MHA: Strategic Quality
What’s Up Wednesday|Lunch and Learn
Your clinical quality, process improvement resource

Alison Williams, Vice President of Clinical Quality Improvement
April 12, 2017
Welcome to the What’s Up Wednesday Webinar

- MHA recently initiated a new presentation feature that allows participants the option to listen via phone or via computer audio if your computer has speakers.
- This webinar will be in a “listen only” mode with opportunity to ask questions at the end of the presentation.
- All lines have been muted. Please enter any questions via the question feature in your control panel.
- If you wish to communicate via phone during the question session, please use the “raise your hand” feature in the control panel and your individual line will be unmuted.
- Slides are available in the handout window.
- Thank you for your participation!
April 2017

- Follow-Up — Aim for Excellence Conference
- Call for Applications — Aim for Excellence Award
- Missouri’s Progress Report
- Quality Initiatives Updates
- Resources and Upcoming Events
2017 Aim for Excellence Conference
2017 Aim for Excellence Conference Recap
2017 Aim for Excellence Award

Leslie Porth, Senior Vice President of Strategic Quality Initiatives
2017 Aim for Excellence Award — Call for Applications

Benefits of applying
- Focused assessment and evaluation of current initiatives
- Feedback from Missouri health care leaders — judges
- Developed application for other awards or funding opportunities
- Publication of all high scoring applications in compendium
- You may win!
Application Structure and Criteria

Categories

- Critical access and rural hospitals
- Small and large metropolitan statistical area hospitals
- Care collaboratives or health care systems. This award requires:
  - Collaboratives include at least one hospital or health system and at least one non-hospital provider group under different ownership and management
  - Does not distinguish between rural and MSAs
  - Requires all three components of the Triple Aim be addressed

Eligibility

- Project-based representing a team or organization
- Limit of one application per hospital or system — clarification
- Intervention must be implemented for one year — with evidence of results
- Address the Triple Aim
  - Hospitals — at least two aims
  - Systems or collaboratives — three aims
- Winners from previous year are not eligible to submit the year immediately following
Access the website at www.mhanet.com/AFEA

All applicants will need to create an account — even if you submitted an application last year.
Enter information into the provided fields and click “Submit.” You will then be directed to the Application Information and Submission page.
Complete the Application Information and Submission page, upload the application and supplemental file, if applicable, and then click “Submit.”

You will then be directed to the evaluation page.
Complete the evaluation and click “Submit.”

You will then be directed to the confirmation page.
The application submission process is now complete.

Application Confirmation

Congratulations!

Your application has been successfully submitted for the 2017 Missouri Hospital Association Aim for Excellence Award. Winners will be announced and contacted in August. All applicants will receive a feedback report, based on judging of their application.

Also, thank you for completing the evaluation. We truly value your feedback on improving the award process.

If there are any questions, please contact Leslie Porth at 573/893-3700, ext. 1305 or lporth@mhanet.com.
Developing a Competitive Application

Tips and Cautions

• Applications referencing name, organization and/or location will result in **disqualification** — please closely review all graphs and charts!

• Ask 2-3 colleagues unfamiliar with the project to critically read the proposal.

• Correct grammar, spelling and written structure are expected.

• Read the 2016 **compendium**.
# Award Criteria

<table>
<thead>
<tr>
<th>Award Criteria</th>
<th>Explanation</th>
<th>Point Allocation</th>
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</thead>
<tbody>
<tr>
<td>Triple Aim</td>
<td>Alignment with at least one principle of the Triple Aim (population, quality, cost/value)</td>
<td>10</td>
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<tr>
<td>Triple Aim</td>
<td>Evidence of all three principles incorporated into the initiative and results</td>
<td></td>
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<tr>
<td>National Academy of Medicine STEEEP Aims</td>
<td>Alignment with at least one NAM STEEEP aim – safe, timely, effective, efficient, equitable, patient-centered</td>
<td>10</td>
</tr>
<tr>
<td>Problem Statement</td>
<td>Problem statement clearly must identify and support, with data, an opportunity for improvement</td>
<td>5</td>
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<tr>
<td>Project Goal</td>
<td>Project goal clearly must state a measurable improvement</td>
<td>5</td>
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<tr>
<td>Strategy</td>
<td>Strategy and interventions must be based on scholarly evidence</td>
<td>15</td>
</tr>
<tr>
<td>Data Source</td>
<td>Current, complete, accurate, appropriate, recognized source of data</td>
<td>10</td>
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<tr>
<td>Engagement</td>
<td>External partner and leadership engagement</td>
<td>10</td>
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<tr>
<td>Results</td>
<td>Data-driven outcomes</td>
<td>20</td>
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<tr>
<td>Sustainability</td>
<td>Plan for sustainability and replication/spread</td>
<td>10</td>
</tr>
<tr>
<td>Lessons Learned</td>
<td>Strategy to improve</td>
<td>5</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td></td>
<td>110 possible</td>
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Missouri’s Progress Report
## 2016 Strategic Quality Key Results

### 2016 Key Results | 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

#### 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

#### 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.

#### 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-literacy 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 NHUSN, 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.

#### 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 (16 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.

#### 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.

#### 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 #125forEquity Pledge to Act.
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
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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 care during disasters.

**KEY RESULTS:**
- 91 percent in a position to communicate for care coordination
- 94 hours for Level 1-4 Medical Response Planning
- 2,367 hours for 46 hospitals
- Region II Missouri was recognized through the Center for Health Security for its preparedness as well as presented a coalition model and successes at the National Healthcare Coalition Conference in December 2016.

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).
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TRANSPARENCY INITIATIVE

**GOAL:** Provide current and meaningful data to consumers about the price and quality of care provided in Missouri hospitals.

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- More than 80 percent of Missouri hospitals have volunteered to share their data on FocusOnHospitals.com.
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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 19 collected outpatient measures.
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Missouri Hospitals – Aiming for Excellence

Improving Care
Improving Health

2017 ANNUAL REPORT

The Complexity of Patients

Health care workers must consider a multitude of health factors when providing care for patients. Ultimately, these health factors also affect a patient’s health outcome.

Health Behaviors - 30%
- TOBACCO USE
- DIET & EXERCISE
- ALCOHOL & DRUG USE
- SEXUAL ACTIVITY

Clinical Care - 20%
- ACCESS TO CARE
- QUALITY OF CARE

Social & Economic Factors - 40%
- EDUCATION
- EMPLOYMENT
- INCOME
- FAMILY & SOCIAL SUPPORT
- COMMUNITY SAFETY

Physical Environment - 10%
- AIR & WATER QUALITY
- HOUSING & TRANSIT

Factors Affecting Patient Health

Source: http://www.countyhealthrankings.org

2017 ANNUAL REPORT
Missouri Hospitals’ Progress

INFECTIONS

READMISSIONS

MISSOURI HOSPITAL ASSOCIATION

IMPROVING SAFETY
• Catheter-associated urinary tract infections
• Surgical site infections — colon procedures
- Post-operative sepsis
- Coronary artery bypass grafts
- Hip and knee replacements
Missouri Hospitals’ Progress

- Hospital-wide readmissions
- Acute myocardial infarction
Missouri Hospitals’ Progress

READMISSIONS

- Stroke

STABLE
Venous thromboembolism
Pressure ulcers (Stage 3-4)
- Falls and trauma
2017 Key Strategies and Initiatives
2017 Key Strategies and Initiatives

- Engage in national and state grants and contracts that support Missouri hospitals in achieving the Triple Aim
  - Hospital Improvement Innovation Network (HIIN)
  - Hospital Preparedness Program (HPP)
  - Medicare Rural Hospital Flexibility Grant Program (FLEX)
  - States Targeting Reductions in Infections via Engagement (STRIVE)
2017 Key Strategies and Initiatives

- Advocacy efforts that affect quality of care and population health
  - Helping hospitals tell their stories
  - Opioids — legislative, technical and adaptive support
- Population health management model
- Addressing Community Health Needs Assessment
- Resiliency development
- Caring for “superutilizer” populations
2017 Key Strategies

- Convene and facilitate stakeholders to drive awareness and improvement
  - Population health — CHNA, data use, models
  - Diabetes Shared Learning Network
  - Health equity
  - Statewide Patient and Family Advisory Council
  - Spread and enhancement of transparency initiative through Focus on Hospitals
  - Preparedness and resiliency development through coalitions’ work
  - Opioids and other clinically-related pilots
  - MHA-led advisory councils and workgroups
2017 Key Strategies

• Technical and adaptive support
  ➢ In-person
    – Aim for Excellence Conference
    – HIIN Annual Meeting
    – FLEX Regional Meetings
    – HIIN Regional Bootcamps (HAI focus)
    – Annual Emergency Preparedness and Safety Conference
  ➢ Virtual
    – Monthly What’s Up Wednesday and HIIN Huddles
    – Per program, as needed
  ➢ Publications and resources
    – Trajectories — June edition includes update on the opioids issue in Missouri
    – Quality Resource Briefs
    – Toolkits and Strategy Guides
2017 Key Strategies

• Technical and adaptive support
  ➢ Developing and enhancing a culture of safety in health care
    – AHRQ Culture of Safety survey — complimentary for HIIN participants, cohort-based concept
    – HLQAT survey — focused on leadership actions to support and promote a culture of safety
    – Leadership and staff presentations on culture of safety components and action plan development

• Advancing quality improvement through use of technology
  ➢ Expanded web-based observational audit tool package
  ➢ Familetime platform for modern, widespread communication (available to HIIN hospitals toward the end of April)
2017 Key Strategies

MHA Management Services
Business Line

MHA Immersion Projects

- Antibiotic Stewardship Program — current through August 2017
- Readmissions/Care Transitions — Cohort 2: Registration opens June 12, 2017; project launch August 15, 2017 through September 2018
- Sepsis — Cohort 2: Registration opens October 2, 2017; project launch November 29, 2017 through September 2018
2017 Key Strategies

- S.A.F.E.R. Initiative
  - Resources, “one-stop shop” for health care safety updates and support
  - Workplace Violence Reduction Immersion Project — current through March 2018
2017 Key Strategies

- MHA Management Services Business Line
  - MHA staff support of hospital-identified programming needs
    - TeamSTEPPSTM
    - CUSP
    - Just Culture™
  - Quality topic-related orientation (quality, infection prevention, frontline management)
  - Team facilitation toward quality improvement
  - High reliability organization principles
Upcoming Events
Encourage Patients and Families to Nominate a “Hospital Hero of the Month”

There are more than 150,000 hospital heroes throughout Missouri's hospitals. The heroes highlighted in the hall of fame were nominated on our site by a patient, patient’s family member or colleague, and have been recognized as a featured hospital hero. Below are their inspirational stories.

Katie, RN  
University of Missouri Women’s and Children’s Hospital  
Pediatric Nurse

Elizabeth & Amy  
Washington University Center for Women’s Wellness & Fetal Health Oncology Nurses

Megan  
Mercy Hospital St. Louis  
Physical Therapist
Upcoming Events

- **Missouri Preceptor Academy**
  - Liberty Hospital, Liberty, Mo. — Thursday, April 20

- **Behavioral Health 8th Annual Conference**
  - Camden on the Lake, Lake Ozark, Mo. — April 20-21

- **2017 Vizient PSO Semi-Annual Meeting and Networking Dinner**
  - The Gwen, Chicago, Il. — Tuesday, April 25
Upcoming Events

• **PSO Safe Tables — Patient Falls**
  ➢ Wednesday, April 19

• **HIIN Huddle Webinar**
  ➢ Tuesday, April 25

• **Q2 Emergency Preparedness Program Update**
  ➢ Tuesday, May 2

• **PSO Defining and Operationalizing your PSES**
  ➢ Tuesday, May 2

• **What’s Up Wednesday**
  ➢ Wednesday, May 3

• **FLEX — Essential Steps of Developing a Community Health Needs Assessment and Implementation Plan**
  ➢ Thursday, May 4
Save the Date

- **HIIN Annual Meeting**
  - Columbia, Mo.
  - June 6-7

- **Excellence in Clinical Care Series**
  - Lake Ozark, Mo.
  - September 26-29

- **2017 Annual Emergency Preparedness & Safety Conference**
  - Lake Ozark, Mo.
  - October 11-13
Resources
The Opioid Crisis | Interactive Toolkit

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March 2017 Trajectories

HEALTHIER POPULATIONS
better health care
VALUE

Trajectories
Aim For Excellence

MARCH 2017 • Integrated Infection Control Strategies: Provider, Patient and Population Focus

Combating patient infection is a goal of every hospital. Health care-associated infection is one of the most preventable causes of mortality in the U.S. To reduce HAIs, reduction programs have focused on high value infection-mitigation targets, including catheters, central lines and surgical sites, among others. One reason for hospital success in reducing infections is the increased use of evidence-based practice protocols.
March 2017 Quality Resource Brief

Family-Centered Rounds: Making Patients and Families the Center of Medical Rounding

The Missouri Hospital Association, in collaboration with Children’s Mercy Patient Advisors, Sheryl Chadwick and Deejo Miller, have dedicated a four-part series of publications exploring...
Monthly Newsletter

Quality News

April 2017

Join the Conversation
Find us on LinkedIn.

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Quality Reporting News
Quality and Population Health News
Announcements

Upcoming Events
MHA Aim for

Spotlight

Click here for past issues
Updated Change Packages

PREVENTING ADVERSE DRUG EVENTS (ADE)

SEPSIS MORTALITY REDUCTION

ADVERSE DRUG EVENTS CHANGE PACKAGE

SEPSIS AND SEPTIC SHOCK CHANGE PACKAGE
Thank You for Joining Us!

- See you at 12 noon Wednesday, May 3, 2017
  - Vizient™ PSO update on patient safety, event data logistics and use — presented by Jessica Schoenthal, Vizient™
Contact Information

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