



August 26, 2015




## Agenda

- ❖ Introductions and Announcements
  - Summary results: Annual Influenza Immunization Survey of Health Care Personnel
  - Update on HEN 2.0 and PTN
- ❖ Patient and Family Engagement
  - Summary of CMS PFE Metrics #1-5
  - A closer look at PFE Metric #1
- ❖ 2015 Kansas HEN Data and Measures Update
- ❖ Wrap up
  - Resources and Upcoming Events
  - Discussion / Questions

KANSAS HEALTHCARE COLLABORATIVE 2

Introductions

## Presenters

**Cheryl Ruble, MS, RN, CNS**  
*Improvement Advisor*  
 Cynosure Health  
 San Mateo, CA

**Eric Cook-Wiens, MPH**  
*Data and Measures Manager*  
 Kansas Healthcare Collaborative  
 Topeka, KS

**Michele Clark, MBA, CPHQ, ABC**  
*Program Director*  
 Kansas Healthcare Collaborative  
 Topeka, KS

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## Announcements:

- ▶ 2014-15 Summary Results:  
 Kansas Health Care Personnel  
 Influenza Immunization Survey
- ▶ Practice Transformation  
 Network (PTN)
- ▶ Hospital Engagement  
 Network (HEN 2.0)

**Michele Clark**  
 Program Director  
 Kansas Healthcare  
 Collaborative  
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 785-235-0763 x1321

## Polling Question

## Polling Question #1

**Which one of the following weeks will National Infection Prevention Week and Healthcare Quality Week be observed?**

- a) October 4-10
- b) October 11-17
- c) October 18-24
- d) October 25-31

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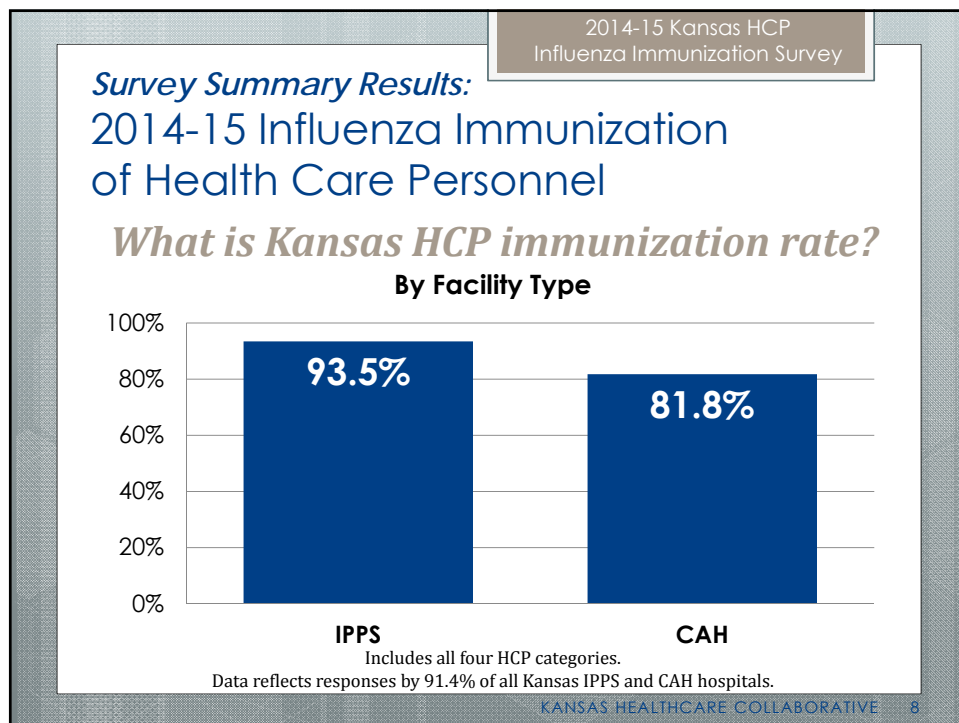
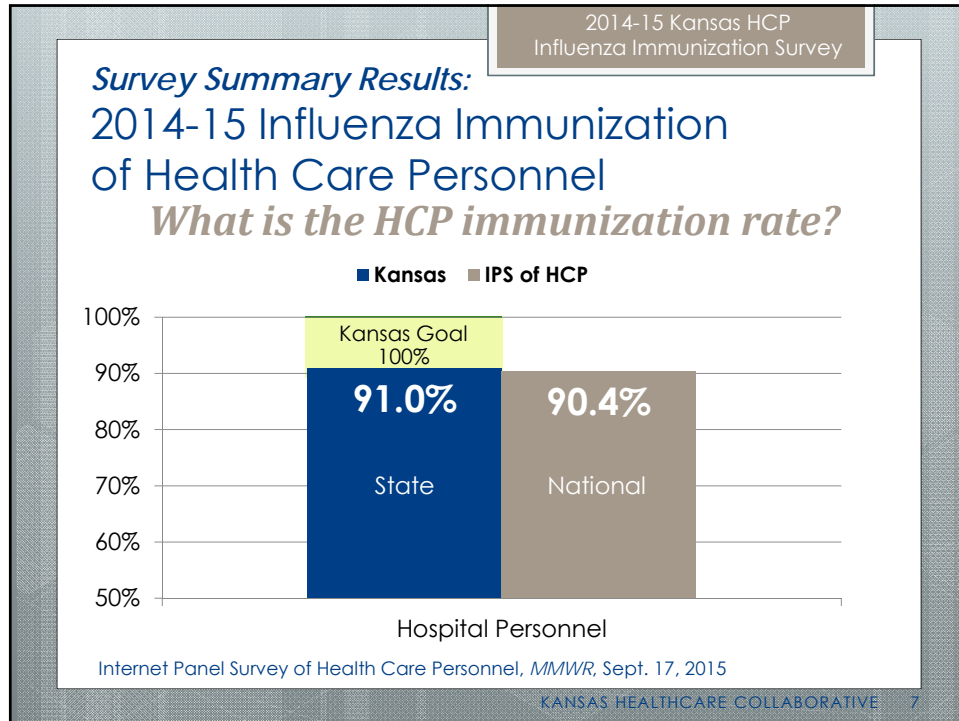
2014-15 Kansas HCP  
Influenza Immunization Survey

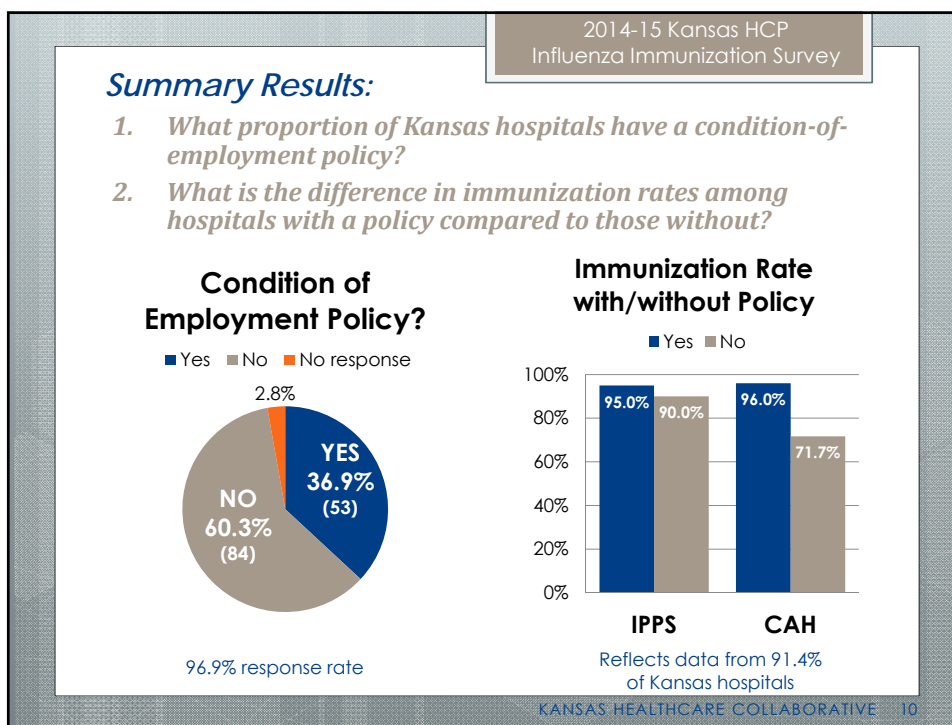
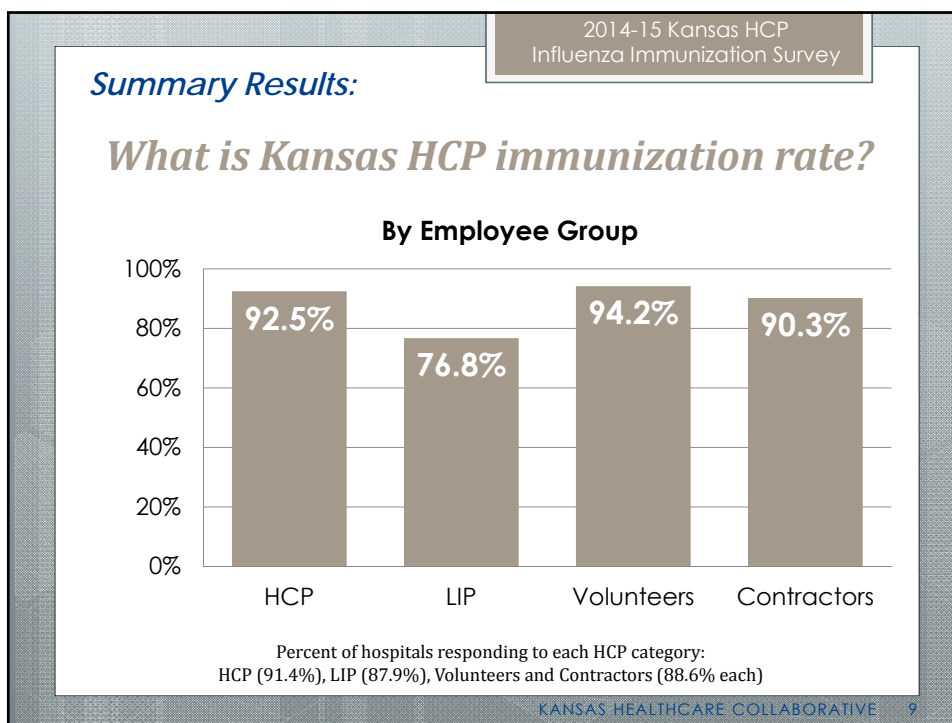
### *Survey Summary Results:*

## 2014-15 Influenza Immunization of Health Care Personnel (HCP)

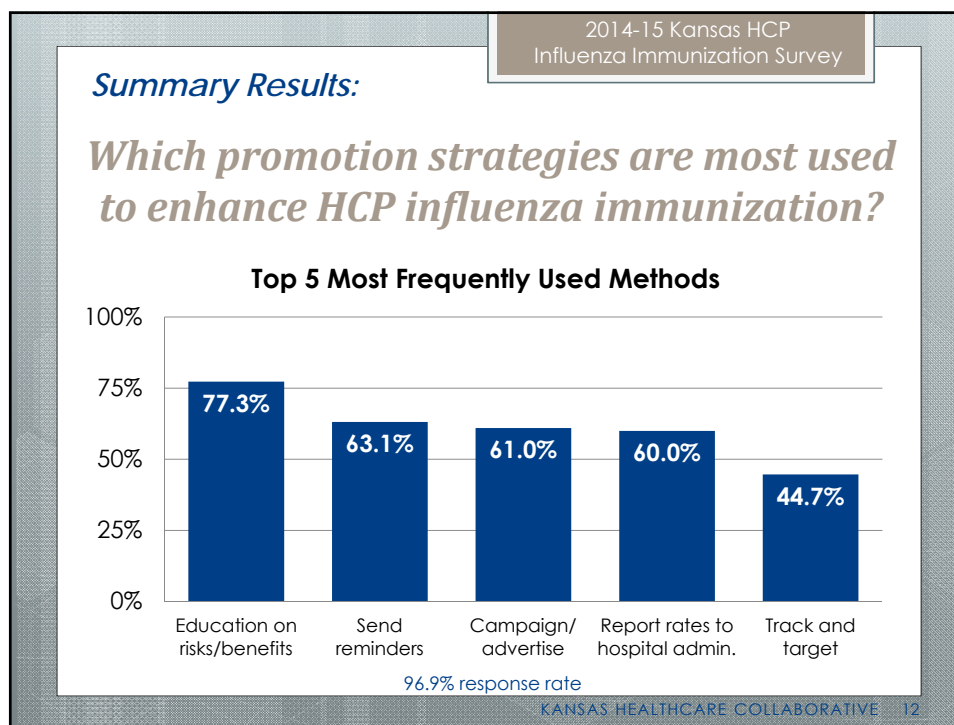
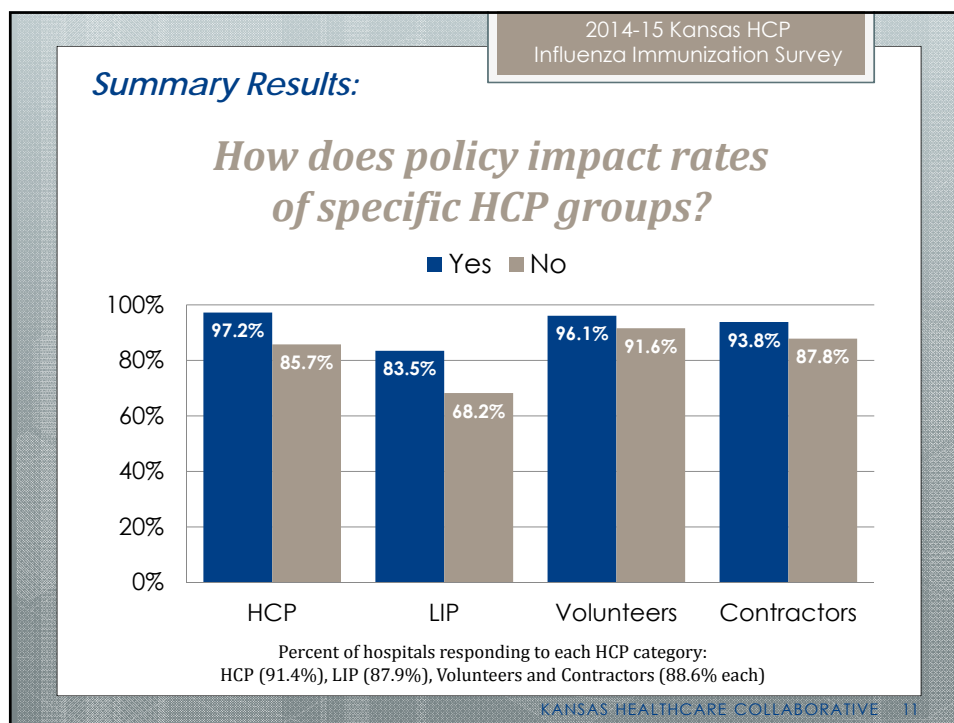
- \*Surveyed all IPPS and CAH Kansas hospitals (141)
  - Critical Access = 84
  - IPPS = 57 (43 ACU, 14 surgical centers)
- \*Online survey conducted July 8 – August 20, 2015
- \*Seventh annual survey, survey is newly aligned with NHSN HCP Influenza Immunization module
- \*100% response rate for intervention portion of survey
- \*91.4% response rate for HCP data portion
  - 79 completed KHC online survey
  - 51 hospitals conferred NHSN data to KHC
  - 11 hospitals did not confer NHSN

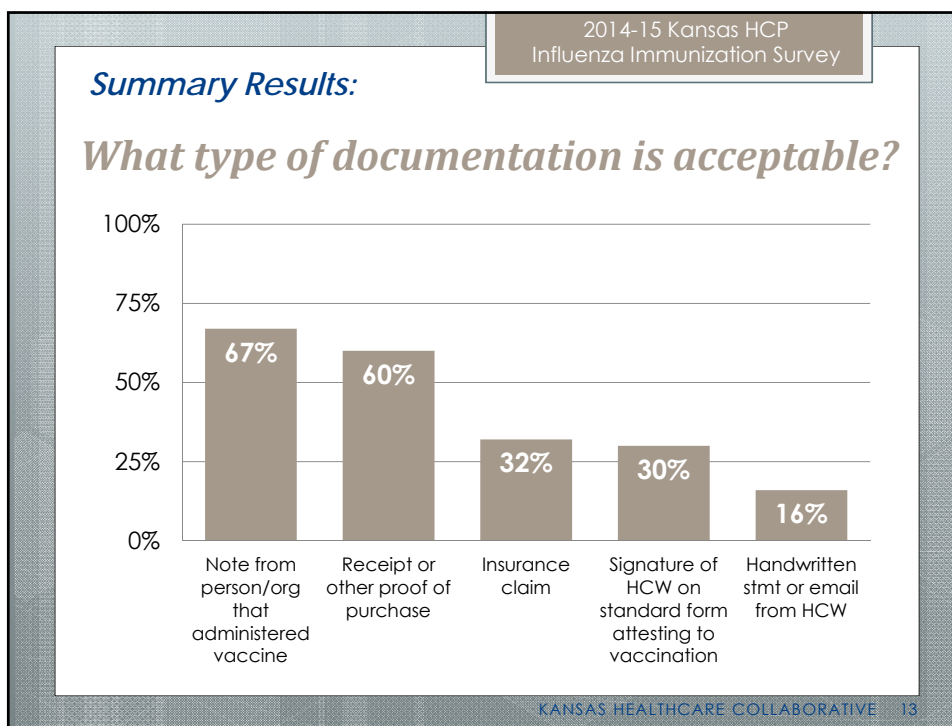
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2015-16 Kansas HCP Influenza Immunization

**Next Steps**

Protect your patients, workers and everyone visiting your facility. Immunize health care personnel against influenza.

- KHC will soon release 2014-15 statewide survey summary.
- Visit online toolkit at [www.khconline.org](http://www.khconline.org).

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**Announcement Pending**

## Transforming Clinical Practice Initiative (TCPI) A Service Delivery Innovation Model





**Better Health. Better Care.  
Lower Cost.**

Kansas Practice Transformation Network  
information and recorded webinar at:  
[www.khconline.org/kansas-ptn-overview](http://www.khconline.org/kansas-ptn-overview)

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Proposed Hospital Onboarding

Hospital Engagement Network

## HEN 2.0: Announcement Pending

### First 90 Days (upon award)

- Hospital commitment letter signed by Hospital Executive and Quality Director
- Work on all applicable core topic areas, as well as operational metrics and other focus areas as needed
- Renew QHi data agreement, confer NHSN rights to updated KHC groups
- Baseline data submission (if not already provided)
- Needs Assessment (online)
- Team onboarding with HEN 2.0 program
- KHC site visit with hospital quality/leadership team
  - Develop an individualized action plan

See August 2015 Kansas HEN Webinar Archive at:  
[www.khconline.org/general-education-archive#hen](http://www.khconline.org/general-education-archive#hen)

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## Patient and Family Engagement:

- ▶ Defining PFE
- ▶ Why PFE?
- ▶ CMS: 5 key PFE strategies
- ▶ A closer look at planning checklists (PFE Metric #1)
- ▶ Resources

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**Michele Clark**

KHC

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## Defining Patient and Family Engagement

"Patient and family engagement [is defined] as patients, families, their representatives, and health professionals **working in active partnership at various levels across the health care system** – direct care, organizational design and governance, and policy making – to improve health and health care."

Carman et al., 2013, *Health Affairs*

Source: HPOE Webinar, Improving Patient and Family Engagement in U.S. Hospitals, September 15, 2015

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Operational Metrics

Preview for Potential HEN 2.0

## Patient and Family Engagement 5 Best Practice Metrics

### Point of Care

- Planning checklist for patients known to be coming to the hospital.
- Conducting shift change huddles and bedside reporting with patients and family members in all feasible cases.

### Policy and Protocol

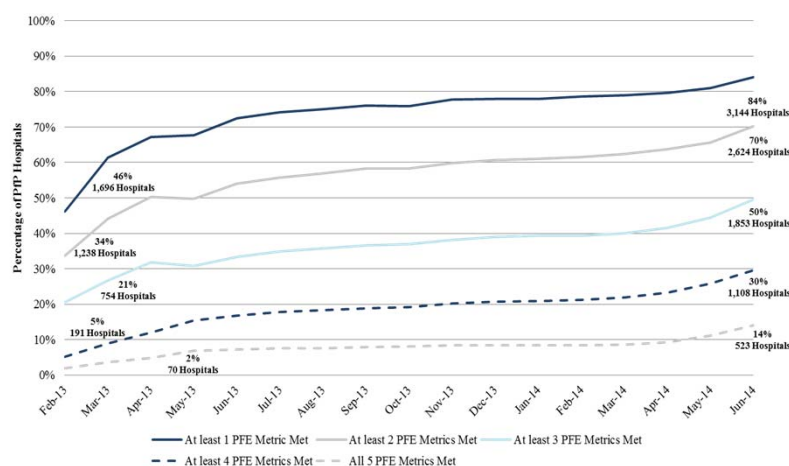
- Designation of an accountable leader in the hospital who is responsible for PFE.
- Hospital has an active PFAC or other committees where patients are represented.

### Governance

- Hospital has one or more patient representatives serving on the hospital Board of Directors.

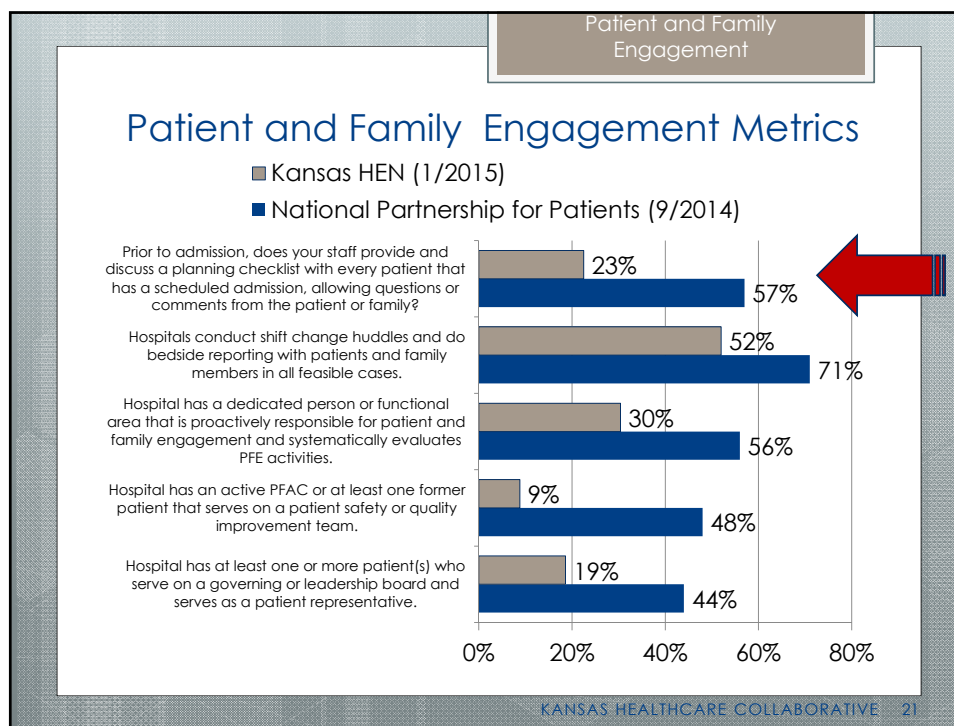
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## PfP Hospitals' Progress in Patient and Family Engagement, February 2013 – June 2014



Source: HEN-Submitted Z-5 Spreadsheets, June 2014.

Source: CMS, QualityNet, December 2014



Polling Question

### Polling Question

**What type of “planned” admissions does your hospital typically have?** (select all that apply)

- a) Childbirth
- b) Surgery
- c) Planned procedure
- d) Other  
(type examples into chat)
- e) None

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## Polling Question

## Polling Question

- Does your hospital have a checklist for planned admissions that staff use?
  - a) Yes, it's a great one!
  - b) Yes, but it's minimal and not PFE focused
  - c) No
  - d) Not sure

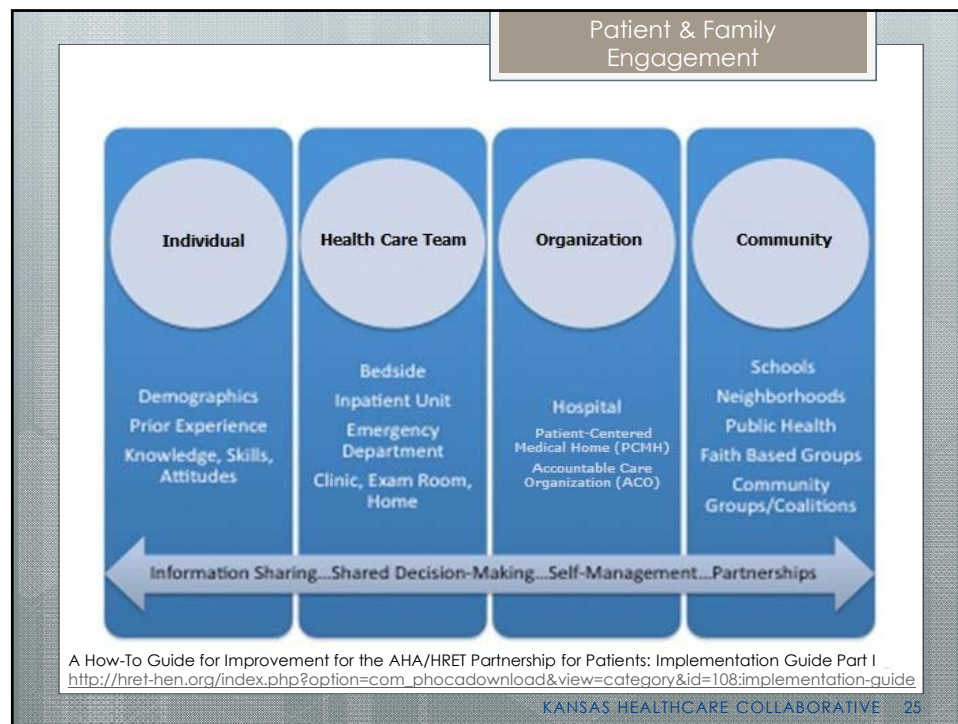
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## Patient &amp; Family Engagement

## What is Patient & Family Engagement (PFE)?



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Patient & Family Engagement

### Metric #1: Planning checklist for patients known to be coming to the hospital

“Prior to admission, does your staff provide and discuss a planning checklist with every patient that has a scheduled admission, allowing questions or comments from the patient or family”

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Patient & Family  
Engagement



KANSAS HEALTHCARE COLLABORATIVE 27

Patient & Family  
Engagement




KANSAS HEALTHCARE COLLABORATIVE 28

<div><div>Identification</div><div>ID Band On</div><div>ID Band Information Checked</div><div>Allergy Band</div><div>Other Armbands</div><div>Blood Transfusion</div><div>Blood Band On</div><div>Blood Transfusion Consent Signed</div><div>Physician Informed Consent Verified</div><div><div>Blood Available in Lab</div></div><div>Informed Consent</div><div>Procedure to be Performed</div><div>Informed Consent</div><div>Procedure Consent Signed/Dated/Timed</div><div>Physician Informed Consent Signed</div><div>Anesthesiologist Informed Consent Signed/Dated/Timed</div><div>Local/Moderate Sedation Informed Consent Signed/Dated/Timed</div><div>Sterilization Consent Signed and Available</div><div>Chart Review Checklist</div><div>Physician H&amp;P Complete</div><div>Interval H&amp;P Complete</div><div>Prenatal Record Available</div><div><div>Pre-op Labs in Chart</div></div><div>Pre-op Xray Report in Chart</div><div>Pre-Op Meds Given</div><div><div>Relevant imaging studies/results available?</div></div><div>Other Studies on Chart</div></div> <div><div>Other Studies on Chart</div><div>EKG on Chart</div><div><div>Cardiac Clearance</div></div><div>Old Chart with Patient</div><div>Patient Belongings</div><div>Patient Belongings</div><div>Valuables (details)</div><div>Patient informed of the following:</div><div>Disposition of Belongings</div><div><div>Home Medications</div></div><div>Potentially Dangerous Belongings</div><div>Dangerous Belongings Disposition</div><div>SCIP</div><div>Pre-Op Antibiotics Given</div><div>Are you on any beta blockers?</div><div>Beta Blocker Medication Taken?</div><div>Venous Thromboembolism Prophylaxis Ordered?</div><div><div>Normothermia Measures Taken?</div></div><div>Forced Air Warming Device?</div><div>Pre-procedure Review</div><div>Date of last Solid or Non-clear Liquid PO Intake</div><div>Time of last Solid or Non-clear Liquid PO Intake</div><div>Date of last clear Liquid PO Intake</div><div>Time of Last Clear Liquid PO Intake</div><div>Time of Last Void</div><div>Patient's Weight Documented?</div><div>Pre-procedure Prep</div><div>Prep Location</div><div>Correct procedure site/side verified with the patient</div><div>Operative Site Identified and Marked</div><div>Any special equipment, devices or implants?</div><div>Pacemaker/AICD</div><div>Pre-procedure Protocol Completed?</div><div>Verified by Procedure Nurse</div></div>
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Patient & Family Engagement

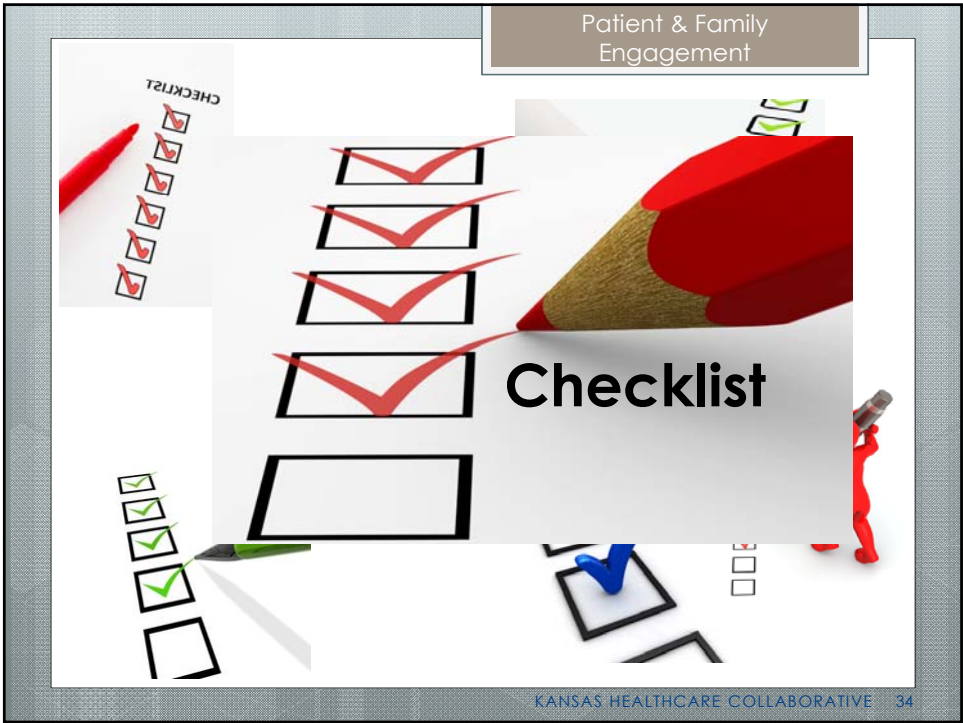
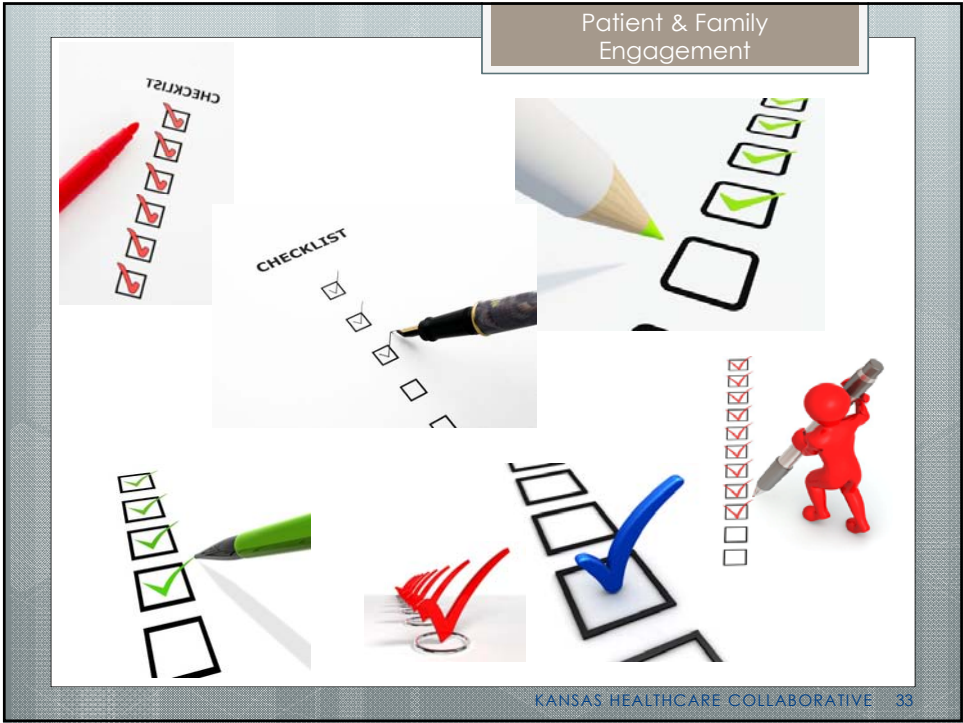


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Patient & Family Engagement



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Patient & Family Engagement

## Pre-Admission Checklist: PFE Focused

- Cultural & spiritual practices – what's important to them
- Primary spoken language – will an interpreter be needed?
- How would they like to be addressed
- Primary contact or DPA
  - Can information be shared with contact
- Discussion on what to expect day of admission and hospital stay and how to prepare

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## Pre-Admission Checklist: PFE Focused

- Who's to be included in their care (caregiver) – is there someone important to them that they want involved in healthcare decision making, discharge preparations/education
- **Anticipated discharge needs – someone to help them post-discharge, meds, office visits, stairs, meals...**
- What would they like to share – questions, concerns, preferences, what is important to them

## Polling Question

**Does your hospital have a discharge checklist that staff use?**

- a) Yes, it's a great one!
- b) Yes, but it's minimal and not PFE focused
- c) No
- d) Not sure

Patient & Family Engagement

## Metric 1 Checklist: Key Elements Discharge Planning

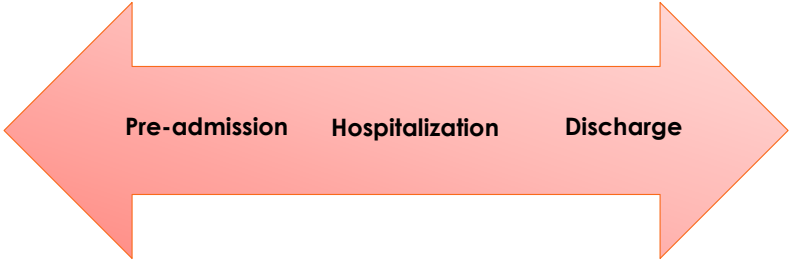
- Patients/families included as full partners
- Discussion on preventing problems at home
- Educate in plain language
- Assess how well care team has explained and next steps – use teach back
- Listen and honor patient/family goals, preferences, observations, and concerns

AHRQ's Guide to Patient and Family Engagement in Hospital Quality and Safety  
<http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html>

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Patient & Family Engagement

## Discharge Planning: Setting the Patient Up for Success



Pre-admission      Hospitalization      Discharge

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**IDEAL Discharge Planning Checklist**

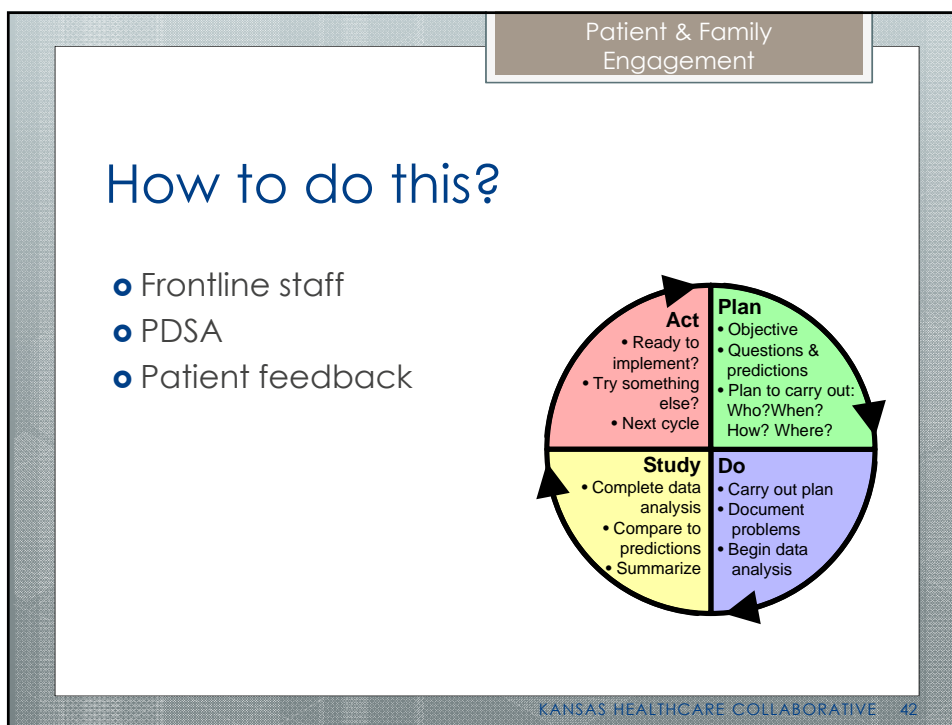
Fill in, initial, and date next to each task as completed.

Patient Name: \_\_\_\_\_

Initial Nursing Assessment	Prior to Discharge Planning Meeting	During Discharge Planning Meeting	Day of Discharge
<input type="checkbox"/> Identified the caregiver at home and backups <input type="checkbox"/> Told patient and family about white board <input type="checkbox"/> Elicited patient and family goals for hospital stay <input type="checkbox"/> Informed patient and family about steps to discharge	<input type="checkbox"/> Distributed checklist and booklet to patient and family with explanation <input type="checkbox"/> Scheduled discharge planning meeting Scheduled for _____ at _____ [time]	<input type="checkbox"/> Discussed patient questions <input type="checkbox"/> Discussed family questions <input type="checkbox"/> Reviewed discharge instructions as needed <input type="checkbox"/> Used Teach Back <input type="checkbox"/> Offered to schedule followup appointments with providers. Preferred dates / times for: _____ PCP: _____ Other: _____	<b>Medication</b> <input type="checkbox"/> Reconciled medication list <input type="checkbox"/> Reviewed medication list with patient and family and used teach back <b>Appointments and contact information</b> <input type="checkbox"/> Scheduled followup appointments: 1) With _____ on _____ / ____ / ____ at _____ [time] 2) With _____ on _____ / ____ / ____ at _____ [time] <input type="checkbox"/> Arranged any home care needed <input type="checkbox"/> Wrote down and gave appointments to the patient and family <input type="checkbox"/> Wrote down and gave contact information for followup person after discharge

AHRQ's Guide to Patient and Family Engagement in Hospital Quality and Safety  
<http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html>

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Patient & Family  
Engagement

## Next Steps....

- ❑ Check to see what is current practice now
- ❑ Review for PFE Ideal Discharge elements
- ❑ Invite staff to help with incorporating Ideal Discharge Planning checklist elements
- ❑ Ask patient and family advisors what's important to them and when in the process would it be most helpful

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## Polling Question

## Polling Question

**What are you going to do by next Tuesday?**  
(select all that apply)

- a) Check to see what we have now
- b) Review current practices for PFE and Ideal DC planning elements
- c) Invite staff and other key persons to PDSA
- d) Other  
(type examples into chat)

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Patient & Family Engagement

**“There’s Not One Right Answer”**

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Patient & Family Engagement

## PFE Resources

### Partnership for Patients Healthcare Communities’ PFE Master Classes (archive)

<http://bit.ly/U9ZPU0>

See Master Class 6  
PFE and Discharge Planning Checklists  
01-27-2014

Master Class 2 - Patient and Family Advisory Councils 08-19-2013	Master Class 3 - Shift Change Huddles at the Bedside 09-23-2013
Master Class 4 - Staff Assigned to PFE 10-21-2013	Master Class 5 - Patients on Governing Board 11-25-2013
Master Class 6 - PFE and Discharge Planning Checklists 01-27-2014	Master Class 7 - Engaging the Family Caregiver at the Point of Care 02-24-2014
Master Class 8 - Health Literacy 03-24-2014	Master Class 9 - Medication Management and Readmissions 04-21-2014
Patient and Family Advisory Councils 07-23-2012	Patient and Family Centered Care at Dignity Health 02-27-2012

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Patient & Family  
Engagement

## PFE Resources

- AHRQ's Guide to Patient and Family Engagement in Hospital Quality and Safety [www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html](http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/guide.html)
- The Institute for Patient and Family Centered Care. [www.ipfcc.org](http://www.ipfcc.org)
- Institute for Healthcare Improvement. [www.ihl.org](http://www.ihl.org)
- The American Hospital Association and Institute for Family Centered Care's Strategies for Leadership: Advancing the Practice of Patient-and Family-Centered Care. [www.aha.org/content/00-10/resourceguide.pdf](http://www.aha.org/content/00-10/resourceguide.pdf)
- The American Hospital Association and Institute for Family Centered Care's Strategies for Leadership: Patient-and Family-Centered Care: A Hospital Self-Assessment Inventory. [www.aha.org/content/00-10/assessment.pdf](http://www.aha.org/content/00-10/assessment.pdf)
- The Institute for Healthcare Improvement report "Partnering with Patients and Families To Design a Patient- and Family-Centered Health Care System - A Roadmap for the Future" Jim Conway, Bev Johnson, Susan Edgman-Levitan, Juliette Schlacter, Dan Ford, Pat Sodomka, & Laurel Simmons [www.ihl.org/knowledge/pages/publications/partneringwithpatientsandfamilies.aspx](http://www.ihl.org/knowledge/pages/publications/partneringwithpatientsandfamilies.aspx)

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Patient & Family  
Engagement

## References

- Agency for Healthcare Research and Quality & National Institute of Mental Health. (2001). *Patient-centered care: Customizing care to meet patients' needs: Program Announcement*. <http://grants.nih.gov/grants/pa-files/PA-01-124.html>
- Institute of Medicine. (2001). *Crossing the quality chasm: A new health system for the 21<sup>st</sup> century*. Washington, DC:IOM. [www.iom.edu/report.asp?is=5432](http://www.iom.edu/report.asp?is=5432)
- Institute for Patient and Family- Centered Care. (2011). Advancing the practice of patient-and family-centered care in hospitals: How to get started. [www.ipfcc.org/pdf/getting\\_started.pdf](http://www.ipfcc.org/pdf/getting_started.pdf)
- Shaller, D. (2007, October). Patient-centered care: what does it take? *The Commonwealth Fund*.
- Balik, B, Conway, J., Zipperer, L, Watson, J. *Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care* IHI Innovations Series white paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2011. (available on [www. IHI.org](http://www.IHI.org))

## Additional References

- Gerteis, M, et al (Eds.). (1993). *Through the patient's eyes: Understanding and promoting patient-centered care*. San Francisco, CA: Jossey-Bass.

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## Kansas HEN Data and Measures Update

- Data Submission Schedule
- Data Reports

### Eric Cook-Wiens

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785-235-0763 x1324

### Data and Measures Update

## Kansas HEN 2015 Data Submission Schedule

Outcome & Process Measures for HACs occurring in:	Readmissions for index discharges in, and SSI for procedures performed in:	Submission Due
December 2014	November 2014	January 31, 2015
January	December	February 28
February	January	March 31
March	February	April 30
April	March	May 31
May	April	June 30
June	May	July 31
July	June	August 31
August	July	<b>September 30</b>
September	August	October 31
October	September	November 21
November	October	December 31

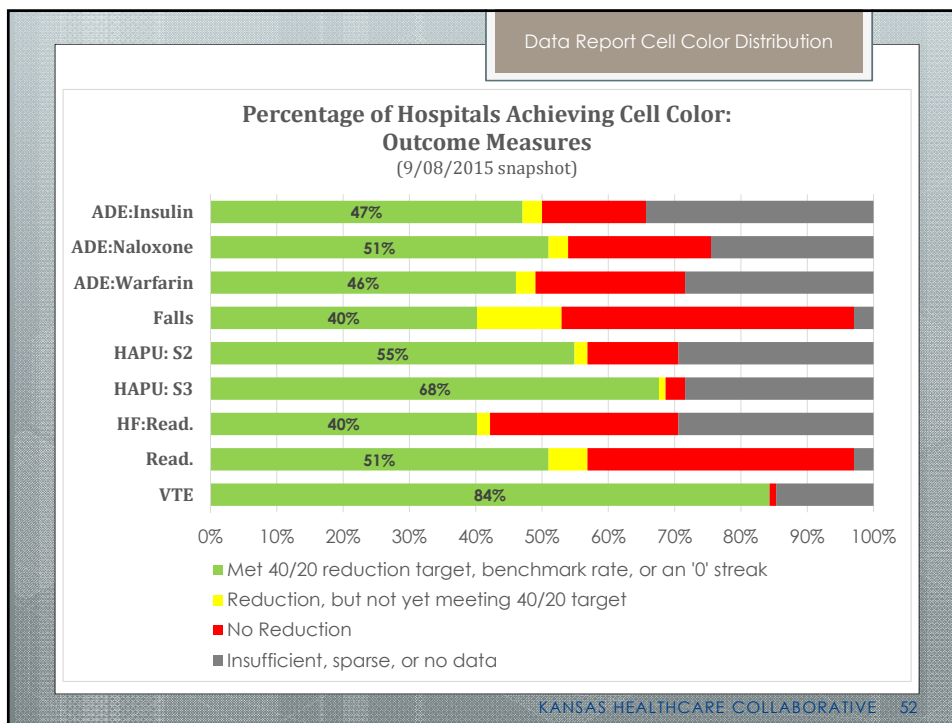
Sample Facility-level HEN Data Report

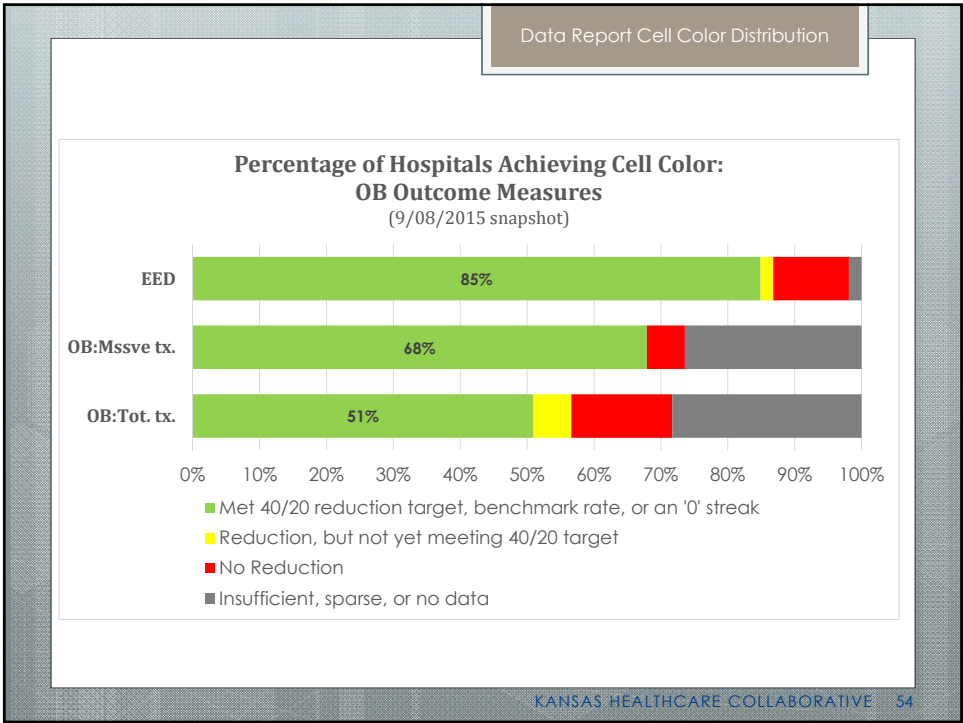
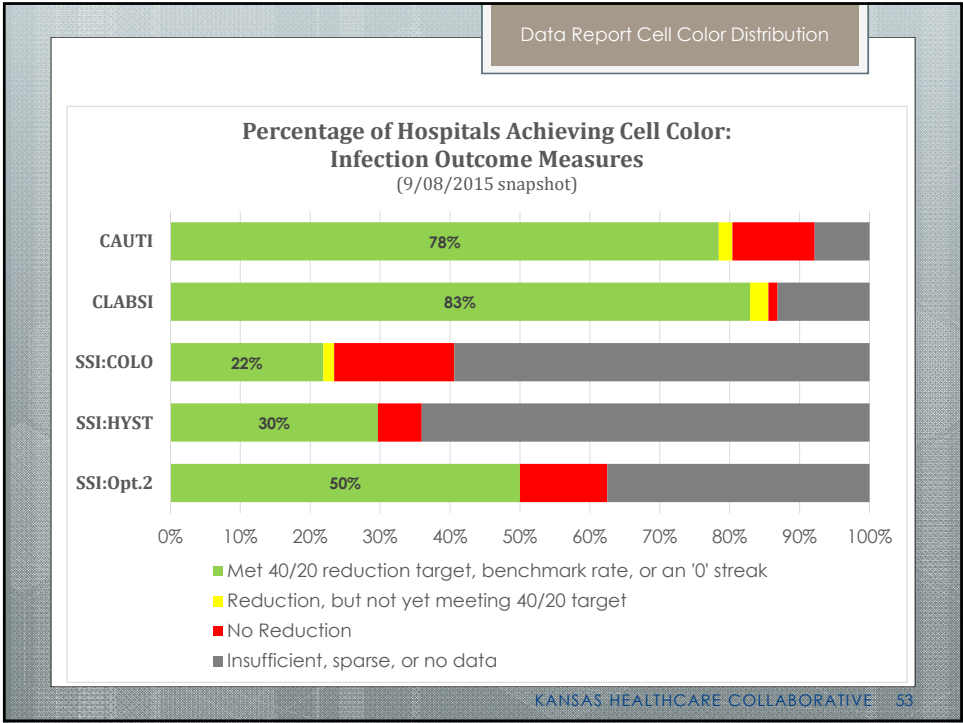
### How are cell colors assigned?

Green	<ul style="list-style-type: none"> <li>A current streak of at least 3 months with zero numerator events, or</li> <li>A reduction from baseline of 40% (20% for readmissions)*, or</li> <li>Rate for the most recent 3 months meets the national benchmark set by CMS or HRET</li> </ul>
Yellow	<ul style="list-style-type: none"> <li>Reduction from baseline, but not yet achieving target (40% or 20% for readmissions)*</li> </ul>
Red	<ul style="list-style-type: none"> <li>No reduction from baseline*</li> </ul>
Grey	<ul style="list-style-type: none"> <li>No data submitted, or</li> <li>Insufficient data: Fewer than 8 monthly data points submitted, or</li> <li>Sparse data: Data is submitted, but there were too few denominator events to evaluate change over time</li> </ul>
N/A	<ul style="list-style-type: none"> <li>Inapplicable focus areas for certain facilities (eg. CLABSI, SSI, OB or VAE)</li> </ul>
Orange	<ul style="list-style-type: none"> <li>Most recent submitted data more than 6 months old</li> </ul>

\*Current performance is determined by most recent 3 months of monitoring data. Baseline performance is determined by the 2011 annual baseline (if available) or by the earliest 3 months of monitoring data.

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## Kansas HEN Data Report

## Kansas HEN Data Reports

- September report distributed on 9/8/2015
  - Data snapshot is 9/8/2015, for the period ending June 30, 2015
- Overall, results are very similar to the last report
- Next quarterly report: **December 2015**
- Updated reports are available by request
- If you have trouble with the Sharefile link, let us know, and we can send a PDF.



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## National Healthcare Safety Network

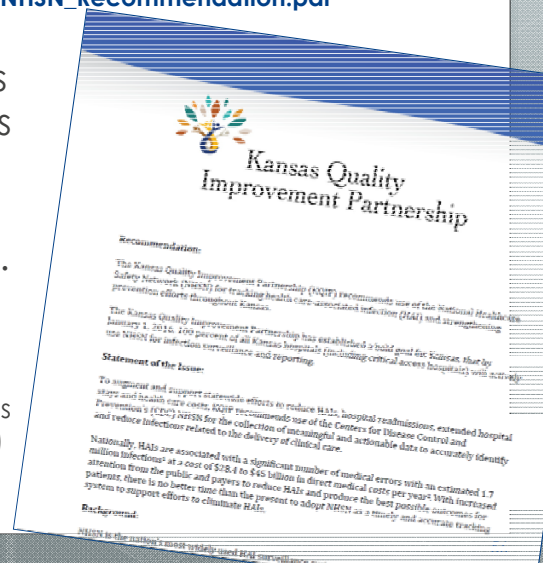
## KQIP Recommendation

[www.khconline.org/images/NHSN\\_Recommendation.pdf](http://www.khconline.org/images/NHSN_Recommendation.pdf)

KQIP recommends all Kansas hospitals use NHSN for tracking HAI and HCP Immunization.

CDC's standardized definitions should be used to promote and assess progress.

**Bold goal:** 100% of Kansas hospitals (including CAHs) will actively use NHSN by January 1, 2016.





National Healthcare Safety Network (NHSN)

## Number of Kansas Facilities on NHSN reporting to the Kansas HAI Reporting Group

Type of Facility	# Reporting
Acute Care	53 of 54 (98%)
Critical Access	28 of 84 (33%)
Total	81 of 138 (59%)

With the ease of the new, secure, online sign-up system and in-state technical support, expert assistance is available to help your hospital begin using NHSN.

For assistance, contact Joey Scaletta or Robert Geist, KDHE, ([jiscaletta@kdhe.ks.gov](mailto:jiscaletta@kdhe.ks.gov) or 785-296-4090) or Nadyne Hagmeier, KFMC ([nhagmeier@kfmc.org](mailto:nhagmeier@kfmc.org) or 800-432-0770 x374).

**KDHE Groups:**  
To join the Kansas HAI Reporting group  
Group ID: **16463**  
Password: **Prevention**

**KHC Groups:**  
To join the CAUTI or CLABSI group  
Group ID: **19423**  
Password: **collaborative**  
To join the Surgical Site Infections group  
Group ID: **31116**  
Password: **ssicollaborative**  
To join the Ventilator-Associated Events group  
Group ID: **32236**  
Password: **ventcollaborative**

**KFMC's Group:**  
KFMC HAI group  
Group ID: **29569**  
Password: **KFMC HAI**

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## Announcements & Updates

- KHC Summit on Quality
- Upcoming Events
- Resources
- Contacts

**For more information contact:**

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785-235-0763 x1321

Announcements

## SEVENTH ANNUAL SUMMIT ON QUALITY

**October 16, 2015**  
Wichita Marriott

Nationally-recognized keynote speakers  
address harm avoidance, physician burn-out

*Exciting breakout sessions featuring successful  
quality improvement initiatives at Kansas facilities*

*Poster session highlighting Kansas research*

Registration  
now Open

**KHC**  
Kansas Healthcare  
COLLABORATIVE

KANSAS  
MEDICAL  
SOCIETY

KMA

More information at [www.khconline.org/summit-on-quality](http://www.khconline.org/summit-on-quality)

For event details, see KHC's website:  
[www.khconline.org/summit-on-quality](http://www.khconline.org/summit-on-quality)

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Announcements

**\$5,000  
Grand Prize  
Award**

**KHC**  
Kansas Healthcare  
COLLABORATIVE

## Leadership in Quality Award

*Nominations Deadline  
Extended to September 25*

*Visit our  
Summit on Quality page  
for nomination forms*

*An award to recognize health  
care providers and health care  
organizations for leadership  
and innovation in quality  
improvement and patient safety.  
For more information, visit the  
KHC website.*

Sponsored by the  
**KaMMCO  
FOUNDATION**

For event details, see KHC's website:  
[www.khconline.org/summit-on-quality](http://www.khconline.org/summit-on-quality)

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## Partner Events

## Upcoming Partner Events:


**October 2, 2015 • 12 – 1 pm CT**  
**Enhancing Hospital Discharge Data**

More information and link to register (free):  
[www.hpoe.org/resources/hpoe-live-webinars/2663](http://www.hpoe.org/resources/hpoe-live-webinars/2663)


**October 15, 2015 • Wichita, Ks.**  
**KARQM Educational Program**

For more information or to register, contact the Kansas Hospital Association, (785) 233-7436


**October 23, 2015 • Independence, Mo.**  
**Greater Kansas City APIC Conference**

Infection Prevention and Control: Rapid & Radical Response  
 Link to register:  
<http://community.apic.org/greaterkansascity/home>

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## Dates to Remember

## Upcoming KHC Events

<b>October 16</b>	7 <sup>th</sup> Annual Summit on Quality Wichita Marriott
<b>October 22</b> (2 pm)	Kansas PFAC Collaborative Coaching Session
<b>October 28</b> (10 am)	Kansas HEN Webinar
<b>November 18</b> (tentative)	Kansas HEN 2.0 Kickoff Event KaMMCO Conference Center, Topeka

Pre-register at [www.khconline.org](http://www.khconline.org)

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KHC Educational Archive

*Live KHC webinars conducted 10 am CT, fourth Wednesday of each month*

## Kansas HEN Webinar Archive

Access recordings and handouts at  
[www.khconline.org](http://www.khconline.org)  
See General Education Archive.

**2015**

August	Preview to Hospital Engagement Network, HEN 2.0
June	Health Care Personnel Influenza Immunization
May	Hospital quality report cards and honor rolls
April	Transforming Clinical Practice Initiative
March	Early Elective Delivery Prevention: Taking It to the Next Level
February	Patient and Family Engagement, Introduction to Kansas PFAC Collaborative
January	Celebrating Successes, Olathe Health System's approach to performance excellence

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Resources



*Discussion / Questions*

## Contact Us

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