Agenda – HEN 2.0 (cont’d)

- Welcome and Opening Remarks
- HEN 2.0 enrollment and onboarding process
- Updates since October 6 HEN 2.0 Kick-off
- HRETAction Leader Fellowship
- Data and Measures
- Next steps
- What are your questions?
- Closing
Introductions

**Presenters**

Michele Clark, MBA, CPHQ, ABC  
Program Director

Eric Cook-Venums, MPH  
Data and Measures Manager

Rob Rutherford, BA  
Senior Health Care Data Analyst

Janie Rutherford  
Director of Communications

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**Snapshot**

- **CMS HEN 2.0 Project Period:** 12 months  
  September 24, 2015 to September 23, 2016

- **Aim:**  
  Reduce all-cause preventable harm by 40%; readmissions by 20%

11 months remain to reach goals!
Partnership for Patients: 17 HENs selected for HEN 2.0

1. AHA/HRET
2. Ascension Health
3. Carolinas HealthCare System
4. Dignity Health
5. Healthcare Assoc. of NY State
6. Health Research Education Trust of NJ
7. Hospital & Healthsystem Association of PA
8. IA Healthcare Collaborative
9. LifePoint Health
10. MI Health and Hospital Association Health Found.
11. MN Hospital Association
12. OH Children’s Hosp. Solutions for Pt. Safety
13. OH Hospital Association
14. Premier Inc.
15. TN Hospital Assoc.
16. VHA-UHC Alliance NewCo Inc.
17. WA State Hospital Association

AHA/HRET with 30+ state hospital associations, including Kansas
AHA/HRET Hospital Engagement Network

...YOUR Network....

Goal: 1,320 hospitals by November 2, 2015

Red = returning states
Blue = new states

Joining HEN 2.0
Step 1: Commitment forms are due to KHC by Friday, October 30.

89 Kansas hospitals have committed to HEN 2.0 as of Tuesday (Oct. 27)

3 days remain to join

The last day hospitals can be added to the AHA/HRET HEN is Monday, November 2.

Next steps to join HEN 2.0

2. Return HEN addendum (signed by CEO) to QHi at the Kansas Hospital Association.
3. Complete online Hospital Needs Assessment by Nov. 16.
4. Provide baseline data (if we don’t have it already). Baseline data will be due by the end of January. (details pending)
QHi addendum

Return one-page HEN addendum signed by CEO to KHA:

Contact:
Stuart Moore
QHi Program Manager
Kansas Hospital Association
FAX: 785-233-6955
or call 785-276-3104

Needs Assessment – by Nov 16
32 completed to date
https://www.surveymonkey.com/r/KS-HEN2-needs

- Basic hospital information
- HEN topic prioritization and measurement practices
- Quality improvement efforts
- Patient and family engagement practices
- Leadership and governance activities
- Disparities data collection efforts
- Cultural competency practices
- HEN contacts
Baseline Data
- by end of January 2016

Baseline specifics are pending. In general,

- HEN 2.0 is a continuation of HEN 1.0
- Preferred baseline: Calendar 2010
  - Next best: Next “oldest” year
    - Next best: 3Q2015
- CMS’ methodology for determining 40/20 is not yet known

Mark your calendars:
Kansas HEN Meetings in Topeka

- **November 18, 2015**
  *Kansas HEN 2.0 In-person Collaborative Meeting*
  KMS/KaMMCO Conference Center, Topeka

- **November 19, 2015**
  *2015-16 Kansas PFAC Collaborative Kickoff* *cohort 2*
  KMS/KaMMCO Conference Center, Topeka
  *Hospital attendance at kick-off is required to participate.

Agendas, registration link and travel reimbursement information will soon be distributed to primary and secondary contacts.

No registration fee. Eligible hospitals may be reimbursed roundtrip mileage and one hotel night expense. No meals or incidentals will be reimbursed.
Hospital Site Visits

Site visits are a crucial part of our HEN 2.0 strategy.

**Goal:** Visit every hospital team by December 31

Michele and Susan are now scheduling site visits
- Michele: NC and NE
- Susan: SW, SC, SE and NW

To expedite scheduling, hospitals can indicate dates/times that would work well for you and your team:

https://www.surveymonkey.com/r/KS-HEN-site-visit-dates

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Sample site visit agenda

Think outside the box: Have the people who can help at the table.

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
<th>Who should attend?</th>
</tr>
</thead>
</table>
| 45 minutes | Leadership meeting                           | • CEO and senior leaders  
  • HEN team leaders  
  • Core HEN team |
  |       | • Intros and site visit purpose               |                                        |
  |       | • What’s new in HEN 2.0, project highlights    |                                        |
  |       | • Share hospital successes in HEN 1.0         |                                        |
| 60 minutes | HEN team meeting                            | HEN team leaders  
  Core HEN team(s) |
  |       | • Review needs assessment                    |                                        |
  |       | • Review HEN measures and how to submit data. |                                        |
  |       | • Discuss hospital-selected topic(s).         |                                        |
  |       | • Review HEN 2.0 resources                   |                                        |
| 30 minutes | Develop Action Plan                        | HEN team leaders with team             |
| 15 minutes | Debrief and next steps                      | HEN team leaders and select senior leaders |
**Become an Agent of Change**

*Together we will change health care in Kansas*

As a part of one of the most expansive patient safety initiatives in this country, you are an Agent of Change. Together we seek quality improvement through the Kansas HEN.

Agent of Change/Kansas Healthcare Collaborative wristbands will be delivered to all Kansas HEN hospitals during site visits in November and December.

Wear the wristband as a visual reminder to staff and patients that you are vigilant in seeking improved patient safety in Kansas.

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**Core Topics:**

1. Adverse Drug Events (ADE)
2. Catheter-associated Urinary Tract Infections (CAUTI)
3. Central line-associated Blood Stream Infections (CLABSI)
4. Early Elective Deliveries and Obstetrical (OB) Harm
5. Injuries from Falls and Immobility
6. Hospital-Acquired Pressure Ulcers (HAPU)
7. Surgical Site Infections (SSI)
8. Venous Thromboembolisms (VTE)
9. Ventilator Associated Events (VAE)
10. Readmissions
Other Forms of Harm (pick 4)

1. Airway Safety
2. Clostridium difficile (C. diff)
3. Culture of Safety
4. Failure to Rescue
5. Iatrogenic Delirium
6. Radiation Exposure
7. Sepsis

HRET strongly encourages all hospitals in its HEN to focus on C. diff and Sepsis.

Kansas needs to select two more “Other” topics.

Please type into the chat which other two you think we should select.

Special Topics of Focus

- Patient and Family Engagement (PFE)
- Health Care Disparities (HCD)
AHA/HRET HEN 2.0 Partners

- **Cynosure Health:** Clinical education
- **Institute for Healthcare Improvement (IHI):** Quality improvement education
- **University of Michigan (U of M):** CAUTI education
- Additional contractors for operations, logistics, communications, continuing education, etc.

HRET HEN Action Leader Fellowship
Lead by Institute for Healthcare Improvement

First virtual sessions on Wednesday, November 4.

Two tracks:

- **Foundational**
  
  11:00 a.m. to 12:00 p.m.

- **Experienced**
  
  12:30 to 1:30 p.m.

Register today at [www.hret-hen.org](http://www.hret-hen.org).
Go to “Upcoming Events” tab.
Institute for Healthcare Improvement

**Foundational HEN Action Leader Fellowship** (Draft)

- Develop skills and competencies needed to lead quality-improvement efforts

**Manage the Work**
- Acquire effective communication – Session 1
- Gather a team – Session 2

**Improve the Work**
- Practice improvement essentials – Session 3
- Assist front line in developing ideas for changes – Session 4
- Identify successful improvement (measures) – Session 5
- Partner with patients and providers – Session 6

**Support Improvement**
- Facilitate a culture of safety – Session 7
- Spread successful improvement – Session 8
- Understand connections in your systems - Session 9
- Develop teams – Session 10

Institute for Healthcare Improvement

**Experienced HEN Action Leader Fellowship** (Draft)

- Enhance skills and competencies needed to advance quality-improvement efforts

**Facilitate the Work**
- Facilitate communication – Session 1
- Develop teams – Session 2
- Lead improvement – Session 3

**Improve the Work**
- Engage the front line in developing ideas for changes – Session 4
- Identify successful improvement (measures, family of measures) – Session 5
- Partner with patients and providers – Session 6

**Advance Improvement**
- Create a culture of safety – Session 7
- Develop and manage spread plan for successful improvement – Session 8
- Manage connections in your systems – Session 9
- Empower teams to engage in improvement – Session 10

Kansas Hospital Engagement Network

October 28, 2015

Kansas Healthcare Collaborative, www.khconline.org
AHA/HRET Action Leader Fellowship

- **Foundational HEN Action Leader Fellowship:**
  Track offered for new HEN participants or those new to quality improvement

- **Experienced HEN Action Leader Fellowship:**
  Track offered to experienced HEN participants or those who have been focused on quality improvement and patient safety for more than five years

Details for each include:
- Monthly webinars building on learnings throughout the project
- Action Learning Projects (ALPs) that will highlight individual or hospital progress toward HEN project goals
- Opportunity to meet and network with other Fellows at in-person national scientific meetings
- Sharing of ALPs on website upon completion
- Certificate of completion upon project submission

Additional resources

- **Change packages**
  - Being updated by HRET

- **Checklists**
  - Being updated with change packages

- **Data are foundational to everything**
  - Hospital speaker selection
  - Calendar tailoring
  - Updates on national data progress shared regularly
Kansas HEN
Data and Measures Update

- HEN data submission and reports:
  (Process is different in Kansas!)
- Conferring NHSN to (updated) KHC group
- Program Evaluation Measures
- Data Submission Schedule
- Data Reports

Rob Rutherford
Senior Data Analyst
Eric Cook-Wiens
Data and Measures Manager
Kansas Healthcare Collaborative

Data and Measures

- Data Entry
- Data Transfer (by KHC)
- Report back to Hospital
- NHSN Preferred

ADE
CAUTI
CLABSI
Falls
HAPU
EED
Readmits
SSI
VTE

KS SID
AHRQ PSI
Measures

Data Analysis Tools & Templates
Comparative Reports
Aggregate Comparisons
Progress Toward Goals

Comprehensive Data System (CDS)

Kansas Healthcare Collaborative, www.khconline.org
Previously:

HEN 2.0:

NHSN Group(s) – What's New?

- Shifting to one group: Kansas Healthcare Collaborative (19423).
- “In-plan” reporting only!
  - Data requested from 2010 forward
  - CLIP, CAUTI, CLABSI maintained.
  - Ventilator Associated Events (VAE) added.
  - Surgical Site Infections (SSI) added for all in-patient locations. COLO, HYST, HPRO, and KPRO are the minimum.
  - C. Diff. laboratory ID events added
  - Hand Hygiene process measure added.
### NHSN Group(s)

- **Joining** HEN 2.0 KHC NHSN Group:  
  [Instructions for Joining Hen2 KHC NHSN Group.pdf](#)

- **Updating** Existing KHC NHSN Group:  
  [Instructions for Update H2 KHC NHSN Group.pdf](#)

### Program Evaluation Measures

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>CMS Required Evaluation Measure(s)</th>
</tr>
</thead>
</table>
| **CAUTI**  | NHSN Reporting Facilities: CAUTI Standardized Infection Ratio (SIR) (NQF 0138)  
  - Intensive Care Unit (ICU) Units, excluding Neonatal Intensive Care Units (NICU)  
  - ICU + Other units  
  - All Facilities: CAUTI Rates (CAUTIs /1,000 catheter days, CAUTIs / 10,000 pt days)  
  - ICU Units, excluding NICU  
  - ICU + Other inpatient units  
  - All Facilities: Urinary-catheter utilization ratio (catheter days / 10,000 pt days) |
| **CLABSI** | NHSN Reporting Facilities: CLABSI SIR - (NQF 0139)  
  - ICU Units, including NICU  
  - ICU + Other units  
  - All Facilities: CLABSI Rates (CLABSIs / 1,000 central line days, CLABSIs / 10,000 pt days)  
  - ICU Units, including NICU  
  - ICU + Other inpatient units  
  - All Facilities: Central-line utilization ratio (central line days / patient days) |

[Hospitals reporting CAUTI, CLABSI, SSI and VAE data may confer rights to their data to: the Kansas Healthcare Collaborative (KHC) to meet the measurement requirements for this topic. All other hospitals are expected to follow the NHSN definitions of the measures and will submit numerators and denominators. Rates will be calculated based on numerators and denominators.](#)
### Program Evaluation Measures (cont’d)

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>CMS Required Evaluation Measure(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls</td>
<td>Falls with injury (NQF 0202)</td>
</tr>
<tr>
<td>Obstetrical (OB) adverse events</td>
<td>Early elective deliveries (EED) (PC-01, NQF 0469)</td>
</tr>
<tr>
<td></td>
<td>Vaginal deliveries with instrument (Agency for Healthcare Research &amp; Quality [AHRQ] PSI 18)</td>
</tr>
<tr>
<td></td>
<td>Vaginal deliveries without instrument (AHRQ PSI 19)</td>
</tr>
<tr>
<td>Pressure ulcers (PrU)</td>
<td>PrU rate, Stages 3+ (AHRQ PSI-03)</td>
</tr>
<tr>
<td></td>
<td>PrU prevalence (hospital-acquired), Stage 2+ (NQF 0201)</td>
</tr>
<tr>
<td>Surgical site infections (SSI)</td>
<td><strong>NHSN¹ Reporting Facilities: SSI SIR (NQF 0753)</strong></td>
</tr>
<tr>
<td></td>
<td>- Colon surgeries</td>
</tr>
<tr>
<td></td>
<td>- Abdominal hysterectomy</td>
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<tr>
<td></td>
<td>- Total hip replacements</td>
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<tr>
<td></td>
<td>- Total knee replacements</td>
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<tr>
<td></td>
<td><strong>All Facilities: SSI Rates (# infections / # surgeries)</strong></td>
</tr>
<tr>
<td></td>
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¹ Hospitals reporting CAUTI, CLABSI, SSI and VAE data may confer rights to their data to the Kansas Healthcare Collaborative (KHC) to meet the measurement requirements for this topic. All other hospitals are expected to follow the NHSN definitions of the measures and will submit numerators and denominators. Rates will be calculated based on numerators and denominators.

### Other outcome and process measures will be added, as well as other topic measures.

- Ventilator-Associated Condition (VAC)
- Infection-Related Ventilator-Associated Complication (IVAC)
- Post-Operative pulmonary embolism (PE) or deep vein thrombosis (DVT) rate (AHRQ PSI-12)
- ADEs per 1,000 patient days
  - ADEs due to opioids
  - Excessive anticoagulation with warfarin
  - Hypoglycemia in patients receiving insulin
- All cause 30-day readmissions
Retained Kansas HEN Measure

- Falls with or without injury.
- HEN 1.0, BCBS of Kansas Quality-Based Reimbursement Program

Kansas HEN 2015 Data Submission Schedule

<table>
<thead>
<tr>
<th>Outcome &amp; Process Measures for HACs occurring in:</th>
<th>Readmissions for index discharges in, and SSI for procedures performed in:</th>
<th>Submission Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>December</td>
<td>February 28</td>
</tr>
<tr>
<td>February</td>
<td>January</td>
<td>March 31</td>
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<td>March</td>
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<td>September 30</td>
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<td>September</td>
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<td>October 31</td>
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<tr>
<td>October</td>
<td>September</td>
<td>November 21</td>
</tr>
<tr>
<td>November</td>
<td>October</td>
<td>December 31</td>
</tr>
</tbody>
</table>
HEN 2.0 & ICD-10

- Guidance on ICD-10 diagnostic and procedure codes for NHSN SSI reporting posted.
- AHRQ PSI – crosswalk for ICD-10 under development. Expected release late spring of 2016. Proposed specifications are available.

HEN 2.0 Tools & Evaluation

- Harm across the board tool being improved – still under development.
- CMS will have an external evaluator for HEN 2.0
  - First “monitoring month” is October 2015.
  - Evaluation specifics (baseline, etc.) will be determined in collaboration with evaluator.
Kansas HEN Data Reports

Changes and Notes

- Preliminary version to HEN contacts: 12/7/2015*
- Final version to CEO, CNO, HEN contacts: 12/14/2015*

If you have trouble with the Sharefile link, let us know, and we can send a PDF.

*Tentative.

Timeline for data work

**October**
- Continue monthly data submission on current measures
- Prepare for submitting NQF202: Falls with Injury
- Accept NHSN template update (if reporting to NHSN)
- Complete needs assessment survey upon enrollment

**November**
- New HEN measures are defined and implemented in QHi
- Monthly data submission for October monitoring period.
- Baseline data submitted by January 31. (period TBA)
- November 16 → Needs Assessment must be complete

**December and onward**
- HEN analytic data report
- Monthly data submission
National Education and Resources

- AHA/HRET Webinars
- Upcoming events
- AHA/HRET’s website for HEN 2.0
- Resources, change packages
- List-Servs

Michele Clark
Program Director
Kansas Healthcare Collaborative
mclark@khconline.org

AHA/HRET Webinars

Topic webinars
- AHA/HRET has designed shorter, mid-day webinars to help you incorporate education into your (busy!) schedules and to keep your focus in the unit
  - Approximately twice a week
  - No more than 90 minutes long
- Topics will be prioritized based on our direction from CMS and project data, including a needs assessment

Data webinars
- Will cover how you can use project data to inform quality improvement, including baseline statistics
- Approximately once a month
Mark your calendar for upcoming AHA/HRET HEN 2.0 webinars

- **Readmissions**
  October 29
  11:00 to 12:30 p.m. CT

- **Sepsis**
  November 2
  11:00 to 12:30 p.m.

- **HEN 2.0 Fellowship Kick-off**
  November 4
  11:00 to 12:00 pm – Foundational
  12:30 to 1:30 pm - Experienced

Pre-register today at www.hret-hen.org
National webinars will be recorded and available online at www.hret-hen.org.

Visit AHA/HRET’s New Website!
Educational Resources and Technical Assistance

- Updated change packages, checklists and implementation guide.

- Updated AHA/HRET HEN website: [www.hret-hen.org](http://www.hret-hen.org)
  New: Role-based navigation and content for physicians, senior leaders, unit-based teams, and patients and families.

- State and national contacts for quality improvement support.

LISTSERV® Update

HEN 2.0 Listservs will begin in early November
(after HEN 2.0 enrollment period closes)

Topics:
- Adverse Drug Event (ADE)
- Clinical Informatics
- Infections - includes CAUTI, CDI, CLABSI, SSI and VAE
- Early Elective Delivery and Obstetrical Adverse Event
- Patient & Family Engagement/Health Care Disparities
- Pressure Ulcers & Falls
- Readmissions
- Rural/Critical Access Hospitals
- Sepsis

Subscribe at [www.hret-hen.org](http://www.hret-hen.org).
Next Steps

- **Return your Letter of Commitment to KHC by Friday.**
  (if not already done).
- **Assemble your team.**
  Recruit an executive champion, physician champions, a project lead, data support and multidisciplinary support from across your organization.
- **Schedule initial site visit.**
- **Access resources on** [www.hret-hen.org](http://www.hret-hen.org) **and** [www.khconline.org](http://www.khconline.org).
- **Register for events.**
  Watch the KHC Monthly Update and Upcoming Events on our websites for meetings and webinars that are relevant to you.
- **Celebrate!**
  You are embarking an extraordinary national initiative to improve care.

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Your KHC Team

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**Rob Rutherford**
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Kansas Healthcare Collaborative, www.khconline.org
Resources

Kansas Healthcare Collaborative

Discussion / Your Questions

Contact Us
Main Office: (785) 235-0763
General Email: info@khconline.org
Website: www.khconline.org