KEY RESULTS: 2016 | Strategic Quality

**HOSPITAL ENGAGEMENT NETWORK 2.0**
- **GOAL:** Reduce harm by 40 percent, readmissions by 20 percent and increase quality improvement capability and capacity by supporting Missouri hospitals.
- **KEY RESULTS:**
  - 63 participating hospitals
  - 622 harms saved
  - $4,426,467 saved
  - $350,000+ provided through educational reimbursements and pay-for-performance stipends

**PATIENT SAFETY ORGANIZATION (PSO)**
- **GOAL:** Partner with Vizient™ PSO to strategically align and integrate patient-safety events with patient safety and quality outcomes in existing initiatives for greater improvement and sustainability.
- **KEY RESULTS:**
  - 109 Missouri hospitals have joined.
  - Six educational offerings are scheduled, including an in-person workshop about the Agency for Healthcare Research and Quality guidance and PSO protection, and a Safe Table on workplace safety and resiliency.

**MEDICARE RURAL HOSPITAL FLEXIBILITY PROGRAM (FLEX)**
- **GOAL:** Support critical access hospitals in sustaining or improving performance in specific quality metrics, financial and operational excellence, and population health management.
- **KEY RESULTS:**
  - 92 percent of Missouri CAHs participate.
  - All eight of the Emergency Department Transfer Communication measures have improved since baseline.
  - Missouri CAHs are performing better than the national average on three Hospital Consumer Assessment of Healthcare Providers and Systems measures.
  - Missouri CAHs are performing better than the national average on nine of the 10 collected outpatient measures.
  - 480 percent increase in ED transfer communication reporting among CAHs.
  - 23 educational offerings
  - 19 site visits
  - 344 member encounters

**MISSOURI OPIOID INITIATIVE**
- **GOAL:** To promote and support the optimized use of opioid medications when medically necessary and decrease misuse through collaboration, convening of stakeholders, education and resources.
- **KEY RESULTS:**
  - Implemented voluntary ED opioid prescribing guidelines with 79 percent of hospitals implementing (n=74).
  - Three health-literate patient education flyers developed per hospital request.

**TRANSPARENCY INITIATIVE**
- **GOAL:** Provide current and meaningful data to consumers about the price and quality of care provided in Missouri hospitals.
- **KEY RESULTS:**
  - More than 80 percent of Missouri hospitals have volunteered to share their data on FocusOnHospitals.com.
  - 68 percent of participating hospitals have conferred rights to NHSN, providing more accurate infection outcomes.
  - Missouri is among the first in the nation to apply risk adjustment to readmissions quality data documenting the relationship between patient poverty level and readmissions.

**EXTERNAL PARTNERSHIP COLLABORATIONS: MISSOURI DIABETES SHARED LEARNING NETWORK**
- **GOAL:** To connect and leverage the work currently in action around diabetes prevention throughout the state and to promote screening for prediabetes, and optimize chronic management to improve the health of Missourians.
- **KEY RESULTS:**
  - Successfully convened a large group of organizations around the central topic of diabetes to identify ways to collaborate and leverage current work.
  - Engaged the American Diabetes Association as a key leading partner in ongoing activities.

**HOSPITAL PREPAREDNESS PROGRAM (HPP)**
- **GOAL:** Develop and maintain regional and statewide all-hazard response systems to expand medical surge capacity, and maintain organizational continuity of operations to facilitate efficient and effective health and medical coordination during an incident or disaster.
- **KEY RESULTS:**
  - 91 percent of Missouri hospitals engaged in a regional healthcare coalition (HCC) for emergency response communication and coordination.
  - 94 hospitals participated in a National Level Exercise with the objective to test rapid medical surge capacity, generating 2,367 (15 percent) staffed beds within four hours.
  - Region H nonurban HCC (Northwest Missouri) was selected as one of six HCCs nationally to attend and evaluate a new federal pilot educational program at the Center for Domestic Preparedness, as well as present their coalition model and successes at the National Healthcare Coalition Conference in December 2016.

**HEALTH EQUITY**
- **GOAL:** Improve the collection and use of race, ethnicity and language preference data, increase cultural competence training, and encourage diversity in governance and leadership in Missouri hospitals.
- **KEY RESULTS:**
  - 65 Missouri member hospitals, along with the association, have pledged through the American Hospital Association’s #123forEquity Pledge to Act.