciences discussed strategies on finding data for sepsis. [Click here](#) for the recording and to download slides.

- **Falls**: The HRET HIIN falls kick-off webinar focused on creating systems and partnerships to support mobility, expanding the role of the physical therapist beyond direct care and what influences a nurse’s decision to mobilize a patient. Participants were asked to share needs, solutions and next steps. The webinar was facilitated by Cynosure Health and two physical therapists. [Click here](#) for the recording and to download the slides.
Thank You for Joining Us

• See you February 1, 2017 at noon!
Introductions

• Peter Rao, Vice President of Quality Evaluation and Program Development

• Amanda Keilholz, Hospital Improvement Innovation Network Program Manager

• Toi Wilde, Hospital Improvement Innovation Network Program Manager

• Tabatha Brightwell, Executive Assistant and Strategic Quality Initiatives Program Coordinator
Contact Information

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