

Clinical Quality & Patient Safety Resources

GRANT AND CONTRACT OPPORTUNITIES

MHA engages in grants and contracts to support members in building capacity, capability, resources and knowledge to achieve the Triple Aim of better care, lower costs and better health. Through these funding sources, MHA provides robust technical support to hospitals and communities to achieve reductions in harm and readmissions, improve care processes, provide staff education and certifications, offer annual and regional meetings, and collaboration through innovative tools and resources for little to no cost to the hospital. Examples of patient-focused funding include the following.

- [Medicare Rural Hospital Flexibility Program](#)
- [Hospital Improvement Innovation Network](#)
- States Targeting Reductions in Infections via Engagement
- AHRQ ICU Harm Reduction Project

IMMERSION PROJECTS

Immersion projects are unique to MHA, merging clinical and process improvement with evidence-based practice to provide structure and guidance for sustainable implementation. Immersion projects are topic-focused and time-limited, and provide structure to achieve improved outcomes. Recent immersion project topics include sepsis, readmissions, workplace violence, antibiotic stewardship and Lean Six Sigma. For more information, visit the immersion projects [web page](#).

IMPROVEMENT SPRINTS

Improvement Sprints are a simple application of concentrated efforts to generate improvement over a short period of time. Sprints include minimal to no data collection, focusing on achieving key implementation tollgates and front-line staff engagement, as well as a sustainability plan.



RESOURCES

MHA regularly produces publications and strategic and clinically based toolkits and roadmaps, and offers access to new and emerging information relevant to quality and safety improvement in health care. MHA's website provides access to an overview of grant-funded projects, immersion projects, topic-specific webinar recordings, best practice resources, guidelines and toolkits. Recent examples include:

Trajectories – a quarterly, topic-specific publication that supports members to strategically achieve the Triple Aim

Quality Resource Briefs – highly specific, technical resources providing an overview and strategy designed primarily for operational and front-line staff

High Reliability Organization Toolkit – a web page designed to guide the process of transforming organizations into one in which safe, timely, effective, efficient, equitable and patient-centered care is received by patients. The toolkit gives background to each HRO principle and technique and also includes practical application strategies and resources to guide organizations on their HRO journey.

PFAC Roadmap, Hospital Challenge and Toolkit – a [web page](#) designed for hospitals to engage patients and families in health care through the achievement of 12 metrics. Each metric is outlined in the roadmap along with resources and tools. The council is tracking the number of Missouri hospitals that identify at least one nonemployed patient or family member who serves on a hospital team. This metric is tracked transparently on MHA's website.

Aim for Excellence Annual Report and Compendium – The annual report highlights successes and opportunities for Missouri hospitals to improve health care-related conditions, including specific measures

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and programs. The compendium is a collection of hospital work submitted for MHA's annual Aim for Excellence Award who meet award criteria for inclusion. The work represents promising efforts and approaches to achieving the Triple Aim.

MEMBER ENGAGEMENT OPPORTUNITIES

The Strategic Quality Initiatives Team engages with hospital members through several different platforms.

- MHA's "Quality & Safety Update" is a monthly newsletter that provides health care professionals with up-to-date information on quality improvement and safety projects, resources and quality reporting. The newsletter also highlights announcements and upcoming events.
- SharePoint provides a seamless platform for collaboration with member hospitals participating in projects provided through MHA.

Members also have the opportunity to engage with MHA staff and network with colleagues through personal membership groups and advisory councils.

Strategic Quality Advisory Council

The Strategic Quality Advisory Council represents executive leadership from Missouri hospitals. The council serves to guide action and provide board recommendations on strategic quality initiatives through MHA.

Quality Improvement Workgroup

The Quality Improvement Workgroup is operational-level and includes hospital staff primarily engaged in quality, safety and front-line staff management. The workgroup provides guidance and insight, and

supports technical implementation planning for strategic quality initiatives.

Patient Family Advisory Council

Formed in 2017, the MHA statewide Patient Family Advisory Council is comprised of patients, family members, patient advocates, hospital staff and providers in Missouri. One of only a handful of state-level councils in the nation, MHA's PFAC is focused on increasing the role of patients and family members to improve health care delivery and health outcomes and to reignite joy in health care work through improved patient-provider relationships. For more information, visit the PFAC web page.

Missouri Association for Healthcare Quality Personal Membership Group

MoAHQ, established in 1976, is an organization with a mission to provide educational and networking opportunities to health care quality professionals. For more information, see the MoAHQ website.

Heart of America Chapter for Healthcare Consumer Advocacy Personal Membership Group

HACHCA encourages the delivery of quality health care to all people and promotes the development of effective patient relations programs in health care institutions. HACHCA strives to promote the importance of customer and patient relations in the health care setting.