

KHC Hospital Improvement Innovation Network

March 25, 2020
10 to 11 a.m. CT

HIIN Goal:
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

Guest Speakers

Allison Peterson DeGroff
KHC Executive Director
ADeGroff@khconline.org

Sally Othmer
Sr. Director of Data & Quality
Kansas Hospital Association
sothmer@kha-net.org

Hospital Presentations

Community HealthCare System, Inc.
Karen Elliott, Infection Control Nurse
elliott@chcsks.org
Mindy Olberding, Chief Nursing Officer
mindyolberding@chcsks.org

Ness County Hospital District No. 2
Darlene Bennett
Lab Manager/Infection Control
darleneb@nchospital.org

Kansas Healthcare Collaborative



Michele Clark, MBA, CPHQ, CPPS, ABC
Program Director
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Eric Cook-Wiens, MPH, CPPS
Data and Measurement Director
ecook-wiens@khconline.org



Chuck Duffield, MMIS, LSS
Performance Improvement Manager
cduffield@khconline.org

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March 25, 2020

Agenda

- Welcome
- Hospital Sharing: “Hand Hygiene Success Stories”
 - Community HealthCare System, Inc.
 - Ness County Hospital District No. 2
- Announcements and Updates
- Data Update
- Resources and Upcoming Events
- Wrap-up



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Spotlight on Success

Hand Hygiene



Community
HealthCare System
NE Kansas


Karen Elliott BSN, RN
Infection Control Nurse

Mindy Olberding MSN, RN
Chief Nursing Officer

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Hospital Sharing – Community HealthCare System

About Us



- 25 Bed Critical Access Hospital
 - One facility in St. Mary's (6 beds)
 - Main facility in Onaga (19 beds)
 - 6 clinics
 - 2 Long Term Care Facilities
 - 1 Assisted Living

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Hospital Sharing – Community HealthCare System

Our team

- Mindy Olberding, RN, CNO
- Karen Elliott, RN, Infection Control Nurse
- Catherine Peverley, RN - Onaga
- Crystal Haven, RN - St. Mary's
- Jenna Vandonge, RN - Surgery
- Joely Jellison, RN - Manager St. Mary's Acute
- Kayla Jones, RN - Surgery
- Kay Lyn Mueting, RN - Surgery Manager
- Suzanne Booth - Lab

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Hospital Sharing – Community HealthCare System

Our goal

Aim Statement:

To increase CHCS hand hygiene adherence from 60 to 95% by March 1, 2020.

2016 Hand Hygiene compliance rates were 50%

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Hospital Sharing – Community HealthCare System



**WASH HANDS
SAVE LIVES
REPEAT**

PATIENT SAFETY FIRST

Every Patient. Every Time.

 Community HealthCare System
NE Kansas

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Hospital Sharing – Community HealthCare System

Why is this project important?

At CHCS our mission is to “enrich the health and lives of the people we serve.”

Hand hygiene is the most important, effective way to prevent the transmission of healthcare-associated infections.

National compliance for hand washing for hospital personnel is around 50%. By focusing on hand hygiene we can enrich the lives of our patients and families and improve the quality of the care we provide.

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Community HealthCare System, Inc.

How data guided improvement efforts

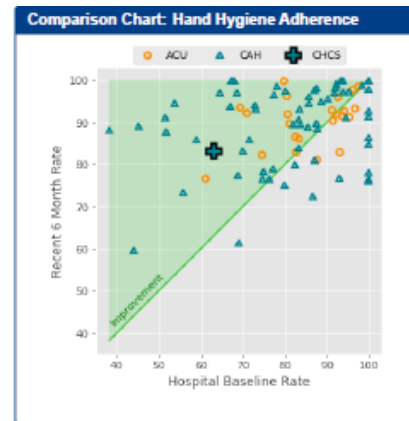
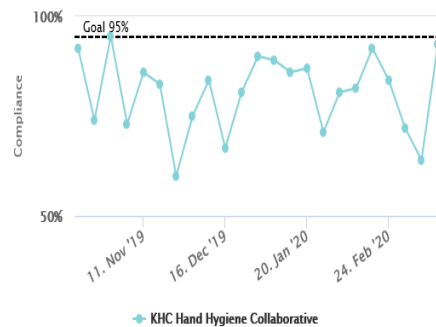
The left chart displays hand hygiene compliance rates by department. The right chart displays hand hygiene compliance rates by role. Both charts include a goal line at 95%.

Department/Role	Compliance Rate	Sample Size (n)
Lab	72%	9
Onaga Acute	72%	174
Onaga Clinic	0%	2
St Marys Acute	80%	173
St Marys Manor	67%	3
Surgery	93%	129
CNA	89%	46
CNA	74%	19
LPN	73%	11
Lab	23%	16
MD-NP-PA	76%	46
Other	100%	3
PT-OT-ST	27%	22
RN	88%	305
RT	100%	7
Radiology	50%	4
Social Worker	50%	2

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Hospital Sharing – Community HealthCare System

How data guided improvement efforts



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Hospital Sharing – Community HealthCare System

Tests of change and what we learned

- Make it FUN!
- Send out reminders weekly to continue observing
- Send Qualaris reports to team members at least every other week
- Simple signs posted EVERYWHERE, especially above wall hand sanitizers
- Use Zoom for meetings when you can.
- Have hand cream available for staff to use

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Community HealthCare System

Hand Hygiene Progress Report as of 3/20/2020

KHC Hand Hygiene Collaborative

Hand Hygiene Data

Lessons Learned

- Difficult to tell if observers are completing observations. Karen to send out a weekly (on Tuesdays) reminder to do 2 observations per shift.
- Need to keep the project in front of associates. - Karen to send out reports to managers and Team every 1-2 weeks to share with staff.
- Keep hand hygiene in front of managers - Karen to present at manager meeting quarterly - Oct. 2019
- Share the Action Plan with our LEAN team. Oct. 7.
- Share progress with managers and senior leadership monthly.
- Reminders every 1-2 weeks to observers starting on Oct. 28th.
- Hand hygiene surveys for discharged patients will be handed out by day Ward Clerk
- Send Qualaris report out every 1-2 weeks to team. Mindy will share with admin.
- Mindy will share audit info with managers for staff meetings
- Post laminated signs when finished-Karen will get signs from Sarah. Target date of completion 11/15. (Complete)
- continue all other measures. Additionally Team members to connect with associates/managers from 3 lowest percentage groups including the managers (Lab, Therapy, and CRNAs).
- Collaboration with Washburn students for their Quality project. Met on 2-11-20. Information and reports shared. Will schedule another meeting/zoom March 2020

Aim Statement

To increase hand hygiene adherence in Community Healthcare System - Hospitals from 89% to 94% (which is a 5% increase) by March 1st, 2020. Therefore reducing HAI by 0.002% to a new goal average of 0.003%. During the project we will test the use of a web-based tool, real-time data reports, and hand hygiene awareness signs for all soap and alcohol dispensers.

Why is this project important?

At CHCS our mission is to "enrich the health and lives of the people we serve." Hand hygiene is the most important, effective way to prevent the transmission of healthcare-associated infections. National compliance for hand washing for hospital personnel is around 50%. By focusing on hand hygiene we can enrich the lives of our patients and families and improve the quality of the care we provide.

Changes Being Tested, Implemented or Spread

- Qualaris in the Community Healthcare System hospitals by October 9th, 2019. October, and moving forward, Hand hygiene data will be collected via Qualaris. (T/I)
- Small signs on or by all alcohol and soap dispensers reminding patients, families, visitors, and associates to perform hand hygiene in hospital departments by November 6th. (I)
- Share performance feedback and hand hygiene rates monthly through the e-connection, staffing huddles, and departmental meetings (T/I)

Team Members

- Team Leader Karen Elliott Infection Control Nurse
- Roz Lewis Ancillary Dept. Director
- Mindy Ollberding CNO
- Kay Lyn Mueiting, Surgery Manager
- Suzanne Booth, Lab department associate
- Joely Jellison, St. Marys Acute Manager

Adapted from the Institute for Healthcare Improvement, 2012

Hospital Sharing – Community HealthCare System

Key elements to success

- More observers from multiple disciplines
- Ease of use of Qualaris for audits and reports-Observers were asked to complete two observation per shift worked
- Directors/Managers report back to associates, including providers
- Huddles-information shared
- Component of QI program for each department
- Managers and Directors taking ownership instead of just Infection control Nurse and CNO

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How we plan to sustain and build on gains

Worked with last semester Washburn Nursing students.

As part of their Quality rotation they developed an incentive program for us to utilize to continue to increase and maintain satisfactory rates.

Advice for Others

- Buy in from staff helps improve program
- Don't give up
- Friendly competition works
- Non punitive
- Input from other departments beneficial –not just managers involved

Hospital Sharing – Community HealthCare System

Questions?

Please type your questions or comments into the Chat Pod

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Hospital Sharing - Ness County Hospital District No. 2

Spotlight on Success

Hand Hygiene

NESS COUNTY HOSPITAL
785-798-2291 **312 Custer**
Ness City, KS 67560

Darlene Bennett, MLT (ASCP)
Lab Manager/Infection Control
darleneb@nchospital.org

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About Us



NCH is licensed as a Critical Access Hospital (CAH) with 25 beds providing acute, skilled and intermediate care. Cedar Village is an attached Long Term Care facility with 30 beds.

Our team

- Curt Thomas, CEO
- Cynthia Maier, RN, CNO
- Sara Corsair, RN, LTC, DON
- J.J. Riffel - HSK/Laundry Manager
- Tammy Pfannenstiel - Clinic Manager
- Darlene Bennett, MLT(ASCP) - Lab Manager/Infection Control

Hospital Sharing - Ness County Hospital District No. 2

KHC Hand Hygiene Collaborative

Aim Statement

By March 2020, Ness County Hospital wants to increase the hand hygiene adherence rate to at least 95% by implementing a new hand hygiene campaign.

Why is this project important?

Hand Hygiene is one of the best ways to prevent the spread of infection! We want to heal our patients, not harm them by giving them a healthcare associated infection!

Hand Hygiene Data

June 2019 – 67%

July 2019 – 57%

August 2019 – 73%

September 2019 – 83%

October 2019 – 86%

November 2019 – 76%

December 2019 – 93%

January 2020 – 87%

Reasons for non-compliance

- Staff are busy and often just don't take the time to perform proper hand hygiene.
- Staff are hesitant to say something to their co-workers that do not perform hand hygiene.
- Staff does not like current hand sanitizer.

Next Steps

- Continue to monitor hand hygiene
- Re-educate staff on the importance of proper hand hygiene.
- Continue “friendly” reminders of new campaign.
- Compare sample hand sanitizers and choose the “favorite”!

Changes Being Made

- We have implemented a new hand hygiene campaign:

SCRUB NOW AND PREVENT

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Adapted from the Institute for Healthcare Improvement, 2012

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Hospital Sharing - Ness County Hospital District No. 2

Our goal

Aim Statement:

By March 2020 Ness County Hospital will increase its hand hygiene adherence rate to at least 95% by implementing a new hand hygiene campaign.

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Why is this project important?

Hand Hygiene is one of the best ways to prevent the spread of infection! We want to heal our patients, not harm them by giving them a healthcare-associated infection.

How data guided improvement efforts

Sharing the data with the staff was a key factor in increasing our adherence rates!!

I also learned that my direct interaction with all the staff in trying new hand sanitizer samples and the selection of a new product helped increase my rates!!

How data guided improvement efforts

- Direct hand hygiene observations were done on a routine basis without a clipboard in hand. Most staff didn't even know I was observing them. That's how I knew that my initial numbers were correct!
- I went around the facility with the new percentage each month and thanked the staff for the increase in adherence!



What I learned

- I feel the biggest lesson learned was: Talk to your staff!! Let them know that you want their input!! Show them that you are not out to get them if they don't perform hand hygiene correctly.
- Our campaign has worked very well. Our staff has had fun with reminding each other (O' snap! you forgot!!)

Key elements to success

- Including all staff in the process of sampling and choosing a new hand sanitizer.
- Our new hand hygiene campaign. SNAP
- Communicating our monthly percentages with the staff.
- Saying “Thank you” to the staff.

How we plan to sustain and build on gains

- I will continue to interact with the staff by discussing hand hygiene and how can we improve it!
- Vote in a new Campaign this summer.
- Tackle each obstacle as they appear.

Advice for Others

- Include your staff!!
- Have fun with your campaigns!
- Interact with your staff enough so that they are comfortable approaching you with obstacles or new ideas!!

Questions?

Please type your questions or comments into the Chat Pod

Announcements and Updates

Announcements and Updates

- Introducing Allison DeGroff, KHC's new Executive Director
- HIIN Updates
- Statewide hospital recognition
- KHA COVID-19 and QHi Update by Sally Othmer
- HQIN enrollment extended

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Announcements and Updates

Welcoming our new KHC Executive Director



Allison Peterson DeGroff, BA

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Announcements and Updates

HIIN Reflections

What has been your hospital's greatest accomplishment (or progress made) as part of your participation in the HIIN?

HIIN Feedback Survey

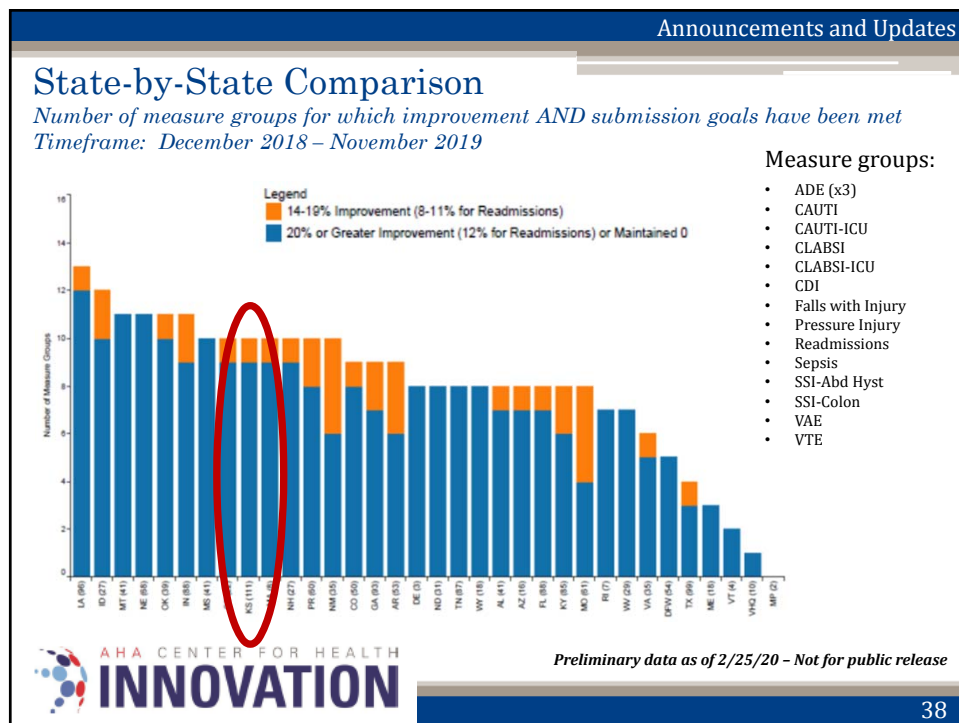
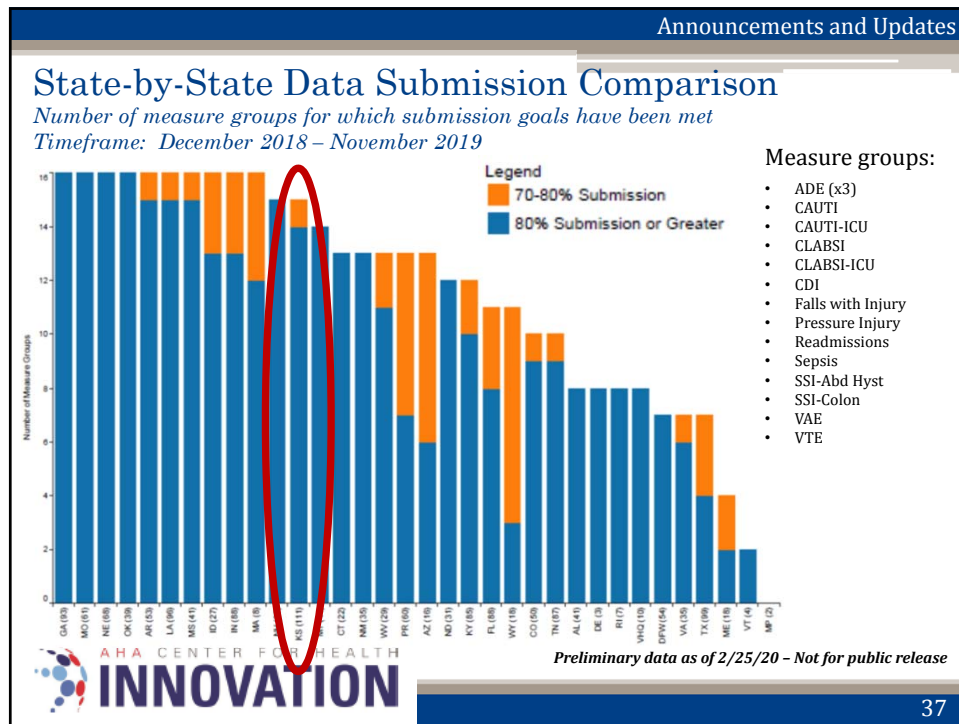
Please respond at your convenience.
Takes about 10 minutes.
One response per hospital, please.

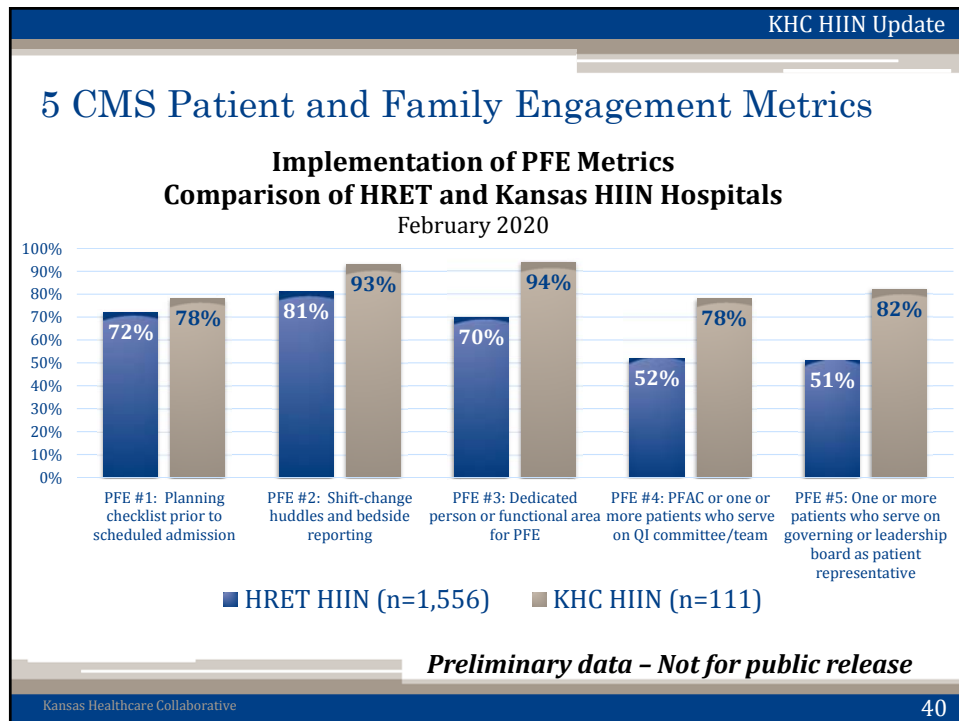
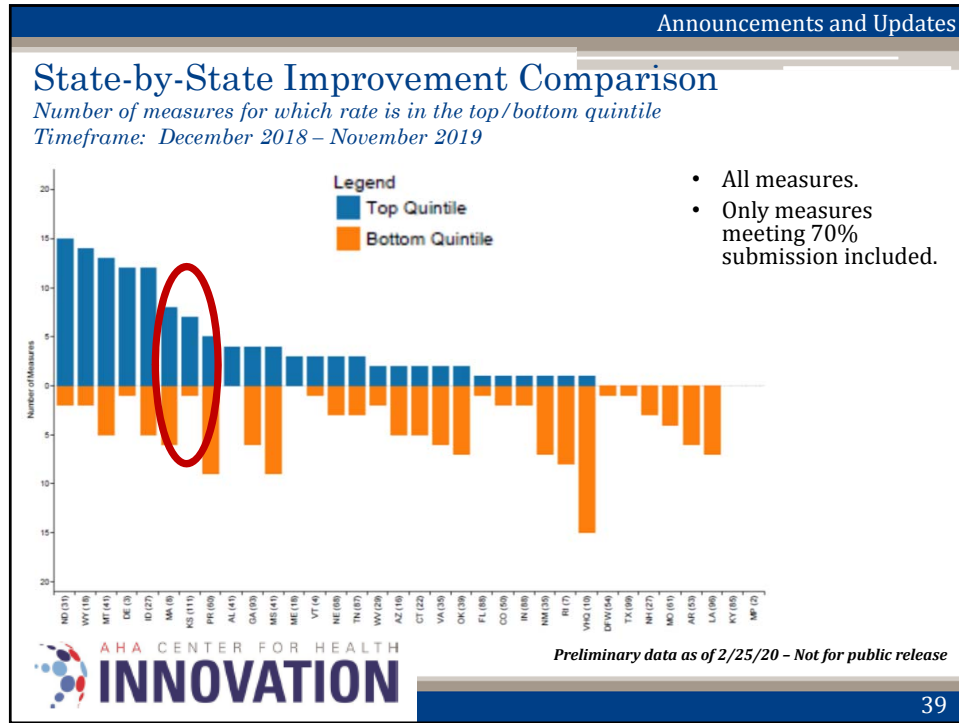
<https://www.surveymonkey.com/r/KHC-HIIN-feedback>

HRET HIIN Final Results

Pending CMS approval, HRET HIIN final results will be included in the American Hospital Association's public HIIN report. Results cannot be shared externally until CMS approval is received.








KHC HIIN Update

RECOGNITION TIMELINE:

- **March 16** – Milestone 16 deadline
- **March 25**– Recognition of hospitals with highest achievements during HIIN webinar.
- **March 25** – Final KHC HIIN data analytic reports emailed to Kansas hospitals
- **April** – Hospital recognition at KHA “Virtual” District Meetings, April 7-16. Certificates, news release template and recognition logo emailed to hospitals.
- **Ongoing** – Kansas hospital success stories developed and shared

Kansas Hospital HIIN Recognition



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KHC HIIN Update

Kansas Hospital HIIN Recognition




All hospitals who are participating in HIIN will be recognized at one of three levels

- **“Accomplishment”** hospitals have worked continuously toward goals as part of the KHC HIIN.
- **“Achievement”** hospitals have achieved HIIN goals for both Data Submission and Measure Performance
- **“Highest Achievement”** hospitals have met “Achievement” criteria, *plus* have met HIIN goals in implementing one or both of the HIIN operational metrics:
 - Patient and Family Engagement
 - Health Equity Operational Assessment

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KHC Milestone 16

KHC designates 31 Kansas hospitals for “Highest Achievement” in the KHC HIIN



Recognized for **HIGHEST ACHIEVEMENT** 2020
by the Kansas Healthcare Collaborative

- Ashland Health Center
- Clara Barton Hospital
- Cloud County Health Center
- Coffeyville Regional Medical Center
- Decatur Health Systems, Inc.
- Ellsworth County Medical Center
- Girard Medical Center
- Goodland Regional Medical Center
- Greeley County Health Services
- Hiawatha Community Hospital
- Holton Community Hospital
- Hutchinson Regional Medical Center
- Jewell County Hospital
- Kiowa County Memorial Hospital
- Logan County Hospital
- Medicine Lodge Memorial Hospital
- Mercy Hospital, Inc.
- Miami County Medical Center
- Nemaha Valley Community Hospital
- Neosho Memorial Regional Medical Center
- Ness County Hospital District No. 2
- Osborne County Memorial Hospital
- Russell Regional Hospital
- St. Catherine Hospital
- Saint Luke Hospital and Living Center
- Saint Luke's South Hospital
- Satanta District Hospital
- Sheridan County Health Complex
- Susan B. Allen Memorial Hospital
- University of Kansas Healthcare System - Pawnee Valley Campus
- Wamego Health Center
- Wichita County Health Center

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KHC Milestone 16

KHC designates 14 Kansas hospitals for “Highest Achievement with Distinction”



Recognized for **HIGHEST ACHIEVEMENT** 2020
by the Kansas Healthcare Collaborative

- Anderson County Hospital
- Community Memorial Healthcare, Inc.
- Edwards County Medical Center
- Gove County Medical Center
- Hays Medical Center
- Labette Health
- Meade District Hospital / Artesian Valley Health System
- Memorial Health System
- Mercy Hospital Columbus
- Morris County Hospital
- Newman Regional Health
- Newton Medical Center
- Norton County Hospital
- Scott County Hospital

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HRET HIIN Closeout Items

- HRET HIIN website (www.hret-hiin.org) will shut down at 5:00 p.m., CT, Tuesday, March 31, 2020.
 - We encourage you to download any resources and tools that you find beneficial to continue your patient safety and Q.I. efforts.
 - Contact KHC for resources (We have saved most everything!)
 - Future access to resources and tools will be moved to AHA website (www.aha.org), pending CMS permission.
- HRET will be closing most LISTSERVs and transitioning everyone to the “Hospital-Wide” LISTSERV.
 - You may unsubscribe to be removed from this list.

KHC HIIN Transition Items

- KHC HIIN website (www.khconline.org) remains available. Valued resources from previous collaboratives will be reorganized and made available in the public domain.
- We will continue to add your success stories and resources.
- KHC will be closing its HIIN LISTSERVs and reconfigure for continuing improvement support.
- KHC plans to continue monthly learning/sharing webinars. We are transitioning to a new webinar platform and will provide those links when available to pre-register.
- To keep momentum going, we are developing a set of transition measures in partnership with QHi. Watch for more information.

KHA Update – COVID-19 Support

- KHA in close communications with KDHE, Governor's office, CMS, AHA, federal and state delegations
- Daily COVID-19 e-mail updates
- At least weekly COVID-19 hospital huddles
- [KHA COVID-19 Resources](#)
- CMS regulatory relief - including on mandatory quality reporting



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KHA Update

- QHi
 - Antimicrobial Stewardship Measure
 - EDTC measure
 - Work on transition measure set
- Thank you and congratulations to all Kansas HIIN participating hospitals for your great work!



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KHC Update

HQIN Improvement Partners in Kansas



Will work with Hospitals and Health Systems, Providers, Allied Health Systems, and other Community Partners.



Will work with Nursing Homes.




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KHC Update

What HQIN members can expect

- Monthly comparative data reports.
- Timely response to calls and emails.
- Peer-to-peer learning opportunities.
- Effective tools, resources and education.
- Best practices from across the country.
- Recognition for your results.



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KHC Update

HQIN members' commitment

- Sign participation agreement.
- Monthly data reporting.
- Engagement in QI activities.
- Participate in virtual learning events.
- Share best practices with other participants.






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KHC Update

Enrollment Information

Sign up at no cost today:
www.KHConline.org/HQIN







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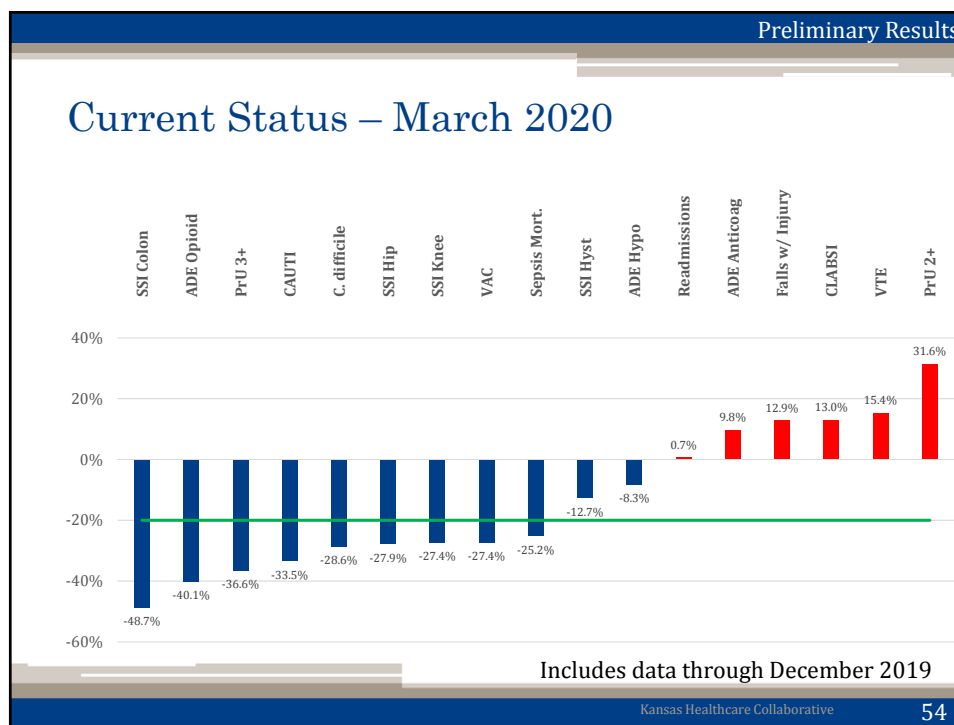
KHC HIIN Data & Measures Update

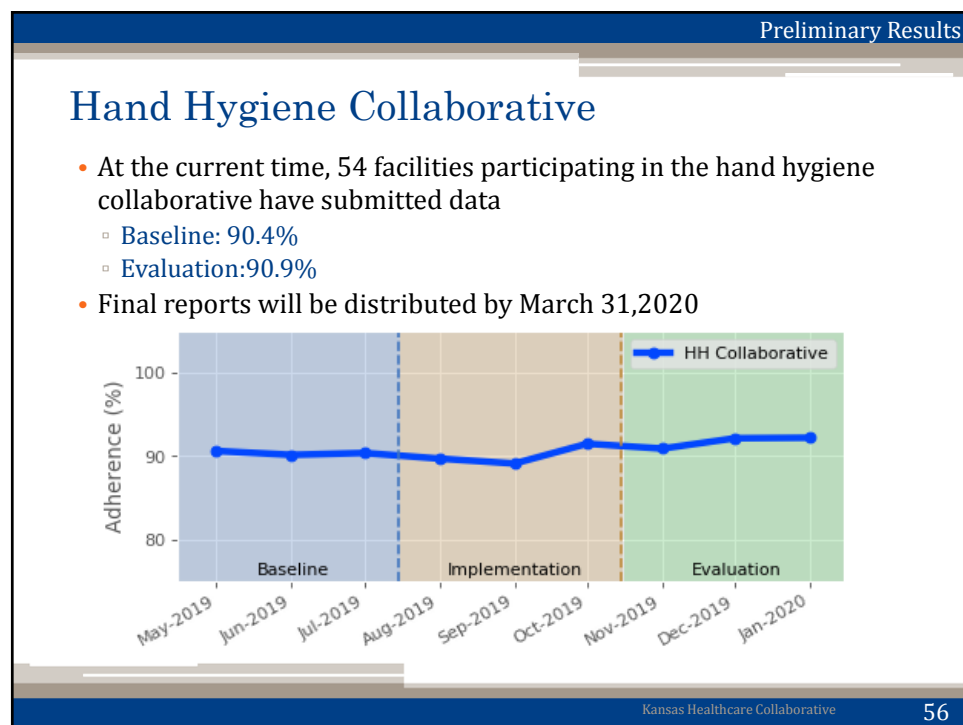
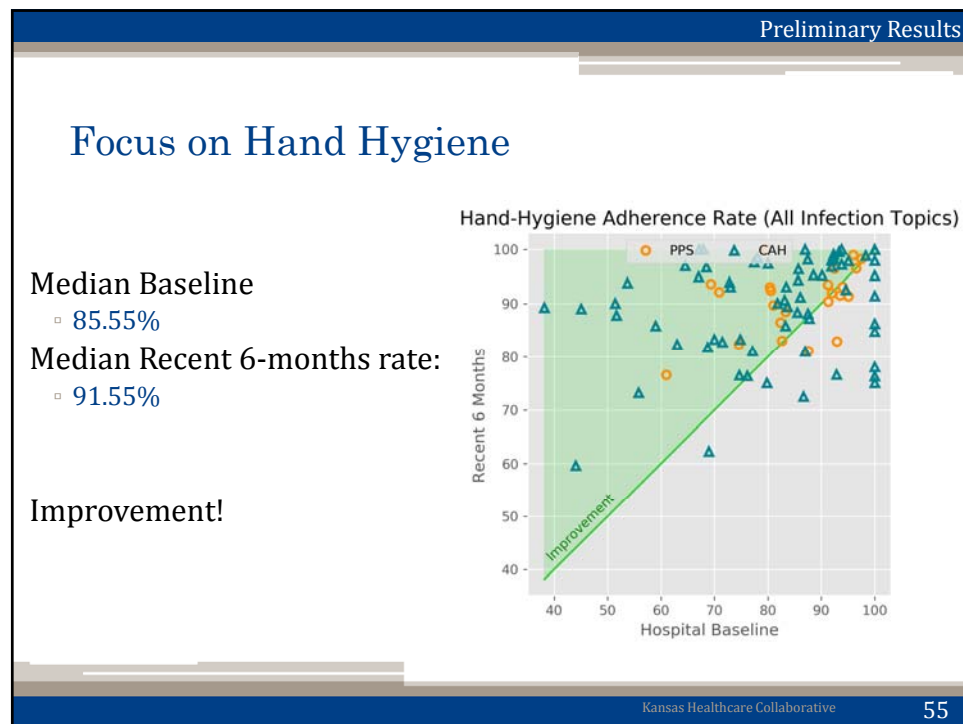
KHC HIIN Measures and Data Update

- Current status
- Focus on Hand Hygiene
- March Data Reports

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KHC HIIN Data & Measures Update

March Data Reports

- Final HIIN reports will go out by email to CEO, CNO and HIIN primary and secondary contacts today (3/25/2020)
 - Based on our Milestone 16 snapshot date (3/16/2020)
 - Distribution list will include CEO, CNO, HIIN primary and secondary contacts
- Final HIIN data was uploaded this week
- Moving forward
 - KHC data team is still available to help with measures, data and using data for improvement!
 - Our measure set will evolve to reflect what we are working on.
 - Stay Tuned!

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Resources and Upcoming Events

Resources and Upcoming Events

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Resources and Upcoming Events

Now Available! www.khconline.org/pfa-orientation

A series of short, animated training videos for hospital patient and family advisors (PFAs).

1. PFAs and the changing culture of healthcare
2. Four ways PFAs can partner with their hospitals
3. Communicating effectively as a PFA
4. Presenting your patient or caregiver story to an audience *(available next week)*

Developed for KHC HIIN hospitals by subject matter expert Allison Chrestensen, Tandem Healthcare Solutions.

KHC will soon distribute links via email to primary and secondary HIIN contacts, as well as our PFE List-serv.

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Resources and Upcoming Events

Covid-19 Resources

- **Comprehensive COVID-19 Resources**
 - Kansas: www.kdheks.gov/coronavirus
 - United States: www.cdc.gov/coronavirus
 - International: www.who.int/coronavirus
 - KMS: www.kmsonline.org/coronavirus
- Coronavirus COVID-19 Global Cases by Johns Hopkins CSSE
 - <https://www.arcgis.com/apps/opsdashboard/index.html?fbclid=IwAR3KQkHaNa-3aoWzMpmzqj1rUWcu9P25bHFB3-Fg4cInw8WGiAjw9sgttBI#/85320e2ea5424dfaaa75ae62e5c06e61>
- FaceBook updates:
 - https://www.facebook.com/coronavirus_info/?page_source=notif_coronavirus_update¬if_id=1584808509972577¬if_t=coronavirus_update

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Resources and Upcoming Events

Follow KHC on social media!

We'll help you spread your messaging
and provide you with messaging that
your organization is free to use.

Kansas Healthcare Collaborative
Published by Michele Clark (71) · July 11 · 🌐

Congratulations! Hiawatha Community Hospital & Family Practice Clinics has been recognized as a "Pinnacle Practice." They are just one of five practices in Kansas to receive the distinction in 2019, which comes with a \$12,000 award.

Pinnacle Practices have excelled in efforts to steadily improve health care quality, safety, and value with patient-centered, evidence-based interventions. Read more about what distinguishes the clinic in Hiawatha: [KHCOnline.org/hiawatha](https://khc.org/hiawatha)

48 People Reached 5,740 Engagements 44 Comments 59 Shares

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/company/khcqi

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HRET HIIN QIN-tastic Webinar

HRET HIIN >>>>>>>>

UPCOMING WEBINARS

A QIN-TASTIC WEBINAR: Mobile Integrated Healthcare – Collaborating to Create Social Value and Economic Development

Wednesday, March 25, 2020, 1:30 – 2:30 pm CST >> [REGISTER HERE](#)

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Events and Resources

Previous HRET & KHC HIIN Webinars

- KHC HIIN or HRET HIIN events. Links to access the archives:
 - [KHC HIIN education archive](#) (chronological order)
 - [HRET HIIN education archive](#) (organized by topics)

Resources

- Kansas Healthcare Collaborative
www.khconline.org
- AHA/HRET Hospital Improvement Innovation Network
www.hret-hiin.org
- CMS Partnership for Patients
<https://partnershipforpatients.cms.gov/>
- Partnership for Patients Healthcare Communities
<https://www.healthcarecommunities.org/CommunityHighlights/PartnershipforPatients>

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Wrap-up

An illustration of two yellow Minions from the Despicable Me franchise. They are standing side-by-side, facing forward, with their arms raised in a celebratory gesture. To their right, the words "thank you!" are written in a large, blue, cursive script.

A special thank you to everyone for supporting this program. It is because of all that you do, that our Kansas communities are healthier and the patients are getting the best care possible.

Every journey begins with one step, down one road, with great companions as we move towards a common goal or destination.

We are happy that we have been on this trip with you.

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Webinar Feedback

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






<https://www.surveymonkey.com/r/HIIN-Webinar-03252020>

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HIIN Contacts





Kansas Healthcare
COLLABORATIVE

Your HIIN Contacts

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For more information:
→ KHConline.org

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KHC
Kansas Healthcare
COLLABORATIVE



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Executive Director



Rhonda Lassiter
Executive Assistant/
Office Manager



Treva Borchert
Project Specialist



Phil Cauthon
Communications Director

Hospital-led initiatives



Michele Clark
Program Director



Chuck Duffield
Performance Improvement Manager

Physician-led initiatives



Rosanne Rutkowski
Program Director



Jill Daughette
Quality Improvement Advisor



Malea Hartvickson
Quality Improvement Advisor

Data and Measurement



Eric Cook-Wiens
Data & Measurement
Director



Azucena Gonzalez
Health Care Quality Data Analyst



Mandy Johnson
Quality Improvement Advisor



Patty Thomsen
Quality Improvement Advisor



Rebecca Thurman
Quality Improvement Advisor

→ Find contact info, bios, and more at: www.KHOnline.org/staff

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