

KHC Hospital Improvement Innovation Network

April 24, 2019
10 to 11 a.m. CT

HIIN Goals:
By March 2020, hospitals in the KHC HIIN will achieve 20% reduction
in all-cause harm and 12% reduction in readmissions.



623 SW 10th Ave. • Topeka, KS 66612 • (785) 235-0763 • www.khconline.org








Introductions

Special Guests



Barbara DeBaun, RN, MSN, CIC
Improvement Advisor
Cynosure Health
bdebaun@cynosurehealth.org

**The University of Kansas
Health System**

Lynelle Pierce and Janet Alstrom, Clinical Nurse Specialists
Kaylie Tipton and Jennifer Parks, KU Burnett Burn Center
Jill Hardey and Tiffany Horsley, Infection Prevention

Kansas Healthcare Collaborative



Michele Clark
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mclark@khconline.org



Eric Cook-Wiens
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Chuck Duffield
Performance Improvement
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Agenda

Agenda



- Welcome and Announcements
 - Summit On Quality (5/10)
 - KARQM (5/9)
 - PTN Learning Session (5/9)
- Recent activities
 - I.P. Boot Camp
 - ICU CAUTI-CLABSI Workshop
- **Peer-to-Peer Sharing: Bringing Fun to Patient Safety**
- HIIN Milestone Update
- HIIN Data and Measures Update
- HIIN Resources and Upcoming Events

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Summit on Quality 2019



One week left to pre-register!

Summit on Quality 2019

May 10
Hyatt Regency
Wichita, Kansas



featuring keynote speaker
Jade Perdue
Director of CMS Quality Improvement
Innovations Model Testing

Full agenda now available and registration now open.
Visit:
KHConline.org/summit

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KARQM Spring Conference

2019 KARQM Spring Conference



Dive Deeper
2019 KARQM SPRING CONFERENCE

THURSDAY, MAY 9, 2019
9:00 AM TO 4:30 PM

ASCENSION VIA CHRISTI
HOSPITAL INC. (ST. JOSEPH)
MCNAMARA CENTER
3600 EAST HARRY, WICHITA

Hurry! There's only
one week left to
register.

Registration closes
April 26th.

REGISTRATION

FEE \$100 KARQM MEMBERS / \$125 NON-MEMBERS
REGISTRATION MUST BE RECEIVED BY APRIL 26, 2019
REGISTRANTS LIMITED TO 110
LUNCH INCLUDED





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PTN Learning Event 2019

Kansas Practice Transformation Network

Learning Event 2019



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PTN Learning Event 2019

Thursday, May 9
Hyatt Regency
400 W. Waterman St.
Wichita
Noon - Registration
12:30 p.m. to 4:45 p.m. - Program
Registration now open!
→ [Register here](#) → [Full agenda](#)

This event is free to practices participating in the Kansas PTN. The course offering is approved for four (4) contact hours applicable for RN and LPN relicensure.

Presentations and discussions led by:
Tom Evans, MD – Compass PTN President & CEO
Jill Herbold, FSA, MAAA and Anders Larson, FSA, MAAA — Milliman

This event is designed for practices enrolled in the Compass PTN who want to increase their knowledge of tools and resources that can be utilized to improve quality of care and patient health. Attendees include: physicians, physician assistants, nurses, nurse practitioners, practice managers, practice administrators, front-line staff, quality professionals, health care information technology staff, and health care leaders.

For more info call Jana Farmer at KHC: (785) 231-1337

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Recent Activities

Recent Activities

- **ICU CAUTI-CLABSI Prevention Workshop**
Kansas-Iowa ICU teams in the AHRQ Safety Program
April 4, 2019 ● Kansas City, Ks
- **LP Boot Camp**
Apr 16 - 17, 2019 ● Manhattan, Ks
75 novice Infection Preventionists in acute and ambulatory care settings were in attendance.

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Bringing Fun to Patient Safety



Barbara DeBaun, RN, MSN, CIC
Improvement Advisor
Cynosure Health

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Bringing Fun to Patient Safety

Polling Question #1

Which of the following
best describes how I feel today?

- I have more joy at work than I can handle.
- I could use more joy at work.
- Joy at *work*...what is that?

Bringing Fun to Patient Safety

Joy in the Workplace:
what does it look like and how do you know when you 'have' it?




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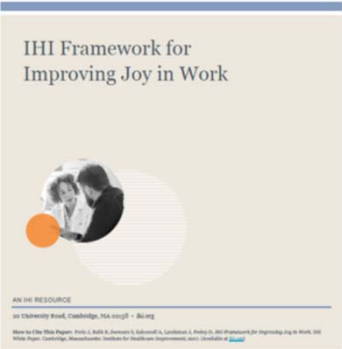
Bringing Fun to Patient Safety

Framework for Joy in Work

 Institute for Healthcare Improvement

WHITE PAPER

IHI Framework for Improving Joy in Work




AN IHI RESOURCE

100 Chalmers Way, Cambridge, MA 02142 • 617.432.1000

How to Use This Paper: For a full understanding of the framework, please see the full white paper, *IHI Framework for Improving Joy in Work*, 2017. White Paper, Cambridge, Massachusetts: Institute for Healthcare Improvement, 2017. Available at www.ihi.org

Figure 2. IHI Framework for Improving Joy in Work

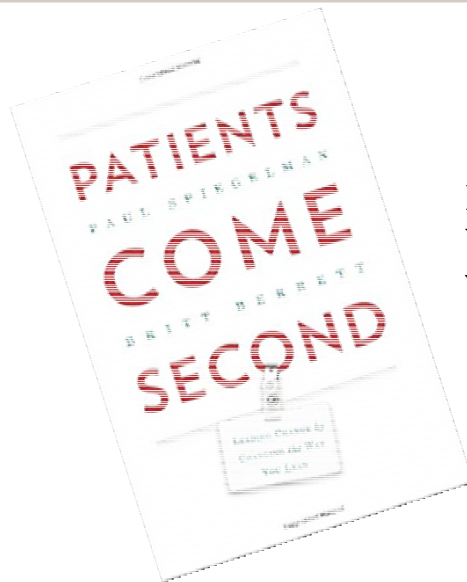


<http://www.ihi.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>

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Bringing Fun to Patient Safety



**Leading Change
by Changing the
Way You Lead**

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Bringing Fun to Patient Safety

What 'sparks'
joy for you?



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GALLUP POLL[®]

Engagement of U.S. workers

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Bringing Fun to Patient Safety

Engagement strategies



- Make it real
- Make it fun
- Connect to the core
- Communicate cleverly
- Engage the engaged

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Tips for success



- Ask us what we do, don't tell us what you think we should do
- Promote grassroots, homegrown solutions
- One size does not fit all
- Let us try

You're a "LifeSaver!"



Bringing Fun to Patient Safety



(c) GiggieMed.com

WHY THE FOLEY?!




Have you
ex-foley-ated
today?

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Bringing Fun to Patient Safety

WAKE UP and SOAP UP: Elkhart General Hospital





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Bringing Fun to Patient Safety

SCRIPT UP: Baptist Health, La Grange KY




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The image shows three women in a hospital hallway, dressed as the Supergirls. They are wearing purple capes with a large 'S' on the front, pink collared shirts, and colorful tutus. They are holding white binders. In the background, there is a red 'EXIT' sign and a sign that says 'EMERGENCY'.

Bringing Fun to Patient Safety

“CDI”: Semi-formed chocolate ice cream anyone?



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The image shows a man and a woman in hospital attire standing next to a blue cart labeled 'C.D.I.'. The cart is filled with various food items, including bowls of food, a red cup, and a white cup. The man is holding a white cup. In the background, there is a sign that says 'Medical Unit Room 2101-2115' and a sign that says 'QUIET TIME'.

Bringing Fun to Patient Safety

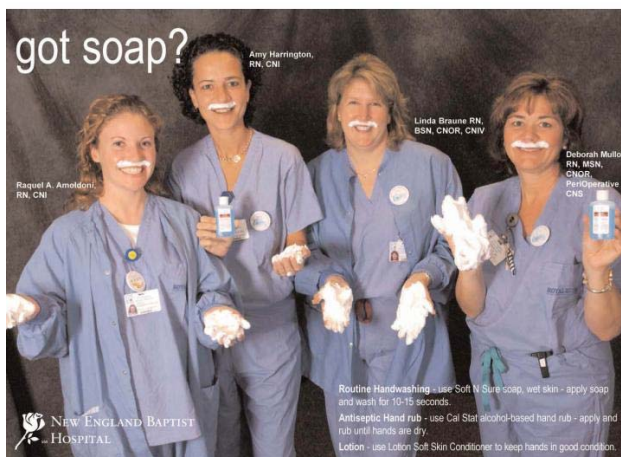
Simple, easy and fun



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Bringing Fun to Patient Safety

Credible
and
concrete

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Polling Question #2

- At our hospital, we use 'storytelling' as a way to spark joy.
 - Yes
 - No
 - No, but that sounds like a good idea


Storytelling




Bringing Fun to Patient Safety



Rare photograph of Florence Nightingale at the nurses station, circa 1860 B & W. Probably.




<https://fox4kc.com/2019/04/22/washington-state-senator-slammed-for-saying-nurses-play-cards-for-considerable-amount-of-the-day/>



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Bringing Fun to Patient Safety

How do YOU plan to bring more joy to work?



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Joy in the Workplace

CAUTI Prevention

KHC HIIN – Joy in the Workplace The University of Kansas (TUKH)

Two hospital teams from TUKH will share the fun they've been having in preventing CAUTIs.

The importance of bringing joy to the workplace, engaging front line staff, and how we learn better when having fun.

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ARHQ ICU Program 2018-19 - Cohort 4



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ICU Action Plan Report-out



The University of Kansas Health System

Kansas City, Kansas

Burnett Burn Center

Kaylie Tipton, RN, BSN and Jennifer Parks, RN, BSN,
TCRN



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov



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About Our ICU

- Adult & Pediatric Verified Burn Center
- 16 bed unit critical care unit
- Mixed acuity
- Population: Burn, Wound, Trauma, Plastics
- Hydrotherapy room
- On unit operating suite
- Collaborative management model with Plastic Surgery and Trauma Critical Care



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About the presenter

Kaylie Tipton, BSN, RN

- 5 years of burn care experience
- Primary Preceptor
- Relief Charge RN
- ABLS instructor
- Practice Council Chair
- CAUTI Champion



Our Aim and Strategies

- **Problem:** 3 CAUTIs in FY18 with 2 out of 3 of the CAUTIs caused by E.Coli infection. BCI overall peri-care compliance was 70-80%.
- **Goal:** Decrease the number of CAUTIs in the FY19 by increasing peri-care compliance consistency to >90% for FY19.
- **Solution:** Poop Emoji Race



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Poop Emoji Race: How to Play

- Staff divided into 6 teams
 - Designated team lead for each team
 - Staff checked off on indwelling catheter care use and indication
 - Epic report created: *Foley Patient Hygiene with BM compliance*
 - Patients with indwelling catheters in place
 - BM occurrence with indwelling catheter wipe use
 - Sent to team leads daily
- Board game-- set up like Candy Land
 - Team leaders audit their partnering team each week for peri-compliance on 2 staff members at random
 - Each team has a designated Poop Emoji character
 - Project lead updates the game board each week based on how many points each team earned that week
 - Team who reaches the toilet bowl (end) wins! Prize: Compression Socks

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Poop Emoji Race: How to Play

- How to Earn Points:
 - **Move 1 space:** 100% compliance of post BM peri-care (audited by team leaders)
 - **Move 2 spaces:** First team to be checked off for indwelling catheter care wipes
 - **Move 1-3 spaces:** having a conversation with a provider about the placement/current use of an indwelling catheter AND/OR having a conversation about BM regimen management for patient's with loose stools that have an indwelling catheter in place (must put in a progress note)

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Poop Emoji Race



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Poop Emoji Race



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March Madness *CAUTI Free is a Slam Dunk!*



GOAL: Reduce CAUTI's in 8 adult ICU's
Dates: March 17-April 6, 2019

Weekly theme:
3/17-3/23 CAUTI Bundle Compliance
3/24-3/30 Alternatives to Foleys
3/31-4/6 Urinary Catheter Removal Protocol

Weekly prize:
KU Prize Pack with coffee mug,
blanket and basketball stress ball!

Weekly Winners Notified on Mondays!

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March Madness

CAUTI Free is a Slam Dunk!



Rounding Team:

Infection Prevention: Jill Hardy, Lance Williamson & Tiffany Horsley

Clinical Nurse Specialists: Janet Ahlstrom & Lynelle Pierce

We recommend assigning roles: speaker, scribe, and staff engagement


Rounding initiative inspired by:

The Infection Prevention and Control Team at the University of Louisville Hospital
"CAUTI-Free April" month-long CAUTI prevention rounding campaign.

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Week 1 Theme

CAUTI PREVENTION BUNDLE

* see reverse side/ page 2 for alternatives and indications

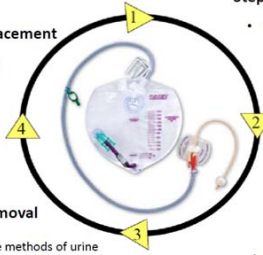
Step 0: Consider Alternatives*

Step 1: Prevent unnecessary and improper placement

- If indication* present, sterile insertion by trained personnel
- Pre-procedural perineal cleansing

Step 2: Proper care and management

- Securement device in use/correctly applied
- Unobstructed flow to prevent urine reflux & bladder distention
- No dependent loops; use green clip
- Bag always below level of bladder
- Empty drainage bag: every 4 hours, prior to any transport & when > 1/2 full
- Closed system: red seal intact
- Sterile specimen collection from blue port using alcohol pad & sterile syringe
- Prevent bag/meter from touching floor
- Intermittent irrigation is not recommended
- Indwelling urinary catheter care every shift & after BMs



Step 3: Prompt catheter removal

- Assess indication and alternative methods of urine measurement every shift
- Implement the Urinary Catheter Removal Protocol as ordered
- If exempt from removal protocol, discuss Foley removal with provider daily

Step 4: Prevent catheter replacement

- Implement the Urinary Catheter Removal Protocol Algorithm
- Discuss strategy with provider

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Week 2 Theme

Lets Talk Alternatives!

Oh No! They are replacing me!!



Can your patient void purposefully?

Yes!

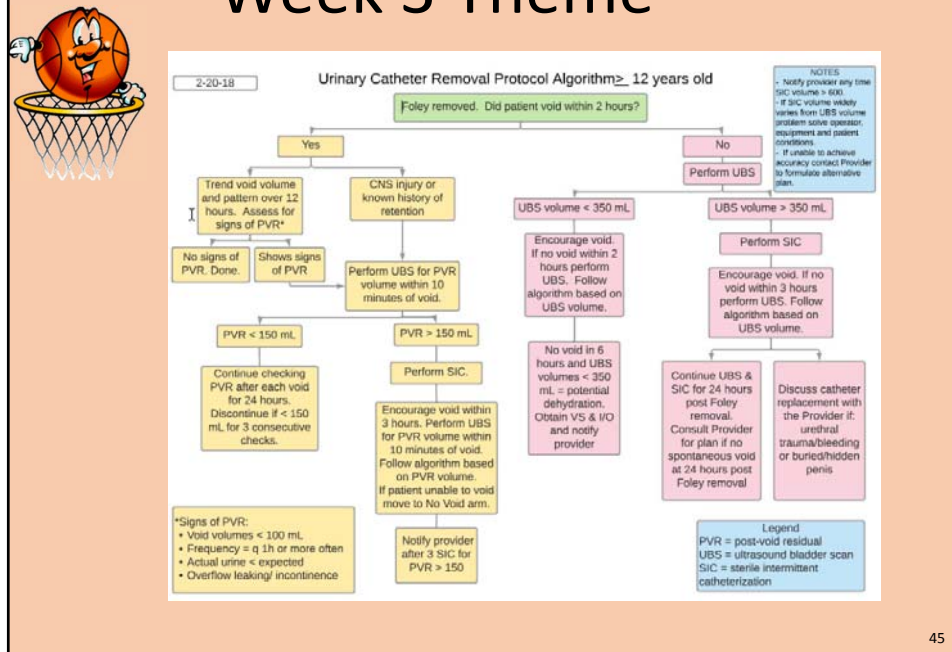
Then try these!





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Week 3 Theme



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How can we encourage voiding?



- Privacy
- Calm
- Encourage fluids
- Warm water to perineum
- Run faucet
- Relieve constipation
- Ambulate



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Why do we have this catheter ?!?!

Good question, Bill!



Assess indication and alternatives every shift

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Post Rounding :

Rounding Team debrief:

Utilized a post-education debriefing form allowing the rounding team to discuss what went well, issues, questions, concerns, or next steps with the intent to promote team work and learning.

Follow Up:

Providing rounding feedback to each unit.

Attend Practice Council, Staff and Faculty meetings to address concerns from the Gemba.

Review data (1 CAUTI on the 8 adult ICU's during the rounding period)

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Bye Foelisha!



Unit 43 Celebration!

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KHC HIIN Update

KHC HIIN Update

- HIIN Option Year
CMS has announced its intent to extend HIIN through March 27, 2020.
- Milestones 11 and 12
Thank you and MS12 is due by May 31.
- HRET HIIN Sprints (4)
Sign up for at least one by this Friday.
- KHC HIIN Hand Hygiene Collaborative
Now enrolling for Cohort 2!

Michele Clark
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KHC HIIN Update

HIIN Option Year

Stay tuned for updates.

“HRET is excited to announce that CMS has provided communication with the intent to exercise Option Period 2 (June 28, 2019 – March 27, 2020).”

-- HRET HIIN newsletter to partner states
April 19, 2019



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Milestone 11



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Milestone 11 – Clinical Measures

January 2017 through December 2018

Data Completeness

≥80% of applicable measures

No missing months

and

Improvement

Achievement of HIIN “20/12” Goals

≥70% of all applicable measures

meeting improvement goals

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KHC HIIN Update						
HRET HIIN Milestones						
HRET HIIN Milestone	Hospital Due Date	Time Period Jan. 2017 Through:	Data Completeness % of applicable topics	"20/12" Improvement	5 PFE Metrics	7 Health Equity Metrics
9	11/21/2018	August 2018	≥60%	≥67%	60-75% of hospitals implement ≥4 out of 5	Baseline Survey
10	1/22/2019	October 2018	≥75%	≥67%		All at Basic Level
11	3/15/2019	January 2019	≥80%	≥70%	≥75% ≥4 out of 5	All at Basic Level, with ≥2 at Intermediate or Advanced Level
12	5/31/2019	March 2019	≥80%	≥70%	≥75% ≥4 out of 5	All at Basic Level, with ≥2 at Intermediate or Advanced Level

We will email in May to see if any updates to PFE and HEOA metrics as of 3/31/19.

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4 HRET HIIN Sprints

Pick one or more Sprints • Enroll by Friday!



HRET HIIN QUALITY IMPROVEMENT COLLABORATIVES

JOIN OUR HIIN SPRINTS

HRET HIIN is hosting four quality improvement Sprints during the months of May and June, 2019 to improve patient safety and reduce hospital-acquired conditions. Sprints are eight week quality improvement commitments in which participants identify and develop action plans to reduce root causes of harm. Subject matter expertise and Performance Improvement Coaches offer 1:1 topic guidance and support to the participants identifying and testing interventions. Please join us and commit to improving patient safety by registering for one or more of the following Sprints.

THE DEADLINE TO REGISTER IS APRIL 26

- HAPI SPRINT**
START DATE: APRIL 30, 11AM – 12PM CT
 The HAPI Sprint consists of 4 focused virtual events in which participants will be able to:
 - Evaluate structures and processes that support pressure injury prevention
 - Utilize root cause analysis tools to assess HAPI practices
 - Engage patients and families to address HAPI using evidence-based practices
 To join us, [register here](#)
 For more information contact: Lytle Marc, Performance Improvement Coach at LMarc@kchsa.org
- VAE SPRINT**
START DATE: APRIL 30, 1PM – 2PM CT
 The VAE Sprint consists of 3 focused virtual events in which participants will be able to:
 - Increase the awareness of the importance of identifying and reporting all VAEs
 - Utilize root cause analysis tools to assess VAE practices
 - Define and utilize best practices for process improvements
 - Maintain and accelerate reduction in VAE harms
 To join us, [register here](#)
 For more information contact: Kavita Bhut, Performance Improvement Coach at KBhut@kchsa.org
- FALLS – DELIRIUM SPRINT**
START DATE: MAY 8, 11AM – 12PM CT
 The Falls Sprint consists of 4 focused virtual events in which participants will be able to:
 - Utilize root cause analysis tools to assess falls practices
 - Test delirium prevention activities that involves the patient, family, and interdisciplinary team
 - Apply patient and family engagement strategies to address falls with injury using evidence based practices
 - Understand the fundamentals of early mobility and how it impacts harm reduction
 To join us, [register here](#)
 For more information contact: Radhika Parikh, Performance Improvement Coach at RParikh@kchsa.org
- VTE SPRINT**
START DATE: APRIL 25, 11AM – 12PM CT
 The VTE Sprint consists of 3 focused virtual events in which participants will be able to:
 - Adopt a VTE risk assessment screening tool
 - Assess every patient upon admission for higher risk for VTE using the VTE risk assessment screening tool
 - Provide nurses the same risk assessment and prophylaxis tools given to physicians and utilize nurses to perform independent, periodic checks throughout the course of the hospitalization
 - Educate patients and families regarding the importance of ambulation
 To join us, [register here](#)
 For more information contact: Kavita Bhut, Performance Improvement Coach at KBhut@kchsa.org

For more information, contact Michele or Chuck at KHC, (785) 235-0763 or email.

www.hret-hiin.org
hiin@kchsa.org

INNOVATION

American Hospital Association
Advancing Health in America

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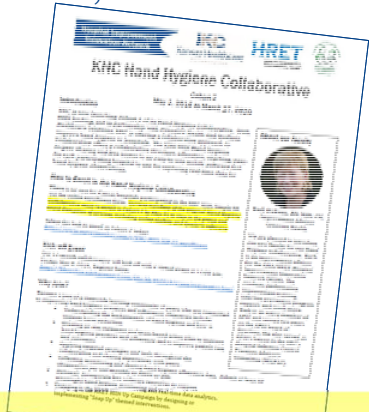
KHC HIIN Update

KHC HIIN Hand Hygiene Collaborative Cohort 2

May 1, 2019 to March 27, 2020

KHC is now launching Cohort 2 of its Hand Hygiene Collaborative.

This 11-month collaborative, conducted by KHC with Cynosure Health improvement advisor Barb DeBaun as subject matter expert and faculty, will kick off with a virtual event, May 3, 2019.



See the informational flyer at https://www.khconline.org/files/HIIN/Hand_Hygiene/KHC-HIIN-HH-C2-flyer.pdf

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KHC HIIN Data Update

KHC HIIN Data Update

- Status Update
- Reports
- Data submission schedule

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KHC HIIN Data Update

TDB

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Resources and Upcoming Events

Resources and
Upcoming Events

Chuck Duffield

Performance Improvement
Manager

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Resources and Upcoming Events

#OneHealthKS Pledge

www.useantibioticswisely.org

Antimicrobial Stewardship
KHC, along with its partners in the Kansas Quality Improvement Partnership (KQIP), invite all health care settings and providers – animal and human – to:

**Actively commit to antimicrobial stewardship
by taking the #OneHealthKS Pledge.**




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Resources and Upcoming Events

#OneHealthKS Pledge

What would we be pledging to do?

- By end of **month 1**, designate clinical leadership, a single leader, who will be responsible for program outcomes.
- By end of **month 6**, allocate necessary resources, including human, financial and I.T. resources.
- By end of **month 9**, develop local expertise by identifying and providing training for stewardship leaders through online or in-person training.
- By end of **month 12**, complete education for clinicians and patients about both resistance and optimal prescribing/antibiotic use.



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Resources and Upcoming Events

How can I learn more?

Visit
<https://public.kfmc.org/sites/hai/SitePages/Kansas%20Quality%20Improvement%20Partnership.aspx>

Pledge online or return the pledge form by fax or email.

KQIP cover letter, recommendation, and pledge form:
<https://www.khconline.org/files/HIIN/OneHealthKS-pledge.pdf>

Questions? Contact a KQIP representative
 or call Michele Clark at KHC, 785-235-0763
 x1321 or mclark@khconline.org.



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Resources and Upcoming Events

Upcoming KHC Events

- **KHC Hand Hygiene: Monthly Virtual Meeting**
 May 3, 2019 11:00am - 12:00 pm - [Register Here](#)
We will be conducting a sign-up refresh soon.
Please watch your emails and Listserv messages for more information!
- **KARQM 2019 Spring Conference: May 9**
Registration to open soon. Details forthcoming from Kansas Hospital Association.
[Details and register here](#)
- **Summit on Quality ● May 10, 2019**
Make plans to join Kansas Healthcare Collaborative and Kansas Foundation for Medical Care as we celebrate a decade of quality improvement success and prepare for the next phase of health care transformation.
 - [Details and register here](#)

See more KHC events at
<https://www.khconline.org/events/full-events-list>

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Resources and Upcoming Events

Upcoming KHC HIIN Webinars

KHC HIIN: **Monthly Virtual Meeting**
May 22, 2019 ● 10:00am - 11:00 am - [Register here](#)

KHC HIIN: **Monthly Virtual Meeting**
June 26, 2019 ● 10:00am - 11:00 am - [Register here](#)

Information: <https://www.khconline.org/events/hiin-events>
Contact Chuck Duffield, cduffield@khconline.org or call (785) 235-0763 x1327.

See more KHC events at
<https://www.khconline.org/events/hiin-events.htm>

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Resources and Upcoming Events

Recent Webinars and Events


- **March 27, 2019 - KHC HIIN Webinar**
Kansas Falls Sprint Summary and Hospital Sharing
 - [Webinar recording](#) ● [Presentation handout](#)
- **March 21, 2019 - KHC HIIN Falls Prevention Sprint - Session #6**
 - [Webinar recording](#) ● [Presentation handout](#)

See KHC HIIN Education Archive at
<https://www.khconline.org/initiatives/hiin/education/khc-hiin-2019-educational-events>

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Please provide feedback to this webinar.
Let us know your next steps.

<https://www.surveymonkey.com/r/KHC-HIIN-04242019>



APR 24 National Walk at Lunch Day 2019
Public · Hosted by Blue Cross and Blue Shield of Kansas

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COLLABORATIVE

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For more information:
→ KHOnline.org

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