



# Quality News

May 2017

## Join the Conversation

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## Upcoming Events

### Hospital Case Management Boot Camp: Advanced

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

### Missouri HIIN: Innovate. Exnovate. Improve. Inspire.

June 6-7  
Courtyard by Marriott  
Columbia, Mo.  
Click [here](#) to register

### Charge Nurse Leadership Development

June 7-8  
Courtyard by Marriott  
Columbia, Mo.  
Click [here](#) to register

### HIIN Regional Bootcamps

Tuesday, July 18  
Ray's Banquet Center  
Cape Girardeau, Mo.  
Click [here](#) to register

Wednesday, July 19  
Hampton Inn & Suites  
Chesterfield, Mo.  
Click [here](#) to register

## In This Issue

[MHA Initiatives and Programming Update](#)  
[Announcements](#)  
[Resources](#)  
[Quality Reporting News](#)  
[Quality and Population Health News](#)

## Spotlight

### Missouri Hospital Improvement Innovation Network: Innovate. Exnovate. Improve. Inspire.

This year's [HIIN Annual Conference](#) is scheduled for June 6-7 at the Courtyard by Marriott in Columbia, Mo. The conference will begin at 1 p.m. Tuesday, June 6, and adjourn at 1:30 p.m. Wednesday, June 7. This year's theme is "Building Toward a Strong Culture of Safety." Keynote speakers include Dr. Matthew Schreiber, Chief Clinical Officer, Newark Beth Israel Medical Center and Children's Hospital, Newark, N.J., and Stephen Harden, Chairman and Chief Executive Officer, Life Wings Partners LLC, Memphis, Tenn. The conference is complimentary and open to the public. Additional details are available online. We hope to see you there!

### HIIN Regional Bootcamps

HIIN Regional Bootcamps focus on strategies to sustain reductions in health care-associated infections. Participants will engage with state and national HIIN project leaders to further develop strong infection reduction plans using new, simplified strategies with a focus on building an accountable culture of safety. Bootcamps are free and open to the public. Click on the following links to register for a bootcamp near you!

July 18 — [Cape Girardeau](#)

July 19 — [St. Louis](#)

August 24 — [Springfield](#)

August 25 — [Kansas City](#)

## MHA Initiatives and Programming Update

### MHA HIIN

Evaluation of the HIIN project takes place this month. Hospitals meeting a certain data submission percentage will be eligible to receive data stipends. The criteria and stipend amounts have been shared with HIIN hospital leads. HIIN staff will begin monthly coaching calls with hospitals to review data reports. HIIN leads will participate in a preview period of the HIIN executive report in May, with CEOs receiving a copy in June.

Thursday, August 24  
Oasis Hotel and  
Convention Center  
Springfield, Mo.  
Click [here](#) to register

Friday, August 25  
Hilton Garden Inn  
Independence, Mo.  
Click [here](#) to register

## Virtual Events

### What's Up Wednesday Webinar

Wednesday, May 3  
Noon to 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

### PSO Measurement and Transparency

Vizient™ PSO members only  
Thursday, May 11  
1 p.m.  
Click [here](#) to register

### Medication Management

Friday, May 12  
10-11:30 a.m.  
Click [here](#) to register

### Standing Orders

Monday, May 15  
9-11 a.m.  
Click [here](#) to register

### Bridging the Generation Gap

Tuesday, May 16  
Noon to 1 p.m.

## Missouri Hospital Spotlight

MHA congratulates Mercy Rehabilitation Hospital of Springfield for being named in the top 7 percent of more than 781 rehabilitation hospitals nationwide in patient outcomes for 2016. This honor earns them recognition as a "Center of Excellence."

Their number one focus is patient care and helping patients return home as quickly as possible.



"Personally, I am thrilled by our results because it demonstrates each team member's focus and attention when working with our patients. Not only are we getting patients home more quickly, but we are also clinically performing at a level higher than 93 percent of the 781 rehabilitation hospitals that report their outcomes data to Uniform Data System for Medical Rehabilitation," stated Bruce Eady, CEO, Mercy Rehabilitation Hospital of Springfield.



They celebrated with the Great American Taco food truck, cake and drinks. Mercy Rehabilitation Hospital of Springfield also just received the award of Top Performer 2016 for Kindred Healthcare and, for the second year in a row, the Superior Patient Experience award in the Kindred Healthcare system through Press Ganey.

Keep up the exceptional work, and congratulations on your success to truly provide safe, satisfying and high-quality care to Missouri patients!

### MHA Safe Culture Accelerator Project — AHRQ Culture of Safety Survey

The Missouri Hospital Association is pleased to announce the MHA Safe Culture Accelerator Project. This complimentary two-phase project, kicking off early June 2017, allows HIIN hospitals to access and utilize the AHRQ Culture of Safety Survey through use of HIIN project funding.

MHA has partnered with Beterra Health, Inc., a patient safety and quality improvement consulting firm, to administer the survey and provide data analytics. Hospitals will receive support throughout the project by both MHA HIIN staff as well as subject matter experts from Beterra Health.

Important project information:

- Informational webinar providing full project details scheduled at 10 a.m. Tuesday, May 9. Click [here](#) to register.
- Survey cohort registration closes at 5 p.m. Monday, June 5
- Project timeline: June 2017–September 2018
- Project kick-off webinar early June 2017

Refer to the [MHA Hospital Improvement Innovation Network](#) website under the QI & Data Resources tab for additional information. An intent

Click [here](#) to register

### HIIN Huddle Webinar

Tuesday, May 23  
1 p.m.

Click [here](#) to register

### Strategies of Success for Department Heads

Wednesday, May 24  
10-11 a.m.

Click [here](#) to register

### PSO Observation Unit Management

Vizient™ PSO members only

Thursday, May 25  
1 p.m.

Click [here](#) to register

### Documenting Provider Competency

Wednesday, May 31  
10-11:30 a.m.

Click [here](#) to register

### CMS Radiology & Nuclear Medicine Hospital CoPs

Monday, June 5  
9-11 a.m.

Click [here](#) to register

### Creating a Positive Work Environment: Strategies to Maximize Staff Motivation and Performance

Tuesday, June 6  
9-10:30 a.m.

Click [here](#) to register

## Save the Date

### Excellence in Clinical Care Series — Patient Safety, Quality Improvement, Infection Prevention

Sept. 26-29  
Camden on the Lake  
Lake Ozark, Mo.

to participate form is coming soon and will need to be completed and returned for your organization to be included in the project.

For questions or additional information, please contact Alison Williams at [awilliams@mhanet.com](mailto:awilliams@mhanet.com) or Mary Shackelford at [mshackelford@mhanet.com](mailto:mshackelford@mhanet.com) or 573/690-4740.

### Second Cohorts of MHA's Readmissions/Care Transitions and Sepsis — Immersion Projects Timelines Set

MHA is pleased to announce the opportunity for Missouri hospitals to join the second cohort of two immersion projects — the Readmissions/Care Transitions Immersion Project, which launches Tuesday, Aug. 15, and the Sepsis Immersion Project, which launches Wednesday, Nov. 29.

Immersion projects are topic-focused, time-limited and provide structure to implement evidence-based practices and achieve improved outcomes. Each project engages the Triple Aim framework of better health, better care and lower costs to improve population health.

Registration for the Readmissions/Care Transitions Immersion Project — Cohort 2 begins Monday, June 12. The project will run from Aug. 15 through Thursday, Sept. 7. Registration is limited to 20 Missouri hospitals. Complimentary registration is available for HIIN participating hospitals through contract funds. Non-HIIN participating hospitals may contract through MHA's Management Services Corporation to participate according to the fee schedule. For more information on the fee schedule, contact [Sherry Buschjost](#), Director of Performance Measurement.

The projects are virtually based with support provided by an MHA project mentor. Support will include, but is not limited to, monthly coaching calls, robust resource provision and huddle webinars with state and national subject matter experts. Data relevant to the project will be collected and analyzed, and is a project requirement. Data already collected through other venues/programs will be considered to avoid additional data entry requirements. Implementing risk stratification assessment, optimizing the discharge process and leveraging patient/family engagement, are major components of this immersion project to improve all-cause readmissions.

Registration for the Sepsis Immersion Project — Cohort 2 begins Monday, Oct. 2. The project will run from Nov. 29 through Friday, Sept. 7, 2018. More information on this project is forthcoming.

### Statewide NETEC Consultation and Health Care Coalition Tabletop Exercise

Missouri hospital staff and health care coalition leadership continued their Ebola response efforts during a statewide consultation and tabletop exercise April 18 and April 19 at the Eric P. Newman Education Center in St. Louis. The program, hosted by the Missouri Department of Health and Senior Services, provided technical assistance from a multidisciplinary team from

Nebraska Medicine in the areas of pre-hospital transport, operations, waste management and management of the deceased. Additionally, participants had an opportunity in a tabletop exercise to review and apply the regional concept of operations for transporting a patient under investigation to Barnes Jewish Hospital — Missouri's Ebola Assessment Facility. An after-action report will be provided to participants to guide the state in continuing to enhance its plan. The one and a half day program culminated in a full-scale exercise at Barnes Jewish Hospital to test the



## 2017 Annual Emergency Preparedness & Safety Conference

Oct. 11-13

Lodge of Four Seasons  
Lake Ozark, Mo.

hospital's internal procedure for the receipt, admission and stabilization of a PUI.

### MHA, NETEC Collaborate on ISO POD Training



MHA and the National Ebola Training and Education Center collaborated to provide ISO POD training in April to nonurban hospital and EMS representatives. Hospital representatives included emergency management and safety and infection disease prevention staff. EMS were represented by both hospital-owned and stand-alone services in nonurban regions. During the training, attendees discussed patient and worker

safety measures, the regional concept of operations, transportation preparations and ambulance decontamination. Participants also had the opportunity to obtain hands-on training of setting up an ISO POD, providing care to a volunteer patient and loading the patient onto a stretcher and ambulance. Participants plan to take these skills and provide education and training within their respective facilities and disciplines. The program, funded through the ASPR Hospital Preparedness Program CFDA 93.889, was hosted by SSM St. Mary's – Jefferson City.

## Announcements

### World Hand Hygiene Day

MHA is preparing to celebrate World Hand Hygiene Day on Friday, May 5. We are collecting pictures of hand hygiene compliance and will compile them into a collage to represent Missouri hospitals' collective efforts and commitment to practicing hand hygiene, reducing infections and improving patient care. Here's how to participate:

**Who:** Anyone!

**What:** Take a picture of yourself and co-workers practicing good hand hygiene, for example, pictures of hand washing or signage around your facility. Please, be creative!

**When:** We will collect pictures during the month of May and include those pictures in our webinars, newsletter, conferences and social media campaigns.

**Why:** To celebrate the importance of hand hygiene.

**How:** Take a picture of yourself or a co-worker practicing good hand hygiene. Email the picture to [twilde@mhanet.com](mailto:twilde@mhanet.com) with the following information:

- name and title
- name of organization
- sentence about why good hand hygiene is important to you/your facility

## Resources

[2017 Aim for Excellence Annual Report](#) — This year's Aim for Excellence report summarizes the progress and trends of specific quality measures related to infections, patient safety and readmissions.



**Opioid Toolkit** — MHA's [interactive opioid toolkit](#) provides access to current national and Missouri research, and practice and policy guidance to address the opioid epidemic.

**Trajectories** March 2017 — [“Integrated Infection Control Strategies: Provider, Patient and Population Focus”](#)

**Health Care-Associated Infections** — Summer workshops held in five cities across the state through MU's Sinclair School of Nursing Education Outreach

**OneTeam Leadership Experience for Health Care** — HIIN Hospital Physician Opportunity

## ***Quality Reporting News***

[CMS Releases HQR 11.1](#)

[CMS Updates EHR Known Issues Documents](#)

[TJC Announces Pioneers In Quality Discussion](#)

## ***Quality and Population Health News***

[FLEX Program Releases Educational Resources For Participating CAHs](#)

[Stratis Health Releases FLEX Program Guide](#)

[MHA Releases Interactive Opioid Toolkit](#)

[CDC Releases Recommendations For Diagnosing And Managing \*Shigella\* Strains](#)

[AHA Releases Hospitals Against Violence Resource](#)

[AHA Surveys Hospitals On Lean Approaches](#)

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