

South Central HIINergy Partners

Six states partnering for quality and patient safety
through the Hospital Improvement Innovation Network

“Strategies for Getting Started
in our new HIIN”

January 25, 2017

HRET

HEALTH RESEARCH &
EDUCATIONAL TRUST

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Welcome and opening remarks

- Agenda
- Introductions
- Announcements






Hospital Improvement
Innovation Network

South Central HIINergy Partners Agenda

January 25, 2017

- Welcome and overview
- Brief updates from State Leads
- Hospital sharing:
“Getting Started in HIIN”
- Discussion and next steps
- Upcoming events and
opportunities
- Contact Us

Introductions

	<p>Pamela Brown, RN, BSN, CPHQ Vice President of Quality and Patient Safety Arkansas Hospital Association <i>with Kansas, Louisiana, Missouri, Oklahoma and Texas</i></p>
	<p>Jackie Conrad RN, BS, MBA, RCC Improvement Adviser Cynosure Health</p>
	<p>Joel Anderson, BBA Quality Research Analyst Jefferson Regional Medical Center</p>

Webinar features

- We encourage everyone to dial in on the phone line to engage in verbal collaboration with others on the call:

Participant Dial In & Passcode: Dial In 1-800-680-9685

Passcode: SP Call

- You may also utilize the chat box to give your input to questions posed to the group or to ask a question
- The slides can be downloaded from the box below titled “Files”. Highlight the file and then click download.

Purpose

The South Central HIINergy Partners is a group of six geographically proximal state hospital associations (SHA) that have partnered together to create synergy and an enriched virtual learning experience for participating HIIN hospitals as we work together with shared aims in achieving a 20% reduction in all-cause harms and a 12% reduction in all-cause readmissions.

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Creating HIINergy together!

State	Number of Hospitals in HIIN
Arkansas	53
Kansas	113
Louisiana	95
Missouri	74
Oklahoma	48
Texas	115
TOTAL	498

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**Let's hear
from you**



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**We are glad you have joined us.
Which is your state?**

- Arkansas**
- Kansas**
- Louisiana**
- Missouri**
- Oklahoma**
- Texas**

Creating HIINergy together!

Mark your calendars!

Bi-monthly HIINergy webinars will take place on 4th Wednesdays from 10 to 11 a.m. CT.
Links to pre-register for each webinar will be provided by your state lead.

2017 Schedule	Tentative HIIN Topics	State Lead
January 25	Getting Started	Arkansas
March 22	Up Campaign	Oklahoma
May 24	Patient and Family Engagement	Louisiana
July 26	Transforming Care at the Bedside	Texas
September 27	Equity and Diversity	Kansas
November 15	Sepsis	Missouri

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Announcements

- Don't forget to complete your hospital's Needs Assessments. Work with your state's HIIN contact on specifics.
- Baseline data for all measures should be submitted as soon as possible. Your state's HIIN may be submitting for you or your individual hospital may be submitting to CDS. Follow your state-specific instructions.
- Have you signed up for the topic specific list serves? If not please do so by going to www.hret-hiin.org/inc/dhtml/listserv.dhtml

State Partner Updates



Hospital Improvement
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South Central HINergy Partners

January 25, 2017

- **Arkansas**
Pam Brown, Arkansas Hospital Association
- **Kansas**
Michele Clark, Kansas Healthcare Collaborative
- **Louisiana**
Michelle Smith, Louisiana Hospital Association
- **Missouri**
Alison Williams, Missouri Hospital Association
- **Oklahoma**
Patrice Greenawalt, Oklahoma Hospital Association
- **Texas**
Karen Kendrick, Texas Hospital Association

State HIIN Hospital Comparison

	AR	KS	LA	MO	OK	TX
Total # Hospitals in State	81	136	140	145	132	379
# Hospitals in HIIN	53	113	95	74	48	115
Academic Hospitals	1	0	5	0	2	1
Rural Hospitals	37 16 CAH	82	60	43 25 CAH	31 16 CAH	71 33 CAH
# Enrolled in a Fellowship	12	38	16	37	29	27

Arkansas HIIN

Contact: Pam Brown, pbrown@arkhospitals.org



Quality Specialist



Vice President of
Quality and Patient
Safety



Director of
Quality and
Patient Safety



Administrative Assistant

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KHC HIIN

Contact: Michele Clark, mclark@khconline.org

Kansas Healthcare Collaborative HIIN Team



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Michele Clark
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Toni Dixon
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Rhonda Lassiter
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Alyssa Miller
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Louisiana HIIN

Contact: Michelle Smith, msmith@lhaonline.org

Michelle Smith

Quality Program Manager

Louisiana Hospital Association

Research and Education Foundation

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Baton Rouge, LA 70809

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Missouri HIIN



Alison Williams MBA-HCM, RN, BSN
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Jessica Rowden MHA, RN, BSN
Director of Clinical Quality
Missouri Hospital Association
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Oklahoma HIIN

Patrice Greenawalt, RN, MS
Clinical Initiatives Manager
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Texas HIIN

Contact: Karen Kendrick, email



Karen Kendrick, RN, MSN
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Texas Hospital Association Foundation
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**Let's hear
from you**

**Polling
Question**



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**Where on you in the process of
the HIIN work?**

- **Forming a team to planning**
- **Activity with little to no change**
- **Modest improvement**
- **Significant improvement to sustainable results**
- **Outstanding sustainable results**

South Central HIINergy Partners
January 25, 2017

Getting Started in Our New HIIN

Presented by:
Jefferson Regional Medical Center
Pine Bluff Arkansas

Facilitated by:
Jackie Conrad
Improvement Advisor
Cynosure Health



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Closer to home!

HIIN: Getting Started

Presented By: Joel Anderson, BBA
Quality Research Analyst
HIIN Project Lead
Quality Resource Management Dept.
Jefferson Regional Medical Center



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Hospital Background

- Jefferson Hospital Association, Inc. is a 501(c)(3), not-for-profit organization, incorporated in the State of Arkansas.
- Jefferson Regional Medical Center is licensed for 471 acute care beds and currently operates available 371 beds.
- Services offered include Emergency Care, Maternal Child, Surgical Services, Med/Surg, Critical Care, Pediatric, Orthopedic, Neurology, Urology, Cardiac, Sub-acute Inpatient Rehab, Psychiatric and Transitional Care.
- JRMC serves residents of an 11 county area of Southeast Arkansas that includes Jefferson, Cleveland and Lincoln counties (primary service area) and Arkansas, Bradley, Chicot, Dallas, Desha, Drew and Grant counties (secondary service area).
- 5th year to participate in the HIIN Collaborative
 - One National Case Study (SSI Prevention)
 - Two National HEN Spotlight Videos

Mission:

Jefferson Regional Medical Center is committed to providing measurable quality health services in a caring environment, which fulfill the needs of our patients, physicians, employers, employees and community.



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Organizing for Success



- Multi-disciplinary teams for each HIIN topic
 - Meet Bi-monthly with HIIN oversight project lead to strategize plans and track progress
- HIIN Team Composition
 - Membership from nursing, infection control, quality informatics, corporate, education, surgical services and pharmacy depts.
 - Each team has an assigned administrative leader and physician liaison.
 - Teams meet on a weekly, bi-weekly, or monthly basis depending on the individual topic.



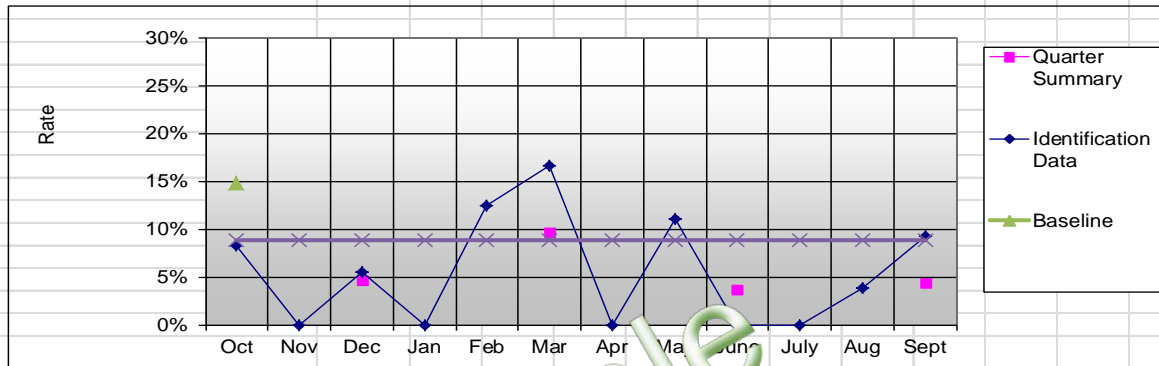
Organizing for Success Cont.

- Created a HIIN Share Drive
 - Change Packages & Checklists
 - PI Tracking Tool Spreadsheet
 - Virtual Event Webinars- Slide Presentations, Flyers, Agenda's
 - Encyclopedia of Measures
 - Team Meeting Notes, Agenda's & Sign In Sheets
 - AHA/HRET Collaborative Assessment Scale



Hospital Improvement Innovation Network (HEN 3.0) PI Tracking Spreadsheet EXAMPLE

Outcome Measure: Days Since Last Fall	Baseline Date Period	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept
Goal is (20% reduction in harm & 12 % reduction in readmissions)	1/1/14-12/31/14	8.33%	0.00%	5.56%	0.00%	12.50%	16.67%	0.00%	11.11%	0.00%	0.00%	3.85%	9.30%
(numerator):	56	1	0	1	0	3	6	0	4	0	0	1	4
(denominator):	380	12	15	18	20	24	36	34	36	30	23	26	43
Baseline	14.74%												
20 % Improvement from Baseline	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%	8.84%
Quarter Summary				4.63%			9.72%		3.70%			4.38%	
				Qtr 4			Qtr 1		Qtr 2			Qtr 3	



Summary of Findings	Action(s) to be Taken	By Whom	By When	Follow-up

AHA/HRET Collaborative Assessment Scale

Assessment Scale for Collaboratives



Guidelines for Use:

- Assessments are progressive, e.g. all elements of a 2 must be satisfied before considering a 3 assessment.
- Evidence of assessments must be documented in the team's monthly reports, storyboards, or similar platforms.
- Except in special circumstances, once the team achieves a score, that score is maintained (or improved) throughout the Collaborative.

Background

- The Collaborative Assessment Scale is modeled off of the Institute for Healthcare Improvement's Assessment Scale for Collaboratives.
- This scale gives information on how to assess a team's progress

Assessment	Definitions and Examples
1: Forming a Team to Planning	<ul style="list-style-type: none"> ✓ Team has signed up to participate in the Collaborative ✓ Target population identified ✓ Aim determined ✓ Information gathered ✓ Baseline data submitted ✓ Team is meeting ✓ Discussion is occurring ✓ Plan for project have been made ✓ Measures selected by the team are aligned with the aim (These items verified through discussion with team leads)
2: Activity with No or Little Changes (sans Improvement)	<ul style="list-style-type: none"> ✓ Project plan has been posted ✓ Process goals are included in plan ✓ Team actively involved in preliminary tasks, such as development tools, education, assessment, information gathering, and discussion ✓ Changes are planned, but not tested ✓ Changes are being tested (in at least one driver), but no improvement measures noted ✓ Components of the model being tested ✓ Data on key measure (in aim) are being reported
3: Modest Improvement to Improvement	<ul style="list-style-type: none"> ✓ Initial test cycles have been completed ✓ Implementation has begun (on several components) ✓ Evidence of moderate improvement in process measures, shown by: <ul style="list-style-type: none"> ➢ Three consecutive months of improvement; ➢ Close the gap between baseline and goal by 50% ➢ Better evidence ✓ Some improvement in (at least one) outcome measure ✓ Some improvement in (at least one) process measure ✓ PDSA test cycles on all components of the Change Package ✓ Changes implemented for changes in half of the drivers where changes are being Tested
4: Significant Improvement to Sustainable Improvement	<ul style="list-style-type: none"> ✓ Most components of the Change Package are implemented for the population focus ✓ Evidence of sustained improvement in outcome measures, halfway toward accomplishing all of the goals ✓ Plans for spread improvement are in place ✓ Sustained improvement in most outcomes measures, 75% of goals achieved ✓ Sustained improvement in outcome measures and all of the team's process goals have been achieved, as shown in the run chart (or control chart rules) ✓ Measures are within 90% of goal ✓ Spread to larger population has begun
5: Outstanding Sustainable Results	<ul style="list-style-type: none"> ✓ All components of the Change Packages are underway ✓ All goals of the aim have been accomplished ✓ Outcome measures are at best practice levels (e.g. the national benchmark levels) ✓ Spread to another patient population or area of the organization is underway



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Approaching Opportunity

The tool we use to implement change is the PDCA cycle:

Plan- Identify and analyze the problem.

Do- Develop a solution

Check- Ensure the solution will truly correct the identified issue

Act- Implement the solution and follow the results. Adjust Accordingly



South Central HIINergy Partners
January 25, 2017

Getting Started in Our New HIIN

- Discussion and Sharing
- Resources
- Next steps



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Discussion and Sharing

Facilitated by:
Jackie Conrad
Improvement Advisor
Cynosure Health

Discussion and sharing



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Highlighted Resources

QHRET HIIN
Quality Improvement and
Patient and Family Engagement
Fellowships

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Quality Improvement Fellowships

HRET will be offering two Quality Improvement Fellowships for anyone in the HRET HIIN Hospital Network!

Registrants will be able to choose which fellowship most meets their needs and will have the opportunity to participate in each session virtually.

IHI faculty will be leading the sessions encouraging contributions from expert faculty and fellows. Fellows will also have access to the IHI Open School.

HRET will be offering certificates of completion to fellows who complete proposed criteria specific to the fellowships.

QI: Foundations for Change

Tailored to those who are new to quality improvement

Fellows will learn how to :

- **Deploy tools such as aim statements, driver diagrams, and run charts to initiate and nurture improvement**
- **Galvanize others to participate in your improvement effort**
- **Mitigate common improvement pitfalls**
- **Develop and maintain momentum**

QI: Accelerating Improvement

Tailored to those with previous QI experience who are looking to deepen their knowledge and skills

Fellows will learn how to :

- **Assess whether your QI efforts are set up for success**
- **Utilize data to identify, drive, and sustain performance improvement**
- **Ensure process reliability and sustainability**
- **Plan for spread and scale**

Next Steps

After adjusting for hospital characteristics, **hospitals with improvement champions** ($P = .008$), a higher level of engagement with their state association ($P = .001$), and more leadership involvement ($P = .005$) in HEN demonstrated greater improvement.”

- **Register yourself and encourage colleagues** to register as well. Our goal is at least one fellow per HIIN hospital.
 - **Foundations for Change [Accelerating Improvement Application](#)**
 - **Accelerating Improvement [Foundations for Change Application](#)**
- Fellowships start on January 18!

HRET HIIN Patient and Family Engagement Fellowship Overview

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What is the PFE Fellowship?

A 9 month comprehensive, virtual PFE skill building, fun, interactive learning opportunity:

To develop skills and tools to work in authentic partnership with Patient and Families to improve quality, patient safety and patient experience

To work in collaboration with national PFE experts and colleagues

To network across the HRET HIIN with other organizations as we tackle barriers and celebrate successes

Fellowship Project

Putting PFE strategies to work improving care. For Example:

Adverse drug events

- **PFA committee work**
- **TeamSTEPPS for Pts (Time-Out Tool)**
- **PFA Rounding**
- **Teach back**

Fellowship Project (cont'd)

Time Commitment

Monthly webinars

One additional monthly learning event

Optional coaching

About 3 hours a month + time spent on the project

Registration:

Sign up as a team including PFAs

[Register Here](#)

Upcoming Events



Hospital Improvement
Innovation Network

Register Online at
www.hret-hiin.org/events

HRET HIIN QI Fellowship Foundations for Change Virtual Event #1

January 18, 2017 11:00am - 12:00pm CT

[Register today.](#)

Make the case for improvement! Join HRET and IHI for our kickoff Foundations for Change fellowship virtual event and focus on the overview of the fellowship outline, expectations, leadership support and using data to support change opportunities!

HRET HIIN QI Fellowship Accelerating Improvement Virtual Event #1

January 18, 2017 12:30pm - 01:30pm CT

[Register today.](#)

Drive quality improvement above and beyond! Kickstart the Accelerating Improvement fellowship with HRET and IHI. We'll focus on overview of the fellowship, expectations, leadership support and more!

HIIN Virtual Event: Gearing up for the PFE Fellowship - what you need to know!

January 19, 2017 1:00 pm - 2:00pm CT

[Register today](#)

Join your "fellow" Patient and Family Engagement champions to learn what will set you up for success in the upcoming PFE fellowships. Come with questions and an open mind! We can't wait to get you set up and prepared for this amazing fellowship opportunity!

Past Events



Hospital Improvement
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In case you missed it...

Visit topic-specific pages at www.hret-hiin.org

HIIN Virtual Events Recaps

The following virtual events recording has been posted to the HRET HIIN website:

Beyond The CAUTI Bundle: Addressing Cultures and Patterns of Care

<https://www.youtube.com/watch?v=Sl8ic83K6Tc>

HRET HIIN Falls Webinar: Teaming up to Jump the Gap in Falls

<https://www.youtube.com/watch?v=TFGRKtTmSzY>

HRET HIIN What if...We reduced Harm from ADE's

<https://www.youtube.com/watch?v=Wiz1Oqmh4-o>

HRET HIIN Sepsis Virtual Event

<https://www.youtube.com/watch?v=kmHEUm6-uFM>

HRET HIIN C. Difficile Webinar Stubborn or Unreasonable

<https://www.youtube.com/watch?v=-DID4zl7HFI>

workingdifferentlyworking
together



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State Contacts

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<p>Kansas Healthcare Collaborative Michele Clark mclark@khconline.org (785) 235-0763 x1321</p>	<p>Oklahoma Hospital Association Patrice Greenawalt pgreenawalt@okoha.com (405) 427-9537</p>
<p>Louisiana Hospital Association Michelle Smith msmith@lhaonline.org (225)928-0026</p>	<p>Texas Hospital Association Karen Kendrick kkendrick@tha.org (512)465-1091</p>

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