KHC Hospital Improvement Innovation Network

August 28, 2019 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.





Introductions

Special Guest



Kim Werkmeister, BA, RN, CPHQ, CPPS Improvement Advisor Cynosure Health kwerkmeister@cynosurehealth.org

Kansas Healthcare Collaborative



Eric Cook-Wiens



Chuck Duffield

Performance Improvement Mgr. cduffield@khconline.org

August 28, 2019

Agenda

Welcome and Announcements HIIN Data and Measures Update Four Strategies for Reducing Avoidable Readmissions HIIN Resources and Upcoming Events







Recordings now available HIIN July "Hot Topic" Events

Discussions with subject matter experts and peers of key challenges for each topic, strategic ways to overcome them.

Falls

Recording available at <u>http://www.hret-hiin.org/resources/display/hret-hiin-hot-topic-falls</u>

Pressure Ulcers/Injuries (HAPI)

Recording available at <u>http://www.hret-hiin.org/resources/display/hret-hiin-hot-topic-hospital-acquired-pressure-injury</u>

- Venous Thromboembolism (VTE) Recording available at <u>http://www.hret-hiin.org/resources/display/hret-hiin-hot-topic-venous-thromboembolism</u>
- Ventilator-Associated Events (VAE)
 Recording available at <u>http://www.hret-hiin.org/resources/display/hret-hiin-hot-topic-ventilator-associated-events</u>



HRET HIIN New Sepsis Podcast Series Is Now Available

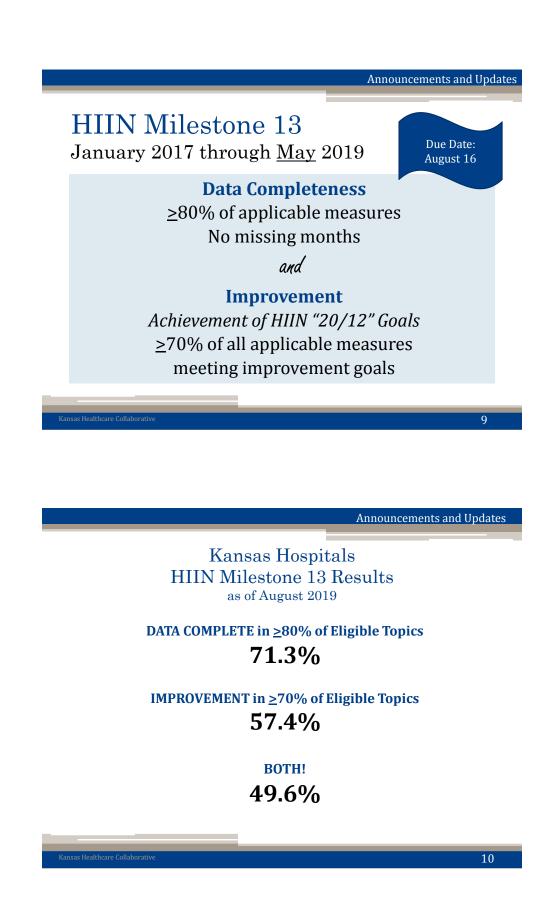
The Health Research and Educational Trust has released a new sepsis podcast series in preparation for Sepsis Awareness Month.

Podcast topics:

- Pre-Hospital Sepsis Recognition and Treatment
- Fluid Management for Sepsis
- Post-op Sepsis SNAP Learnings
- Post-Op Sepsis Syndrome
- Future of Sepsis

Click here to access the Sepsis Podcast Series: http://www.hret-hiin.org/resources/display/sepsis-podcasts

To access tools referenced during this podcast series, visit the HRET HIIN <u>Sepsis web page</u> and view the HRET HIIN <u>Sepsis Change Package</u> for information on the sepsis bundles.



Hospitals with 100% data submission

Anderson County Hospital Clay County Medical Center Coffey County Hospital Coffeyville Regional Medical Center Community Memorial Healthcare, Inc. Decatur Health Systems, Inc. Fredonia Regional Hospital Gove County Medical Center Greenwood County Hospital Hays Medical Center Hillsboro Community Hospital Hospital District No. 1 of Rice County Jewell County Hospital Kingman Community Hospital Kiowa District Hospital Labette Health Lincoln County Hospital Medicine Lodge Memorial Hospital

Mercy Hospital Columbus Mercy Hospital, Inc. Minneola District Hospital Mitchell County Hospital Health Systems Morris County Hospital Osborne County Memorial Hospital **Rawlins County Health Center** Rooks County Health Center Sabetha Community Hospital, Inc. Saint Luke Hospital and Living Center Sheridan County Health Complex Smith County Memorial Hospital St. Catherine Hospital Stanton County Hospital Trego County Lemke Memorial Hospital Wamego Health Center Wichita County Health Center Wilson Medical Center

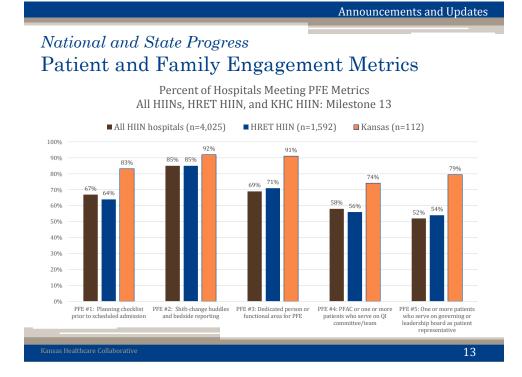
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Announcements and Updates

Hospitals with 80-99% data submission

Bob Wilson Memorial Grant County Hospital Cheyenne County Hospital Citizens Medical Center, Inc. Clara Barton Hospital Comanche County Hospital Community HealthCare System, Inc. Edwards Co. Hosp. and Healthcare Ctr. Ellinwood District Hospital Ellsworth County Medical Center F.W. Huston Medical Center Greeley County Health Services Grisell Memorial Hospital Hanover Hospital Hodgeman County Health Center Holton Community Hospital Hutchinson Regional Medical Center Kearny County Hospital Kiowa County Memorial Hospital Lane County Hospital Lindsborg Community Hospital LMH Health Logan County Hospital Meade District Hospital/Artesian Valley Health System

Memorial Health System Miami County Medical Center, Inc. Nemaha Valley Community Hospital Neosho Memorial Regional Medical Center Newton Medical Center Norton County Hospital Olathe Medical Center Inc. Ottawa County Health Center Phillips County Hospital Russell Regional Hospital Saint John Hospital Saint Luke Cushing Hospital Saint Lukes South Hospital Salina Regional Health Center Satanta District Hospital Scott County Hospital Southwest Medical Center Stevens County Hospital Sumner County Hospital District No. 1 Susan B. Allen Memorial Hospital University of Kansas Healthcare System - Pawnee Valley Washington County Hospital William Newton Hospital



CMS HIIN Phases

Core HIIN Period (2 years)

October 2016 to September 2018

HIIN Extension (6 months)

October 2018 to March 2019

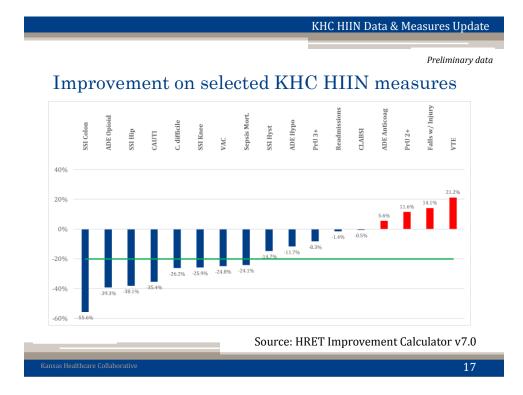
Option Year ("Periods")

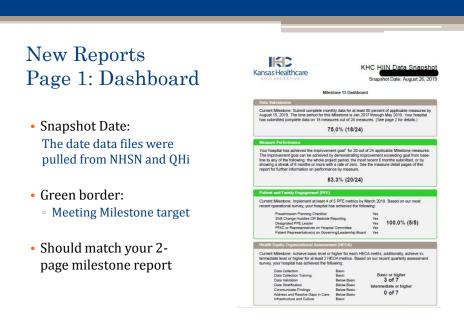
- Period 1 (3 months): April-May-June 2019
- Period 2 (1 month): July 2019
- Period 3 (1 month): August 2019
- Period 4 (7 months): September 2019 to March 2020*

*anticipated

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New Reports Page 2: Summary / TOC

						Milestone M	leasures
Measure	Page	Data Submiss	ion	Baseline vs Project	Improvement Stati Baseline vs Recent Six	stics Zero Streak	
ADE: Naloxone	4	100.0%		-	•	26	1
ADE: Insulin	5	100.0%		100.0%	100.0%	26	1
ADE: Warfarin	6	100.0%		53.4%	-75.1%	0	1
CAUTI Rate	7	100.0%		40.5%	-22.1%	5	1
Cath. Util. Rate	8	51.7%		78.9%	31.4%	0	1
CLABSI Rate	9	100.0%		•	•	11	4
CL Util. Rate	10	100.0%		-1639.1%	-2463.0%	0	
Falls w/ Injury	11	100.0%		65.1%	100.0%	20	4
HAPU Stage 2+	13	100.0%		•	•	11	1
HAPU Stage 3+	18	100.0%		•	•	0	
Readmissions	14	100.0%		-549.1%	100.0%	8	1
Overall Sepsis Mortality	18	98.6%		•	•	1	
C. difficile Rate	16	100.0%		100.0%	100.0%	34	1

- Serves as a table of contents (TOC)
- Hyperlinks work
- Only Milestone relevant measures included
- Green shading indicates meeting data submission targets or improvement targets
- Checkmark if any improvement statistics are meeting target
- Baseline vs. project
- Baseline vs. recent 6 months
- Six or more months with a rate of zero.

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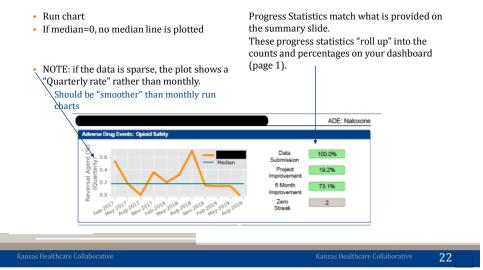
New Reports Page 3: Summary / TOC

- Optional and Kansas-only measures are provided on page 3 (with links to detail pages)
- No checkmarks because these measures do not apply to the milestone

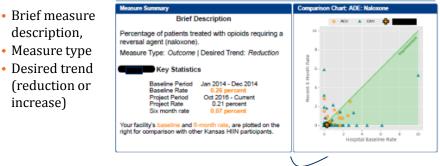
				Optional and Kar	nsas-Only Me	asure
Measure	Page	Data Submission	Baseline vs Project	Improvement Statistics Baseline vs Recent Six	Zero Streak	
CLIP Bundle	18	3.4%		•	0	
Falls w/ or w/out injury	12	100.0%	-39.9%	42.6%	2	
Readmissions Medicare	15	96.6%	17.5%	100.0%	7	
Hospital-Onset Sepsis	18	98.6%	•		0	
Hand Hygiene Adherence	18	51.7%		•	0	
3 Hr. Sepsis Bundle	18	100.0%	-	•	0	
Patient Handling Harms	18	100.0%		•	0	
Workplace Violence	18	100.0%		•	0	
MRSA	17	90.0%	•		28	



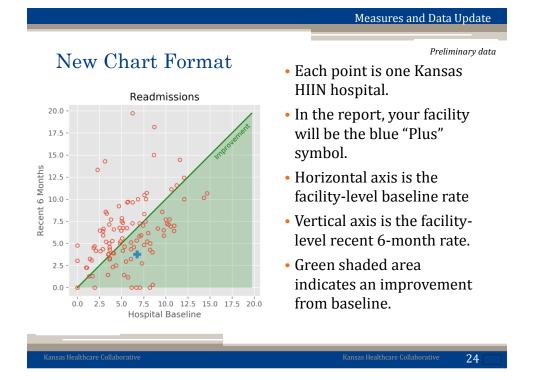


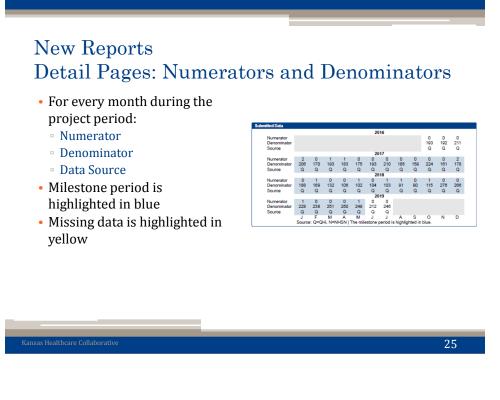


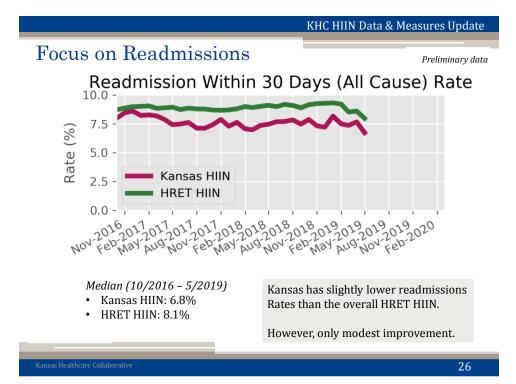
New Reports Detail Pages: Measure Summary & Scatter Plot

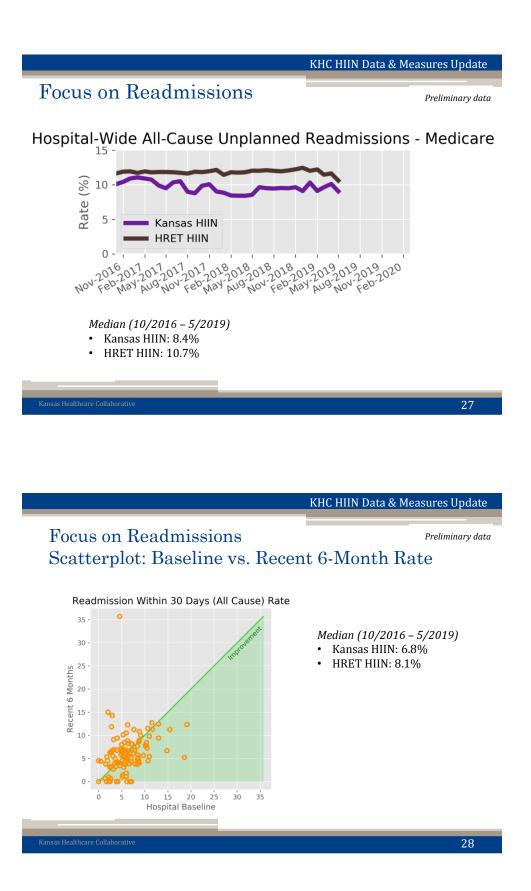


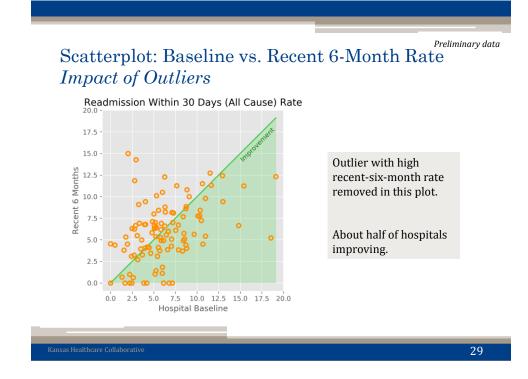
Your facility's "+" symbol location is determined by: Baseline rate (horizontal axis) Recent six month rate (vertical axis)



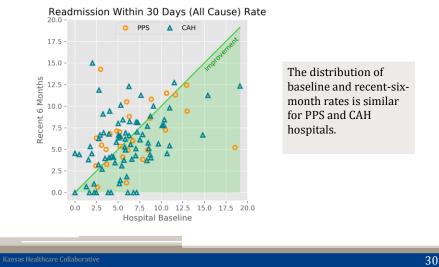


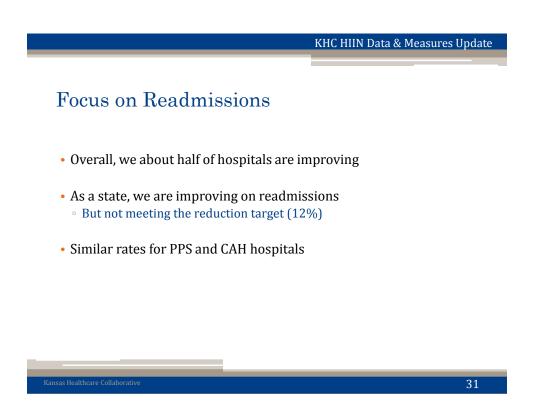












KHC HIIN Data & Measures Update

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Kansas HIIN - Data Submission Schedule

Outcome & Process Measures for HACs occurring in:	Readmissions for index discharges in, and SSI for procedures performed in:	Data Submission Due	
January 2019	December 2018	28-Feb-2019	
February 2019	January 2019	31-Mar-2019	
March 2019	February 2018	30-Apr-2019	
April 2019	March 2019	31-May-2019	
May 2019	April 2019	30-Jun-2019	
June 2019	May 2019	31-Jul-2019	
July 2019	June 2019	31-Aug-2019	
August 2019	July 2019	30-Sept-2019	
September 2019	August 2019	31-Oct-2019	
October 2019	September 2019	30-Nov-2019	
November 2019	October 2019	31-Dec-2019	
November 2019	October 2019	51-Dec-2019	



Advancing Health in America

Strategies for Reducing Avoidable Readmissions

Kim Werkmeister, BA, RN, CPHQ, CPPS Cynosure Health



What Drives Improvement in Readmissions?



Many Resources Available to Guide Improvement

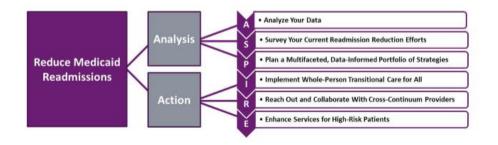






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ASPIRE Guide: What Drives Improvement?

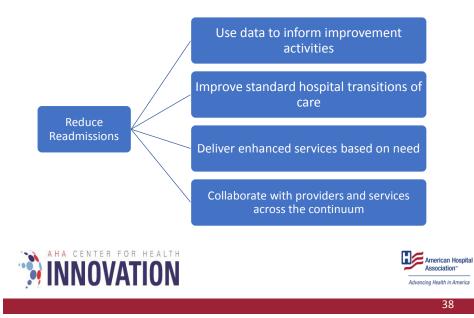




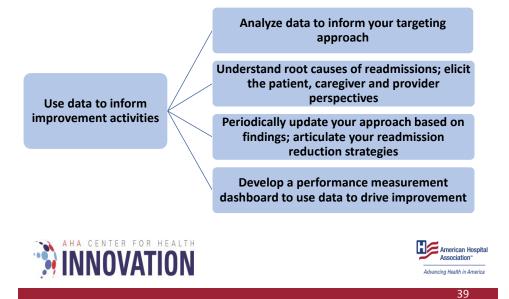


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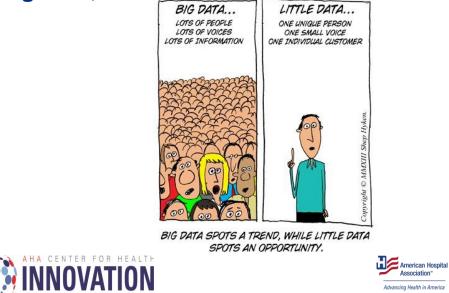
Drivers for Improvement in Readmissions



Driver #1: Use Data to Inform Improvement Activities



Big Data, Little Data



Big Data – What Coded Data Tells Us

	Table 1. Readmission Rate			Medicare	Medicaid	Commercial	Uninsured
	# discharges						
	# readmissions						
5	Readmission rate	<u> </u>	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
1							
3	Table 2. Percentage of Discharges and Readmissions		All	Medicare	Medicaid	Commercial	Uninsured
)	% of total discharges by payer		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
0	% of total readmissions by payer		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
1							
2	Table 3. Days Between Discharge and Readmission						
3	# of readmissions within 0-4 days of discharge						
4	# of readmissions within 10 days of discharge						
5	# of readmissions between days 0-30 of discharge						
6	% of readmissions in 0-4 days	1	#DIV/0!				
7	% of readmissions in 0-10 days	1	#DIV/0!				
8	% of readmissions in 0-30 days		#DIV/0!				
19							
	 Instructions Data Entry Data Dashboard Data I 	Entry (Example)	Data Dashboard	(Example) (+) : (

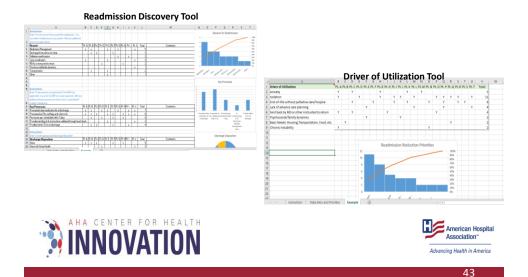
Data Drill Down Tool

Talking to our patients

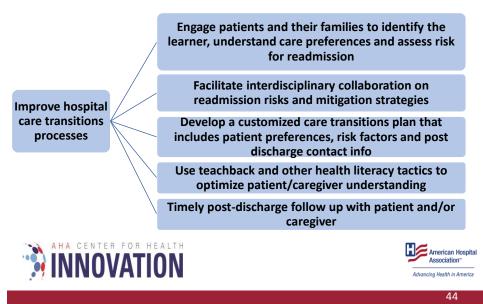
 "THE KEY TO GOOD DECISION MAKING IS NOT KNOWLEDGE. IT IS UNDERSTANDING."
 —MALCOLM GLADWELL BLINK
 **



Little Data – What Our Patients Tell Us (The REAL Story)



Driver #2: Improve Hospital Care Transitions Processes



Match needs with resources

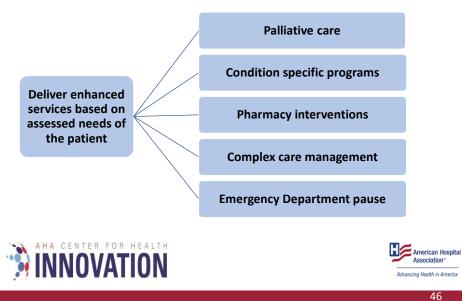
- Which patients will probably do well with "normal discharge"?
- Which patients need something more?
- Which patients need far more?
- How do you know?
- What do you do?





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Driver #3: Deliver Enhanced Services Based on Needs



What are Enhanced Services?

- Additional services and supports in the time following care in your organization.
- Services not provided to all patients as part of routine care.
- Offered to subgroups identified as "high risk" of readmission.
- Delivered prior to and after discharge, often for 30 days.
- Deployed at provider expense to reduce readmissions.
- Delivered by hospital staff or by contracted staff from other entities.





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Which Patients Need Enhanced Services?

- There may be several target populations at high risk of readmission identified by your data analyses.
- Consider the following high-risk target populations:
 - Patients with chronic illness
 - Patients with co-existing behavioral health diagnoses
 - Patients discharged to short term skilled nursing facilities
 - High utilizer patients
- One "standard" transitional care model would not likely meet the needs and address the root causes of readmissions for all these populations.
- Design "enhanced services" to meet the needs of each target population.





What are Enhanced Services?

- Navigating.
- Hand-holding.
- Arranging for....
- Providing with....
- Harm reduction.
- Meet "where they are."
- Patient priorities first.
- Relationship-based.





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Highest Utilizer Strategies

- Identify highest utilizers
 - How many of your patients are admitted to the hospital 4 or greater times in any calendar year?
- Learn what drives their utilization
 - More than chart audits
- Meet the needs of those patients
 - These changes will have far reaching effects for other patients

What are you doing for your highest utilizers?





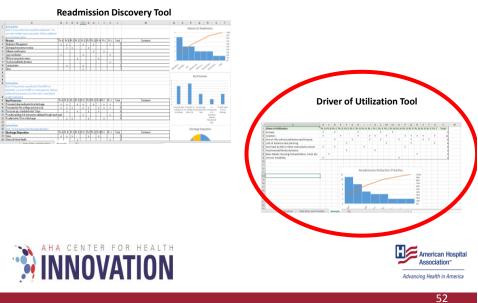
Many of These Patients Have, in Combination



Acute clinical: • Sepsis, UTI Chronic clinical: • HF, COPD Behavioral health • Mood disorders • Substance use disorder Social issues



Little Data – What Our Patients Tell Us (The REAL Story)



Key Strategies for High Utilizer Patients

- Identify the patient in real-time.
- Engage the patient while they are on-site.
- View utilization as a symptom of unmet needs.
- Prioritize engagement.
- Deploy an interdisciplinary team.
- Be proactive in post-hospital follow up.
- Be patient and persistent.
- Have resources to deploy to meet short term needs.
- Use care plans to improve care across settings and over time.





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Emergency Department Efforts

- Process to inform ED staff that this person had a prior admission
- Pause to interact in-person or on the phone with a care transitions team member
- Decision
 - Admit
 - Observation
 - · Home with follow up

What are you doing in your ED?





ED Strategies for High Utilizers

- Create a 30-day return flag on the ED Tracker Board:
 Be sure to communicate what their desired response to the flag is.
- Use the 30-day return flag to notify the high-risk care team:
 Real-time notification to allow team to work with ED on safe discharge.
- Use care plans and care teams' involvement in the ED:
 Communicate baseline clinical status, recurrent utilization, next steps.
- Consider developing "treat and return" pathways:
 - Inventory the capabilities of post acute providers and post in ED.
- Engage hospitalists in decision to admit:
 - Create a collaborative culture to reduce avoidable decisions to admit.





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Driver #4: Collaborate with Providers and Agencies Across the Continuum

Collaborate with providers and agencies across the continuum

Identify clinical, behavioral, social and community based support organizations that share the care of your high risk patients

Convene a cross continuum of providers and agencies that share the care of your high risk patients

Improve referral processes to make linking to social, behavioral and community-based services more effective and efficient





Finding Agencies for Collaboration

- Highest utilization for your population
- Referral sources
- Community agencies







What Services Exist That I Am Not Aware Of?

- Community based elder care services:
 - Area Agency on Aging
 - Senior Centers
- Behavioral Health Services
 - Clinics, Drop in Centers
 - Referral Lines, NAMI
- Social Services
 - YMCA
 - Shelters
 - Food, Transportation, Utilities Assistance, 2-1-1





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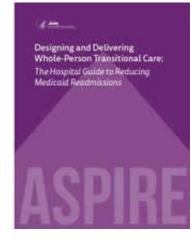
There Just Aren't Resources to Alleviate this Need





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ASPIRE Guide Inventory Tools











Bright Spots

- Use of data to select target populations and priorities
- Interdisciplinary collaboration / Improved educational practices
- Condition specific programs / Complex care management
- Pharmacy involvement in care transitions
- Stronger collaborations with SNF & HH





Opportunities







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Opportunities

- Learning from and engaging with patients
- Learning what matters most to patients
- Improved health literacy / validating understanding through effective teachback
- Use of an ED pause / mechanism to discuss complex patients prior to admit
- Discussion about/referrals to Palliative Care
- Collaboration with Behavioral Health, Social/Community Resources





What Are YOUR Bright Spots and Opportunities?







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Get Started

- Identify YOUR Readmission reduction goal
- Identify YOUR target population
- Apply population-specific strategies
- Choose one new idea to test





- <u>Readmissions Change Package</u>
- <u>ASPIRE Guide</u>
- Trail Guide

Readmissions Resources

- Readmissions Top Ten Checklist
- <u>Readmissions Whiteboard Video Series</u>
- HRET-HIIN Hospital Wide Topics LISTSERV
- Huddle for Care Discussion Forum
- Discovery Tool, Driver of Utilization Tool, Data Drill Down Tool, ASPIRE Interview Guide





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Thank You!

Kim Werkmeister, BA, RN, CPHQ, CPPS Cynosure Health <u>kwerkmeister@cynosurehealth.org</u>



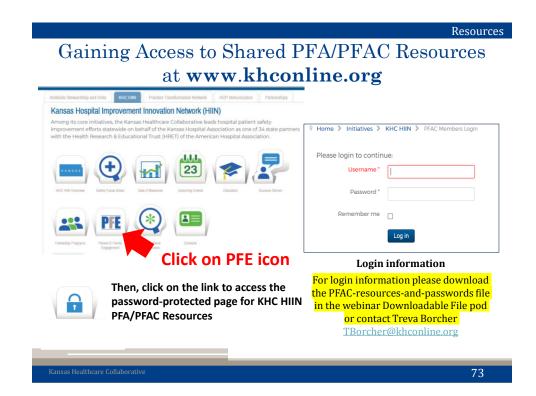


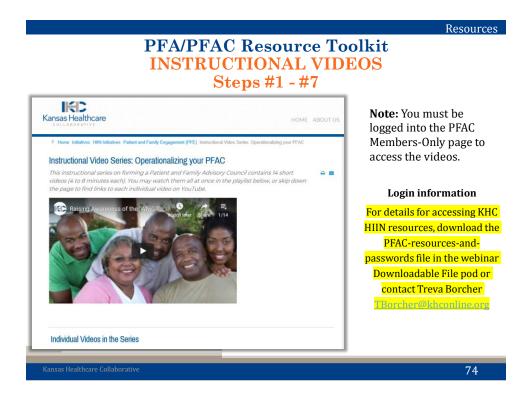


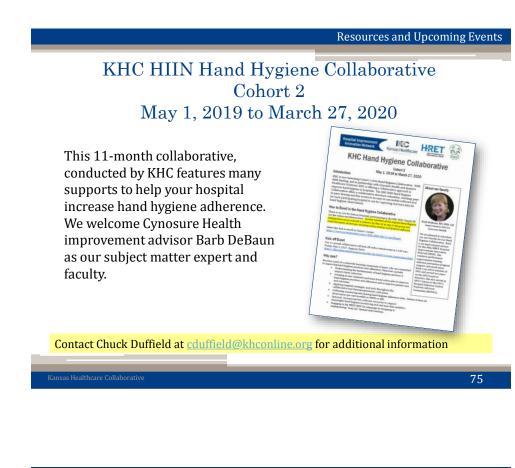
The Kansas Hospital Association has announced a three-part webinar series to address current challenges that many — health care employees, volunteers, and others who interact with aggressive individuals — face in the health care setting. Each webinar begins at 12:00 p.m.

- **Oct. 22** *Sticks and Stones and Getting Along:* Controlling Conflict with Communication
- Nov. 12 All Patients are Unique (Just Some more than Others): Deescalation Techniques in Atypical Health Care Settings
- **Dec. 10** *S E C U R I T Y: Who is Responsible?* (Hint: It's someone you know.)

Webinar series brochure Online registration link

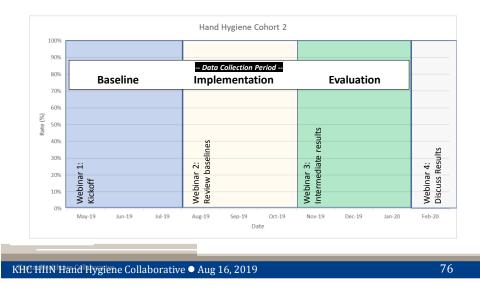






KHC HIIN Data

HH Cohort 2 Timeline



Enrolled Hospitals

KHC HIIN Hand Hygiene Collaborative Cohort 2 - 79 hospitals

Allen County Regional Hospital Anderson County Hospital Atchison Hospital Citizens Medical Center Clara Barton Hospital Clay County Medical Center Cloud County Health Center Coffey County Hospital Coffeyville Regional Medical Center Comanche County Hospital Community HealthCare System. Inc. Community Memorial Healthcare, Inc. Decatur Health Systems, Inc. Edwards Co. Hosp. and Healthcare Ctr. Ellsworth County Medical Center F.W. Huston Medical Center Fredonia Regional Hospital Geary Community Hospital Girard Medical Center Goodland Regional Medical Center Gove County Medical Center Greenwood County Hospital Hanover Hospital Hays Medical Center Hiawatha Community Hospital Hillsboro Hospital Hodgeman County Health Center

Holton Community Hospital Hospital District 6 Anthony Campus Hutchinson Regional Medical Center Iewell county Hospital Kansas Medical Center Kearny County Hospital Kingman Community Hospital Kiowa District Hospital Labette Health Lindsborg Community Hospital LMH Health Logan County Hospital McPherson Hospital Inc. Meade District Hospital/Artesian Valley Health System Memorial Health System Mercy Hospital Columbus Mercy Hospital Inc. Miami County Medical Center, Inc. Minneola District Hospital Mitchell County Hospital Health Systems Morton County Health System Nemaha Valley Community Hospital Ness County Hospital District No. 2 Newman Regional Health Newton Medical Center Norton County Hospital

Olathe Medical Center, Inc. Osborne County Memorial Hospital Ottawa County Health Center Phillips County Hospital Pratt Regional Medical Center Rawlins County Health Center Republic County Hospital Rush County Memorial Hospital Sabetha Community Hospital Saint John Hospital Saint Luke Cushing Hospital Saint Luke's South Hospital Salina Regional Health Center Sheridan County Health Complex Smith County Memorial Hospital South Central Kansas Medical Center Stafford County Hospital Sumer Community Hospital Sumner County Hospital District No. 1 Susan B. Allen Memorial Hospital Trego County Lemke Memorial Hospital University of Kansas - Great Bend Campus University of Kansas Health System Western Plains Medical Complex William Newton Memorial Hospital Wilson Medical Center

KHC HIIN Hand Hygiene Collaborative • Aug 16, 2019

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Upcoming Events

Upcoming KHC HIIN Webinars

KHC HIIN Webinar

Sept 29, 2019 • 10:00 to 11:00 am

Register Here: https://khconline.adobeconnect.com/khc-hiin-09-25-19/event/registration.html

KHC HIIN Webinar

Oct 23, 2019 • 10:00 to 11:00 am

Register Here: https://khconline.adobeconnect.com/khc-hiin-10-23-19/event/registration.html

KHC Hand Hygiene Collaborative Quarterly Virtual Session Nov 1, 2019 | 11:00 a.m. – 12:00 p.m.

Kansas hospitals participating in Cohort 2 of the KHC Hand Hygiene Collaborative are invited to participate in each quarterly session. Contact Chuck Duffield (<u>cduffield@khconline.org</u>) for webinar registration link.

