



**KHC Office Hours  
for Compass HQIC**

September 27, 2023

This material was prepared by the Iowa Healthcare Collaborative, a Compass Hospital Quality Improvement Contractor under contract with the Center for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. Views expressed in this material do not necessarily reflect the official views or policy of CMS or HEDIS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HEDIS.

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**Agenda**

- + Welcome and Announcements
- + Data Updates
- + Presentation- Coding; Sepsis and Beyond
- + Wrap up- upcoming events and next steps

Sept. 27, 2023

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**KHC Compass HQIC Team and Presenters:**




Mandy Johnson  
Program Director of Quality Initiatives




Eric Cook-Wiens  
Data & Measurement Director



Dr. Kelly Butler, MD, C.C.S



Bibi McGuire  
Quality Improvement Advisor



Julia Pyle  
Quality Improvement Advisor

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Compass HQIC  
Data Review,  
Updates, &  
Reminders

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Data Updates

+ Data are due at the end of the month—reflecting the previous month

+ Data Refresh

- Administrative Claims and NHSN transferred to QHi
- QHi data are sent to Compass (except for NHSN)
- Current Data Refresh: 9/8/2023
- Next Refresh: On or around October 10, 2023

+ Reports – Emailed from your QIA (Erin or Julia)

- Compass HQIC Data Completeness Report
- KHC Compass Data Snapshot Report

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Data Updates

+ AHRQ WinQI update

+ Sepsis Mortality

- We will be adding an exclusion for Z66: Do not resuscitate

+ Requires rebase line (refreshing all data back to January 2019)

+ Updated performance period:  
October 2022 through March 2024

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# Wrap Up: Upcoming Events and Next Steps

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## Collecting Social Drivers of Health Data From Patients: A Review of Three Methods

September 26 | 1:00 - 2:00 PM (CT)

[Register Here](#) (link)

Social drivers of health, otherwise known as social determinants of health, are non-medical factors that influence patient outcomes. The Centers for Medicare and Medicaid Services, Joint Commission, National Committee for Quality Assurance, and U.S. Department of Health and Human Services Office of Minority Health all support the collection and use of this information to improve health equity. Collecting on the whole person and understanding multiple factors that contribute to their health promotes a patient-centered and culturally competent approach to healthcare. Collecting existing tools to assess social drivers of health helps align resources with patient needs. Deciding which screening tool to use depends on factors such as clinical and technical workflow, patient education needs, resources to gather, collect and analyze data, etc. Join the session to learn more about these screening tools and considerations to ensure collecting the data into your data pipeline.

**Objectives**

1. Recall the core reasons for collecting social drivers of health data
2. Describe three methods to collect social drivers of health from patients
3. Differentiate among the three methods discussed including pros and cons to using one of these tools in your facility

**Continuing Education**

1.0 Nursing contact hour will be awarded for this session by the Iowa Hospital Association. Iowa Board of Nursing Provider No. 4. Iowa nursing contact hour will not be issued unless your Iowa license number was provided at registration. For nursing contact hour to be offered, you must log in individually, your website login and approval form will be verified. Partial credit will not be granted. Attendance outside Iowa should check with their state Board of Nursing for nursing continuing education requirements.

**Target Audience**

1. Quality Improvement
2. Improvement Professionals
3. Nursing Directors/Leaders
4. Operational Directors/Leaders

**Speakers**

**Kellie Goodson, MS, CPHQ**  
Chief Experience and Engagement Officer  
KHC Health Solutions

**Jess White-Brown, DNP**  
Clinical Consultant  
Transformation Strategy  
KHC Health Solutions

**Dr. White-Brown** collaborates with healthcare professionals to evaluate healthcare systems and provide analytical feedback using evidence-based practice. She infuses science of various qualitative and quantitative methods to analyze existing information to improve patient outcomes. She provides support regarding health equity components of high-value organizations and major regulatory processes and engineering changes to engage community members. She obtained her Doctor of Nursing Practice degree from the University of Illinois at Chicago and her Master of Science in Nursing from the University of Illinois at Chicago. She is a registered nurse and a second bachelor's degree from Northwestern University in Nursing.

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## Engaging Your Team in Plan Do Study Act Cycles

October 26, 2023 | 1:00 - 2:00 PM (CT)

This session will be sure to engage your team in completing process improvement projects. Process improvement starts with the PDCA cycle. This session will provide your team with a solid overview of PDCA cycle development. Facilitate your change project to engage your team through setting up a team. Really, you can keep your team engaged through to the end of the project. You should also consider how to engage your team in the project. Really, you can keep your team engaged through to the end of the project. You should also consider how to engage your team in the project.

**Target Audience**

- Quality improvement, clinical, operational, and all others responsible for process improvement clinical outcomes

**Objectives**

- Identify elements to complete a successful PDCA
- Plan, Do, Study, Act cycle
- Recognize best practice strategies to aid your team PDCA training

**Continuing Education**

1.0 Nursing contact hour will be awarded for this session by the Iowa Hospital Association. Iowa Board of Nursing Provider No. 4. Iowa nursing contact hour will not be issued unless your Iowa license number was provided at registration. For nursing contact hour to be offered, you must log in individually, your website login and approval form will be verified. Partial credit will not be granted. Attendance outside Iowa should check with their state Board of Nursing for nursing continuing education requirements.

**Speakers**

**Jessie Goodson, MS, CPHQ**  
Chief Experience and Engagement Officer  
KHC Health Solutions

**Christa Mullen, MS, CPHQ**  
Clinical Consultant  
Transformation Strategy  
KHC Health Solutions

**Alexandra Burton, MS, CPHQ**  
Clinical Consultant  
Transformation Strategy  
KHC Health Solutions

**Register Here**

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### What Success Looks Like: Engaging Patient and Family Advisory Councils

October 17, 2023 | 1:00 – 1:45 PM (CT)

**Objectives**  
Describe characteristics of highly engaged PFAC members  
Identify examples of hospital projects to engage PFAC members in  
Share experiences from a PFAC member's perspective

**Target Audience**  
Quality Professionals  
Patient and Family Engagement Leads  
Hospital Leadership  
Patient and Family Advisory Council Members


**Speaker**  
Dorothy Rice, RN, MN, MBA, CHQ  
Director of Quality, Patient Safety, Patient Liaison,  
Case Management and Risk Management  
AdventHealth Ottawa



Active and productive patient and family advisory councils (PFACs) offer a forum for hospitals to obtain ideas, input, and insights to guide quality improvement efforts. PFAC members bring their experience in partnering with healthcare professionals and sharing their unique perspectives. This learning and action network will highlight the journey of one hospital with a robust and highly engaged PFAC. AdventHealth Ottawa in Kansas established a robust PFAC in 2015 that was involved in several hospital projects including one in the emergency department (ED) that included input into the customer aspects of the new ED such as the entry way pictures, waiting area, chapel, pediatric room, and more. The hospital struggled to keep their PFAC engaged during the height of COVID, as did others, but they are now back up and running with two of their members sitting of the hospital's quality and patient safety council.

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### KHC Office Hours for Hospitals


- + Stay abreast of KHC program updates.
- + Learn from subject matter experts and peers.

**See you Next Year!**

All sessions are recorded and posted to KHC Education Archive at [www.khconline.org/archive](http://www.khconline.org/archive).

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### Questions?



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Next Steps

- Update your Q.I. Work Plan for 2023 using the IHC Portal
- Ensure data entry is current and timely
- Log into iCompass Forum and iCompass Academy to engage and learn
- Log into the Compass Data Portal to update your PFE and HEOA Metrics
- Watch your inbox for the Compass Navigator on October 1st



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Have Questions, Need Help?

Kansas Healthcare Collaborative

**Julia Pyle**  
Quality Improvement Advisor  
[jpyle@khconline.org](mailto:jpyle@khconline.org)

**Erin McGuire**  
Quality Improvement Advisor  
[emcguire@khconline.org](mailto:emcguire@khconline.org)  
785-231-1333

**Eric Cook-Wiens**  
Data and Measurement Director  
[ecook-wiens@khconline.org](mailto:ecook-wiens@khconline.org)  
785-231-1324

Kansas Hospital Association/QHI

**Sally Othmer**  
Senior Director Data & Quality  
[sathmer@kha-net.org](mailto:sathmer@kha-net.org)  
785-276-3118

**Stuart Moore**  
Program Manager QHI  
[smoore@kha-net.org](mailto:smoore@kha-net.org)  
785-276-3104

KHIN/KONZA

**Rhonda Spellmeier**  
HIE Workflow Specialist  
[rspeilmeier@khinonline.org](mailto:rspeilmeier@khinonline.org)  
785-260-2795



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Connect with us on:  
 KHCai  
 @KHCai  
 Kansas Healthcare Collaborative

→ Find contact info and more at:  
[www.KHConline.org/staff](http://www.KHConline.org/staff)



Makenzie Hopkins  
Executive Director



Mandy Johnson  
Senior Director, Programs



Savva Borchert  
Business Operations Manager



Eric Cook-Wiens  
Data & Measurement Director



Lisa Worman  
Quality Improvement Advisor



Jill Dougherty  
Director of Education and Communications



Aislinn Gonzalez  
Health Care Quality Data Analyst



Jenni Peters  
Quality Improvement Advisor



Julia Pyle  
Quality Improvement Advisor



Kelly Thomas  
Quality Improvement Advisor



Erin McGuire  
Quality Improvement Advisor



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