Alliant HQIC Quality Leader Summit



Donna Cohen, RN, BSN, CCM Karen Holtz, MT (ASCP), MS, CPHQ



Agenda

- Welcome
- HQIC Overview and Goals
- Performance Measures and Accomplishments to Date
- Hospital and Partner Testimonials
- Educational Events and Networking
- Resources
- Looking Ahead
- Q&A/Wrap Up



Alliant HQIC Moderators



Donna Cohen, RN, BSN, CCM Director, Quality Projects



Karen Holtz, MT (ASCP), MS, CPHQ Education and Training Lead



Amy Ward, RN, BS, MS, CIC Infection Prevention Specialist



HQIC Overview

- Four year program active until October 2024
- Supports small, rural and critical access hospitals and facilities that care for vulnerable and underserved patients
- Provide assistance to hospital leaders and clinical teams:
 - Reduce opioid misuse and adverse drug events
 - Prevent hospital-acquired infections
 - Improve care coordination to reduce readmissions
 - Support for pandemic responses and emergency preparedness
- Enrolled hospitals = 150 from 13 states



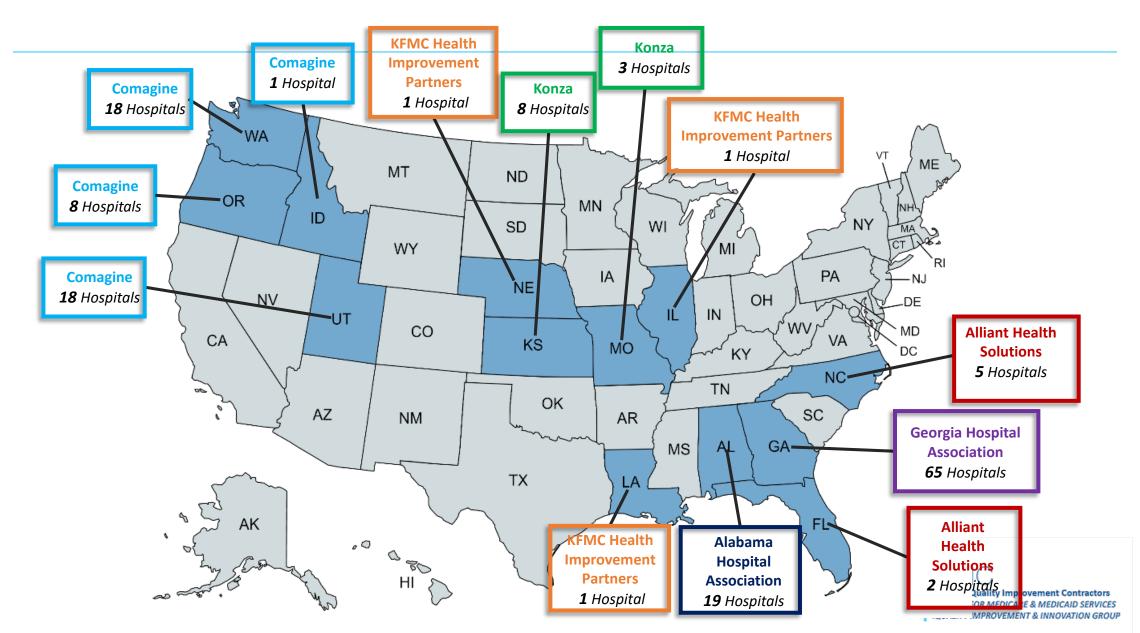
Alliant HQIC Partners in Several States

- Alabama Hospital Association Alabama
- Comagine Idaho, Oregon, Utah and Washington
- Georgia Hospital Association Georgia
- KFMC Health Improvement Partners Illinois, Louisiana and Nebraska
- KONZA Kansas and Missouri



150 Enrolled Hospitals by State and Partner

as of June 1, 2021



HQIC Evaluation Metrics and Goals By 2024*

Behavioral Health Decreased Opioid Misuse

- Decrease opioid-related ADEs by 7% including deaths
- Decrease opioid prescribing (<90MME) by 12%

Patient Safety Reduction of Harm

- Reduce ADEs by 13%
- Reduce all-cause harm by 9%
- Reduce Clostridioides difficile rates

Care Transitions Focus on High Utilizers

Reduce readmissions by 5%

*For the nine Hospital Quality Improvement Contractors (HQICs)



Areas of Focus

Patient Safety

- Opioid Stewardship
- Adverse Drug Events (opioids, anti-coag, glycemic)
- CLABSI
- CAUTI
- C diff/MRSA
- Sepsis
- Pressure Injuries
- Readmissions

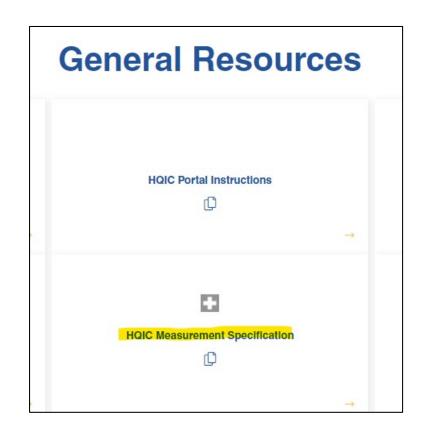
Other

- COVID-19 and/or public health emergencies
- Health disparities and health equity
- Patient and family engagement (PFE)
- Leadership engagement



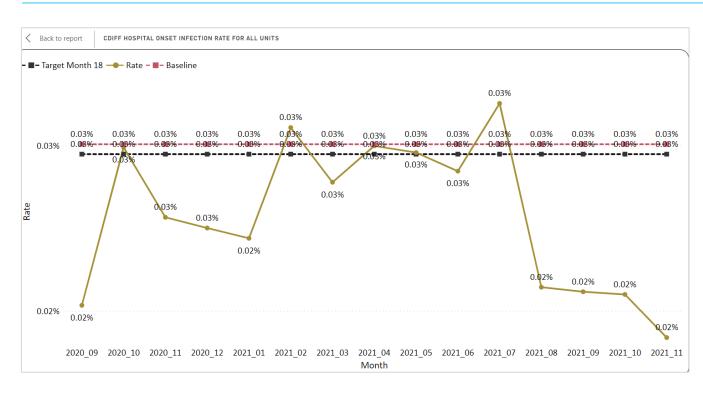
HQIC Measures

- HQIC Measurement Specification Posted on Alliant Website
- Navigate to General Resources and click on Measurement Specifications to download file
- 24 measures listed in first tab and ICD-10 codes listed in other tabs





Achieving Goal: C diff Hospital Onset Rate for All Units

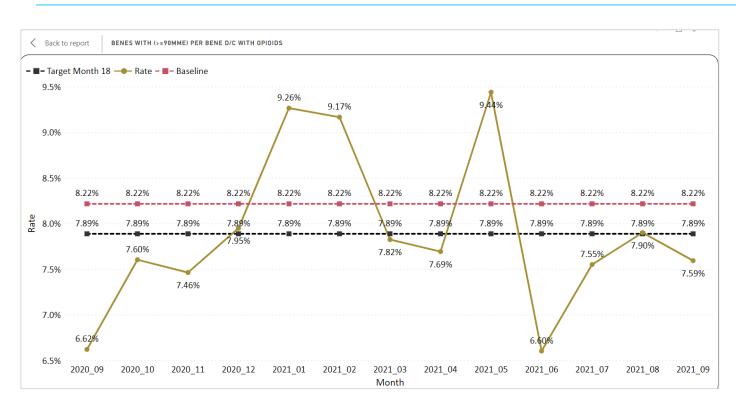


- 18 month goal is to decrease rate (no percentage given)
- Current rate is below 2019 baseline and target goal
- Continue to enter data into NHSN

N = 115/150 hospitals (77%)



Achieving Goal: High Dose Opioid Prescribing Upon Discharge

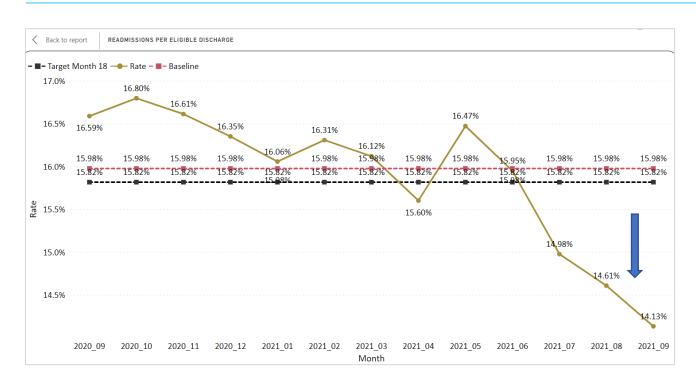


- 18 month goal = decrease by 2%
- Current rate is 7.84% which is below 2019 baseline (8.22%) and target goal (7.89%)

N = 139/150 hospitals (93%)



Almost Achieving Goal: 30 Day Readmissions



N = 147/150 hospitals (98%)

- 18 month goal = decrease by 1%
- Current rate is 15.92% which is below 2019 baseline (15.98%) but not quite below target (15.82%)
- Favorable downward trend May - Sep 2021



Alliant HQIC: Baseline Assessment of Health Equity Level of Hospital Implementation by Category

Legend

Not working in this area currently
Basic/Fundamental
Mid-Level/Intermediate
Advanced

Data Collection

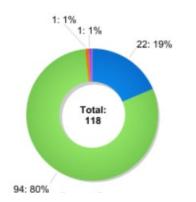
Self-Reporting Methodology

5: 4% 1: 1% 20: 17% Total: 118

92: 78%

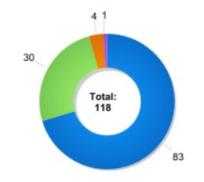
Data Collection Training

Workforce Training



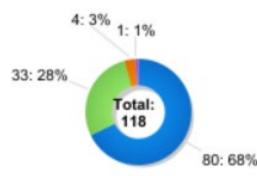
Data Validation

Verifies Data Accuracy

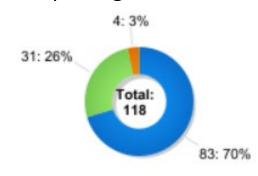


Data Stratification

Stratifies Data

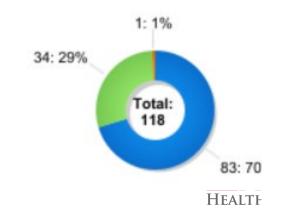


Communicate FindingsReporting Mechanism



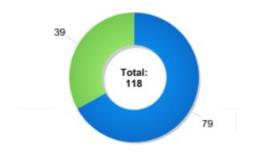
Address Gaps in Care

Interventions to Resolve Differences



Infrastructure and Culture

Culture of Health Equity



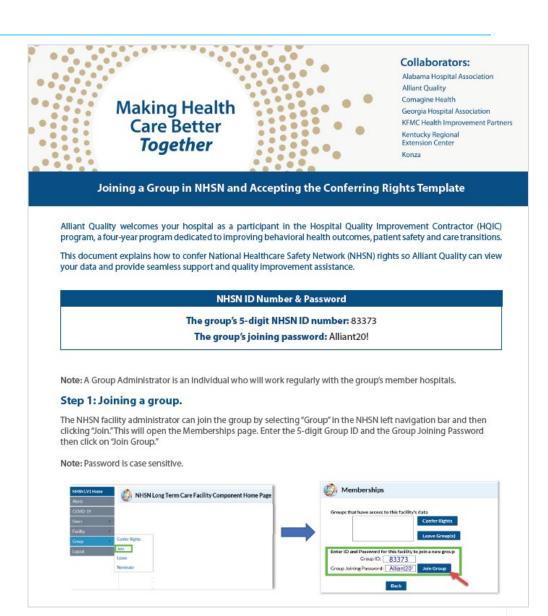
N = 118 hospitals November 2021

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NHSN Group Creation

Timeline:

- December 2020 Group created
- January 2021 Flyer distributed
- June 2021 Updated rights template
- December 2021 158/160 hospitals joined and conferred rights



NHSN Functions and Lessons Learned

- Can see data in numerous ways
 - Aggregate
 - Individual
 - System level
- Lessons learned
 - Healthcare Personnel Safety component requires a separate template that all group members need to accept
 - Template set up is critical
 - Joining group and conferring rights is not a guarantee that hospitals are reporting data to NHSN



Technical Assistance to Improve Reporting

To improve reporting among enrolled hospitals, technical assistance has been provided in several formats

- 1:1 coaching calls including hospital IP, Alliant SME, and quality improvement coaches
- Patient Safety Network Series
- IP Office Hours Series
- In Process on demand, bite sized learning sessions to include information on
 - Facility mapping
 - Annual survey and monthly reporting plans
 - Summary data entry
 - Event level data entry
 - Running reports
 - Data analysis/interpretation



Testimonials - Infection Prevention SME and 1:1 Coaching

- As hospitals joined the Alliant HQIC, they were asked to begin submitting HAI data into NHSN
- Amy Ward stepped up and provided not just education and information, but support, encouragement, humor and compassion for our IPs



- After hours PANIC calls and able to talk hospitals off the ledge
- During mandate crisis with new submission requirements,
 Amy was able to hold COVID Office Hours weekly
- Not just a resource for reviewing process flow, but she connects the dots...
- Sets the bar and breathing relief into our IPs



Shondia Evans, Quality Improvement Coordinator





Testimonials - Use of Hospital Portal

- Brenda Duncan, RN, Director of Quality Management and Jerry Holley, RPh,
 Director of Pharmacy
- Russell Medical is an 81-bed hospital located in Alexander City, AL
- Monthly coaching calls with AlaHA and Alliant Pharmacy SME (Jennifer Massey)
- Identified increase in ADE anti-coagulants
- Opportunity for Improvement
 - Ability to identify ADE
 - Identify resources for best practice interventions
 - Utilize Alliant data to measure outcomes
- Goals
 - Recognition of ADE
 - Identify the cause of increased ADE
 - Determine how to identify cases







Testimonials - Use of Hospital Portal

- Pharmacy-led Interventions
 - Dosing protocols
 - Clinical data support
 - Dosage adjustments for renal and liver function
- How we benefited: Know Your Numbers
 - Access the HQIC portal
 - Review the ICD-10 captured data
 - Top five ICD-10 codes for claims
 - D649, D62, R791, K922, K921
 - These claims capture 80% of ADE
- Value of Alliant HQIC: Impacting anticoagulation safety and patient care through quality measurement

Testimonials - Drill Down Into the Data

- KFMC Health Improvement Partners and KONZA HIE (Health Information Exchange) recognized an opportunity to work together and utilize an HIE resource to assist hospitals with improvement efforts
- Hospital coaching calls are scheduled monthly
- Kansas hospitals can access KONZA HIE dashboard
- The KONZA HIE Workflow Specialist and KFMC Quality Consultant meet with hospital improvement teams to identify opportunities based on data and trends
- Value of Alliant HQIC: Harvest data using technology tools



Nadyne Hagmeier, RN Quality Improvement Consultant KFMC Health Improvement Partners



Rhonda Spellmeier MBA BSN RN
HIE Workflow Specialist
KONZA





Using our technology tools to support your HQIC initiatives



















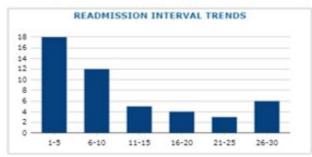


















Site Review of Data

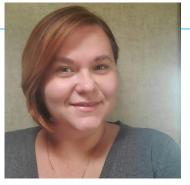
- o Determined vulnerability period for admits was 1-5 days after discharge
- Determined majority of readmissions occurred within the same facility
- Determined Heart Failure as #1 dx for readmission
- Determined certain patients had multiple readmission episodes for the same or similar diagnosis sequela

Suggested Interventions

- o Consider f/u phone calls within 48 hours
- Consider review of Heart Failure continuum of care (order sets, discharge instructions, f/u appts completed, medication availability)
- Consider CCM for patients with multiple readmissions
- Utilize readmission risk assessment to identify high risk patients during inpatient stays
- Review Dashboard data regularly
 - o Acute Alerts, to ID patients who need f/u from ER and Inpatient Visits
 - \circ Utilization tile to review compliance with f/u visits
 - o High Risk and Polychronic tiles to ID High Risk patients for CCM
 - o Disease Registry for A1C and other CCM management interventions



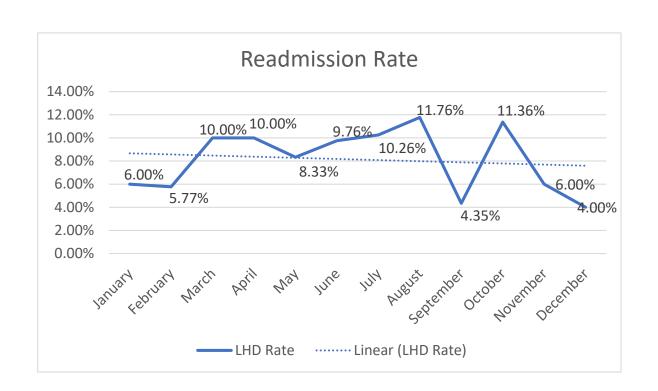
- Lake Health District is a 24-bed Critical Access Hospital, a 24-bed skilled long term care cottages, a home health and hospice service, and outpatient clinic services
- Our facility is located more than 50 miles from the next closest critical access hospital and 90 miles from the next higher level of care centre at Sky Lakes in Klamath Falls, OR
- Worked with Improvement Advisor at Comagine Health to analyze readmission data and implement a readmission reduction program



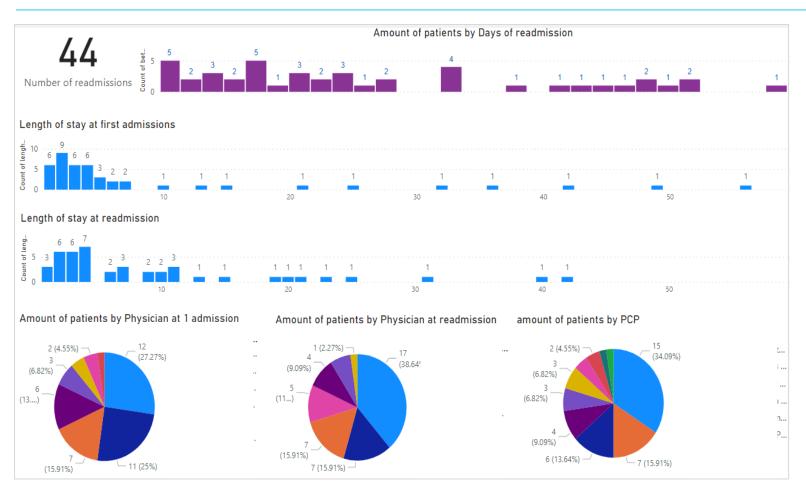
Alena Acklin, MPH
Process and Quality
Improvement Coordinator



- Our readmission rates are between 4-11%
- We were looking for various ways to decrease readmission rates
- Work with Comagine to implement a readmission reduction program
- Personal challenge to operate in new role in Quality Department and in new environment







- Analysis using a custom view in Power BI
- We were using existing questions from providers and other specialists:
 - Length of stay and days between admissions
 - Relationship between PCP and admitting physician
- Improvement Advisor at Comagine guided us on analyzing the data





- Analyze existing patterns to make changes
- 66-75% of readmission happens among patients whose PCP and admitting physician were the same
- Currently implementing leading interventions with Improvement Advisor



Testimonials - Opportunity to Present on a National Level

- North Baldwin Infirmary is a 78 bed hospital located in Bay Minette, Alabama
- North Baldwin Infirmary works with Alabama Hospital Association
- Opportunity to Present on Success:
 - Developed a culture of safety
 - Daily hospital and departmental safety huddles, safety error prevention toolkit, and employee recognition programs
 - Safety has become the number one priority for everyone in our organization



Jo Ann Nix, RN BSN CMSRN Chief Nursing Officer







Testimonials - Opportunity to Present on a National Level

- Impact to patient care: Decrease in safety events, infections and patient harm
- Value of Alliant HQIC: Opportunity to present on the Community of Practice* call in November 2021 allowed our rural hospital to share our success story with hospitals on a national level
- Hospitals have contacted us for information and Russell Medical was happy to share

*Community of Practice is an webinar series led by the Centers for Medicare & Medicaid Services to share successes, strategies and best practices across the HQIC learning community in every state and territory



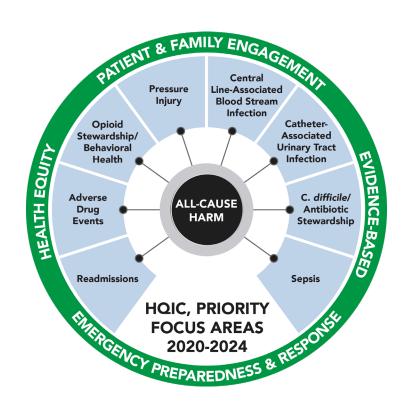
Educational Events and Networking

- Provide educational webinars on all patient safety topics with featured speakers from HQIC hospitals sharing success stories
- Subject matter experts and national thought leaders
- Alliant HQIC collaborates with other HQICs to deliver monthly Learning and Action Network (LAN) webinars
 - NEW! Key takeaways + action planning = <u>Change Path</u>
- Networking opportunity to attend and ask questions
 - Patient Safety Networks
 - COVID Office Hours IP Chat
- On-demand education with presentation and recordings on website



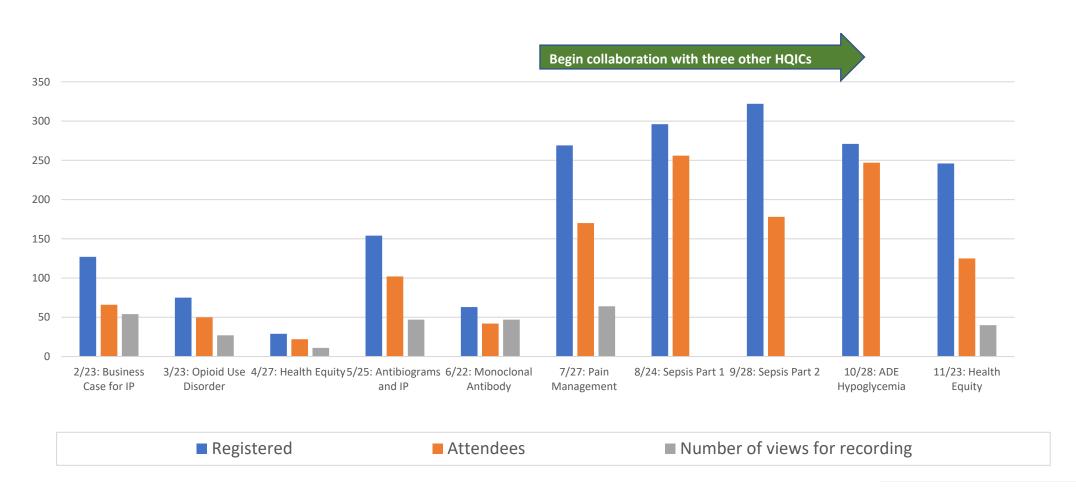
Learning and Action Networks (LANs)

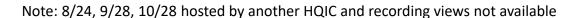
- Monthly events hosted by Alliant and other HQICs to avoid duplication
- Focus on areas of patient safety, readmissions, patient and family engagement and health equity
- Either 30 or 60 minutes in length
- Registration links, past recordings and slides in newsletter and on Alliant website





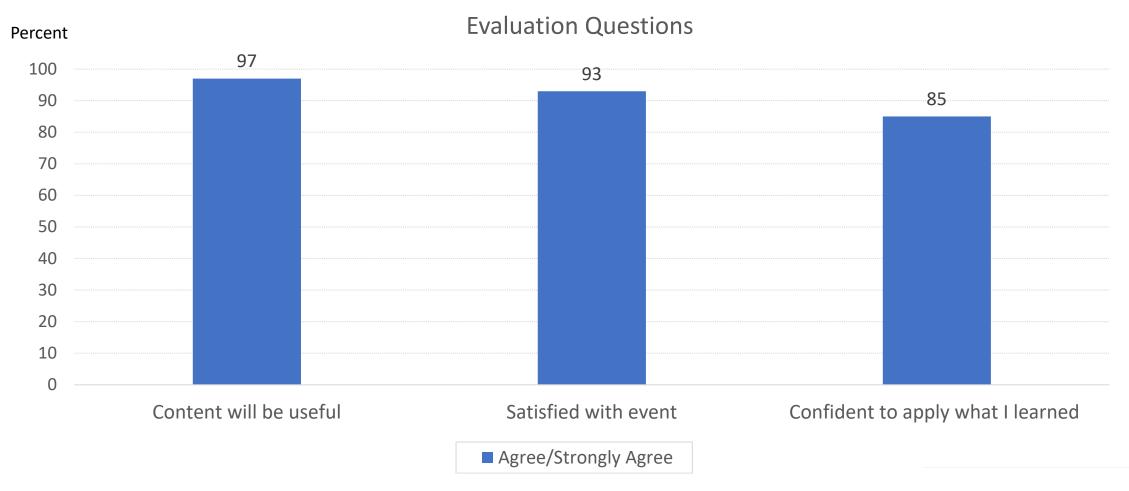
Learning and Action Networks (LAN) Metrics Attendance increased >300% due to collaboration







Learning and Action Networks (LAN) Metrics



Note: Evaluation questions based on Kirkpatrick model: Level 1 Reaction and Level 2 Learning



Community of Practice (CoP) Calls

- Led by the Centers for Medicare & Medicaid Services to share successes, strategies and best practices
- Calls held on the second Thursday of month from 1:00 2:00 p.m. ET.
- Open to all Hospital Quality Improvement Contractors (HQIC) staff to help support the delivery and spread of quality improvement initiatives and can extend invitation to their hospitals
- Presentations and/or recordings posted on <u>Alliant HQIC Website</u>

Disruption as an Opportunity to Improve Care | Sept. 23, 2021

Readmission Reduction: Transforming Into a Care Partner Hospital | Oct. 14, 2021



HQIC Community of Practice (COP) Call: Reducing Readmissions – Successful Rural Hospital Strategies | Nov. 18, 2021

Creating a Hospital Community's Social Needs Profile | Dec. 9, 2021



Patient Safety Networks Fall/Winter Series

- 30 minutes webinars led by Subject Matter Experts and QI Advisors
- Topics include:
 - ADE Opioids and Opioids Stewardship
 - ADE Anticoagulants and Glycemics
 - IP (C. diff/MRSA, CLABSI, CAUTI)
 - Pressure Injuries
 - Sepsis Mortality and Sepsis Shock
 - Readmissions
- Average 25-30 in attendance allows for peer-to-peer networking
- Slides and recordings posted under On-Demand Education on Alliant HQIC website



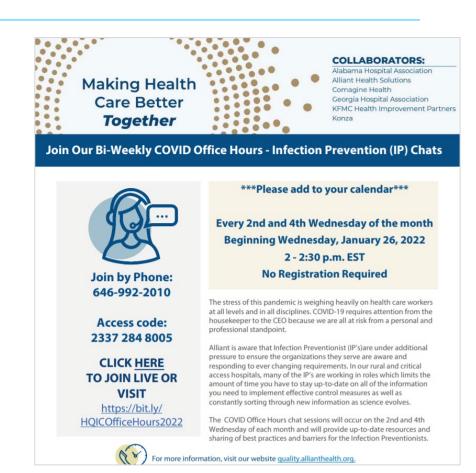
QI 101 Training Begins February 3

- Designed for employees new to hospital quality improvement
- Based on evaluations from earlier Patient Safety Networks and need to improve "confident to apply what I learned" from LANs
- Three 30 min sessions led by QI professionals scheduled for first Thursday of month at 1 pm EST
 - Feb 3, Mar 3, Apr 7
- Basics of quality improvement teams/committees, data, PDSA model, tools and techniques
- Recordings posted to Alliant website for on-demand education
- Flyer with registration link to be distributed soon



COVID Office Hours - IP Chat Series Begins January 26

- Designed for IPs to stay up-to-date on current events, data, reporting, national trends and regulatory requirements of COVID and Infection Prevention topics
- Includes CIC exam question as time permits
- 30 minutes interactive sessions led by Alliant Infection Prevention Specialist
- Every other Wednesday from 2-2:30 pm ET
- No registration required
- Average 25-30 in attendance allows for peerto-peer networking





Subject Matter Experts (SMEs) Provide 1:1 Coaching



Jennifer Massey, PharmD Pharmacy and ADE Technical Adviser



Amy Ward, RN, BS, MS, CIC Infection Prevention Specialist



Melody Brown, MSM Care Transitions/Readmissions



Currently revising Coaching Packages to be used in Coaching Calls and posted on Alliant website



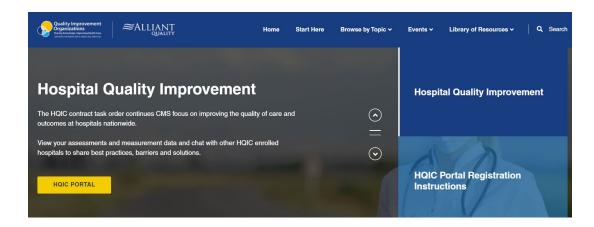


Monthly HQIC Newsletter



- Sent first Thursday of month to contacts
- Check junk mail or unblock email from Donna Cohen, Alliant
- News, educational events, resources, success stories
- Past newsletters on <u>Alliant</u>
 <u>Website</u>

Alliant HQIC website



About HQIC

The Centers for Medicare & Medicaid Services (CMS) awarded a four-year contract to Alliant Health Solutions (AHS) to serve as a National Quality Improvement and Innovation Contractor (NQIIC) under the recently launched Task Order 3: Hospital Quality Improvement Contractor (HQIC) contract. Under the agreement, Alliant will provide services to 153 hospitals across a multistate area.

- Average number of clicks = 720 per month
- Most Visited Pages:
 - Community of Practice Call Nov 18
 - General HQIC Resources
 - Infection Prevention
- Check out the QI Tools

https://www.alliantquality.org/topic/hospital-quality-improvement/



Hospital Portal

Link to Portal Instructions and Portal Website

Ensure you log in with the email you shared with your HQIC Quality Advisor

- Review of Assessment Data and Interventions in HQIC Portal
- Review of Chatter Feature of Portal



On the Horizon in 2022

- Focus on health disparities and health equity (seven assessment questions)
- Collaboration across Hospital Quality Improvement Contractors (HQICs)
- Enhancement of data reporting in the Hospital Portal
- Continued support for COVID-19 to help reduce burden



Wrap Up/Adjourn

- Connect every six months for a Quality Leader Summit
- One hour virtual call
- Next Call:
 - June 14, 2022
- Complete post-event survey to submit any agenda items

Thank you for your participation!



Q&A/Open Discussion



- How can Alliant HQIC and partners best support your hospitals moving forward?
- What are biggest challenges and/or best strategies to implementing quality improvement in your hospital?
- What excites you most about the information provided today?
- What actions will you take as a result of this call?

Email us at HospitalQuality@allianthealth.org or call us 678-527-3681.

CMS Fact Sheet

Hospital Quality Improvement Contractors (HQICs) Your Quality Improvement Leaders for Acute Care

The Centers for Medicare & Medicaid Services (CMS) Quality Improvement Organization (QIO) Program is one of the largest federal programs dedicated to improving the quality of health care at the community level. Hospital Quality Improvement Contractors (HQICs) are strategic partners of the QIO Program that support this mission within hospital settings. Their initiatives are designed to improve health care quality, access, value and equity for people with Medicare.

Health care quality is the overarching goal. The QIO Program and HQICs connect and convene the right people to help solve the nation's most pressing health care challenges, one community at a time.

What are HQICs?

Data-driven. It's the data that help hospitals measure progress toward quality improvement (QI) gains. Hundreds of thousands of patients and families benefit from CMS-supported QI projects that make today's hospital stays safer and improve the quality of hospital care.

Dynamic and collaborative. HQICs partner with small, rural and critical access hospitals and facilities that care for vulnerable and underserved patients. Their quality improvement consulting and expertise - offered at no cost to the hospitals - help hospital leaders and clinical teams develop local QI projects designed to:

- Reduce opioid misuse and adverse drug events.
- · Increase patient safety with a focus on preventing hospital-acquired infections.
- · Refine care coordination processes to reduce unplanned admissions.

HQICs also share their QI resources to assist hospitals with pandemic responses and emergency preparedness.

Local.

- Provide no-cost quality improvement consulting to help leadership teams understand and implement Medicare and other federal health care guidelines.
- · Engage with hospital leaders and stakeholders to help tailor national QI priorities to local conditions.
- · Support health equity through patient and family
- · Coordinate goal setting, communication, QI resources and crisis response by facilitating partnerships with community, state and local organizations.

Measurable.

- · Help gather, analyze and interpret health care data to inform decisions that impact patients, families, partners and communities.
- · Visualize data to help hospitals track progress toward local and national quality goals.
- · Demonstrate how hospital processes can evolve in response to real-time data.

Sustainable.

Hospitals in

49 States and

5 Territories

9 Quality

Partners

4 Years

Improvement

- Create and spread learning opportunities for today's evidencebased best practices.
- · Develop peer and community networks for learning, collaboration and sharing.
- · Teach and coach QI processes and techniques for lasting change.

To Learn More

The four-year HQIC program will remain active through October 2024. Please visit QIOProgram.org to learn more about HQIC partners and QI initiatives.



12SOW/Bizzell/DVA-456-04/21/20

Alliant HQIC Fact Sheet



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MAKING HEALTH CARE BETTER

Alliant Quality - A Network of Quality Improvement and Innovation Contractor (NQIIC) with Demonstrated Success in Recruiting, Engaging and Improving Provider Performance

As the quality improvement services group of Alliant Health Solutions, Alliant Quality is a successful CMS contractor with a national footprint serving public and private customers in 12 states. Alliant Quality successfully manages work and effectively meets clients' quality improvement needs by:

- Operating as a clinically led and data-driven enterprise
- Being an experienced CMS contractor
- Demonstrating value across multiple clinical settings
- Providing customer service orientations
- . Having prior positive work with Hospital Improvement and Innovation Networks (HIINs) and hospitals

Alliant Quality Experience

Alliant Quality has demonstrated long-term success providing hospitals with technical assistance for quality reporting and measure improvement. Our partnerships with Hospital Quality Improvement Contractors (HQICs) and hospitals have provided essential value-added experience such as:

- · Establishing long-term relationships with providers that impact HQIC measures, such as community partners/long-term care facilities for readmissions
- · Proven return on investment relative to time, resources and budget
- Improvement rates relative to the specific aims
- Implemented processes that impact short- and long-term efficiency goals



MEDICATION SAFETY

- Decrease opioid prescribing
- Decrease opioid adverse events



PATIENT SAFETY

- Reduce all cause harm
- Reduce adverse drug events
- Reduce avoidable readmissions
- · Reduce incidence of C. Diff



CARE TRANSITIONS

- Reduce hospital admissions
- Reduce hospital readmissions
- Reduce emergency department

With decades of experience and access to hundreds of clinical specialists, Alliant Quality's company ize allows us to provide personalized customer service and adapt to customer needs—all while putting patients first. We work collaboratively and combine strong data analytics with our clinical specialists to give context to the data while eliminating silos typically found on health care data teams. Alliant Quality nelps make health care better by providing services that make health care safer and more effective.

> For more information on how Alliant Quality can assist your team, please contact hospitalquality@alliantquality.org. WWW.ALLIANTQUALITY.ORG



COLLABORATORS:

Alabama Hospital Association
Alliant Health Solutions
Comagine Health
Georgia Hospital Association
KFMC Health Improvement Partners
Konza

Hospital Quality Improvement



@alliantgio



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AlliantQIO



