

North Dakota Hospital Association Innovate-ND

HRET Hospital Improvement Innovation Network

April 7, 2017

EDUCATIONAL EVENTS

HRET HIIN

What's New in ICU for Sepsis, CAUTI and CLABSI: Less May be Better

04/11/17 | 11:00 a.m.-12:00 p.m. CT
Register [here](#).

QI Fellowship - Foundations for Change | Working Styles, Know Yourself, Know Others

04/12/17 | 11:00 a.m.-12:00 p.m. CT

Accelerating Change | Diving Deep into Data and Measurement

04/12/17 | 12:30-1:30 p.m. CT

Nip It In the Bud: Targeting Early Detection – Ask the Pressure Ulcer Expert

04/13/17 | 2:00-2:45 p.m. CT

PFE Fundamentals | Finding the Right Advisors: Application Process

04/18/17 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN ADE Fishbowl Series 1

05/02/17 | 11:00 a.m.-12:00 p.m. CT

Information and registration links for all upcoming virtual events can be found under the “Upcoming Events” tab on www.hret-hiin.org.

All event recordings are/will be available on-demand on the HRET HIIN website www.hret-hiin.org. Select the desired topic and scroll down to “Watch a Recent Data Event”.

IMPORTANT DATES TO REMEMBER

04/30/17	Performance Data for March 2017 Discharges
04/30/17	Quarterly Report in CMS. This will be measure item at the very top of the list: HIIN - 1Q 2017 Hospital Activities: HIIN-Q12017.



Sanford Mayville has enrolled a staff member in the PFE Fellowship – Cohort 2. Way to go Mayville!

Sanford Mayville is the first ND hospital to enroll their hospital’s emergency department in the Outpatient Antibiotic Stewardship initiative lead by QHA! Click [here](#) to learn how your hospital can join in this effort.

QUALITY MILESTONES RECOGNITION

<p>COPPER Milestone:</p> <ul style="list-style-type: none"> Ashley Medical Center Carrington Health Center Cavalier County Memorial Hospital CHI Mercy Health–Valley City CHI St. A’s Mercy Hospital–Devils Lake Community Memorial Hospital Cooperstown Medical Center First Care Health Center Garrison Community Hospital Heart of America Medical Center Kenmare Community Hospital McKenzie County Healthcare System Mountrail County Medical Center Nelson County Health System Northwood Deaconess Health Center Pembina County Medical Center Presentation Medical Center 	<p>COPPER, BRONZE & SILVER Milestone:</p>
---	--

ND DoH

North Dakota Infection Control Conference

04/11/17-04/12/17 | Bismarck, ND
Register [here](#).

SDSMA

Leading Quality Improvement as a Top Performer

04/11/17 | 12:15-12:45 p.m. CT
Register [here](#).

PFE

Improving Health Equity: How to Make Real Data Actionable

04/11/17 | 1:00-2:00 p.m. CT
Register [here](#).

AHRQ

Teams Saving Brains One Minute at a Time

04/12/17 | 12:00-1:00 p.m. CT
Register [here](#).

GPQIN

Quality Payment Program Office Hour

04/12/17 | 12:00-1:00 p.m. CT
*Registration is **not** required*
<https://qualitynet.webex.com>
Teleconference 1.888.585.9008
Access Code 159-674-492

CAH Quality Network

Statewide Meeting

04/20/17 | 9:00 a.m.-4:30 p.m. CT
Radisson Hotel, Bismarck, ND
Register [here](#).

GPQIN

Effective Strategies for Teach-Back Implementation

04/26/17 | 12:00-1:00 p.m. CT
Register [here](#).

NDSU

Class Leader Training

Powerful Tools for Caregivers

05/15/17-05/16/17 | Bismarck, ND
Registrations must be completed by April 17. Click [here](#) to register.

Medication Safety LAN

Sakakawea Medical Center Sanford Hillsboro Medical Center Sanford Mayville Medical Center Southwest Healthcare Services St. Aloisius Medical Center St. Andrew's Health Center St. Luke's Hospital Tioga Medical Center Towner County Medical Center Unity Medical Center Wishek Community Hospital	
COPPER & BRONZE Milestone:	COPPER, BRONZE, SILVER & GOLD Milestone:
COPPER, BRONZE, SILVER, GOLD & PLATINUM Milestone:	

NEWS BLASTS

Physician Engagement—It's Not As Hard As You May Think

According to FierceHealthcare, with so many demands on their time, it's often difficult to get the attention of physicians, let alone try to engage them in new projects. The key to engagement is understanding how physicians think and what motivates them. Click [here](#) to read more!

UP Campaign Materials

Updated [UP Campaign](#) materials are now available on the HRET HIIN website.

Quarterly Survey Available

The Quarterly Survey is now available in CDS. You will see it listed at the very top of the measures. The purpose of this survey is to collect the work that is being done by the hospitals on the overarching topics: Patient and family engagement, diversity and cultural competency, leadership engagement and governance practices, and teamwork. The survey based on 1st quarter 2017 timeframe, is due April 30, 2017. Note that this is the last item necessary for many hospitals to reach the Bronze milestone!

Teach-Back Training Opportunity

Teach-Back is an evidence-based communication method shown to improve patients' understanding of information, raise patient satisfaction, help patients feel more relaxed and build trust between patient and clinician. Teach-Back can be **used in all healthcare settings to promote patient/family engagement**. The QHA Care Coordination team has compiled tools and resources to help facilities/organizations implement teach-back. The April 26 webinar will review these resources and discuss effective implementation strategies.

Join the GP-QIN for a virtual Teach-Back Learning and Action Network event on April 26 (registration link provided in Education Events column to the left).

Check out the tools and implementation resources on the GP QIN website: <http://greatplainsqin.org/initiatives/coordination-care/teach-back-training/>

Campaign for Meds Management Phase 2 Kick-off: Impact of a Hospital-to-Community Pharmacist Med Management Intervention
05/25/17 | 2:00-3:30 p.m. CT
Register [here](#).

AHRQ

2017 TeamSTEPPS National Conference

06/14/17-06/16/17 | Cleveland, OH
The mission of this conference is to bring tools, techniques and new thinking to assist health care professionals in successfully implementing TeamSTEPPS. To learn more about this conference or to register, visit their [website](#). If you have questions, please contact AHRQTeamSTEPPS@aha.org.

National LAN Event Immunizations: Everyone's Responsibility

05/02/17 | 2:00-3:30 p.m. CT
Register [here](#).

SAVE THE DATE

First Steps® Advance Care Planning (ACP) Facilitator Certification Training
05/10/17 | Minot, ND

QHA's 2017 Quality Forum
08/10/17 | Fargo, ND

HRET HIIN Road Show
10/02/17-10/03/17 | Fargo, ND

NDHA's 2017 Annual Convention & Trade Show
10/03/17-10/05/17 | Fargo, ND

EVENT RECORDINGS

Communicate to Ambulate

If you missed the Rural/CAH Affinity Group virtual event, "Communicate to Ambulate" on March 20, the recording is now posted. This event addressed two topics: 1) GET UP,



improve quality of care. Consider utilizing the new service center for tailored education, best practices, tools and resources. Click [here](#) to learn more.

Quality Payment Program Help Available

Need help navigating the Quality Payment Program? The Great Plains Quality Innovation Network (QIN) offers a local support, at no cost to you that can help you maximize your reimbursement opportunities and

HRET HIIN LISTSERV®

HRET HIIN uses the LISTSERV® platform to encourage peer-to-peer networking, share HRET HIIN events and resources, and highlight innovative approaches to reduce harm. LISTSERVs® address various topics. To limit unnecessary email traffic, all LISTSERVs® are moderated. Participating HRET HIIN hospitals and partners are welcome to join any or all of the LISTSERVs® listed below. Consider LISTSERV® distribution among team members. Reporting highlights back to the team is a great addition to meetings!

Following are LISTSERVs® available: Adverse Drug Events, Data Analytics, Health Care Disparities, Hospital-Wide Topics, ICU, Infections, Patient & Family Engagement, Readmissions, Rural/Critical Access Hospitals, and Sepsis.

A special SHOUT-OUT to Marie Loven from Presentation Medical Center in Rolla. Marie shared tools and engaged in conversation on the Hospital-Wide Topics and Rural/Critical Access Hospitals LISTSERVs®! Your participation was noted and very much appreciated!

FALLS

Age Friendly Care: Detecting and Managing Silent Delirium to Prevent Falls

On March 7, HRET HIIN hosted a Falls Topic Virtual Event: "Age Friendly Care: Detecting and Managing Silent Delirium to Prevent Falls". Subject matter expert, Dr. Alan Huang MDCM, FRCPC, FACP, AGSF, introduced the concept of the age friendly hospital as a way for hospitals to be sensitive to the unique safety needs of elders. The age friendly concept supports comprehensive services using principles of the geriatric approach such as delirium prevention, detection, and management to provide optimal care to elders. Dr. Huang shared pharmacological and non-pharmacological interventions that can be employed to prevent and manage delirium. The second half of the event highlighted the Delirium Team from Owensboro Health in KY. The Owensboro Team round daily on patients who screen positive for delirium. Through the rounding process, they gained insights into the nurse's perceptions about delirium and have expanded proactive thinking about preventing delirium in elders in their organization. The team uses the Brief Cognitive Assessment Method (B-CAM) tool and shared their B-Cam Flow Sheet (attached). They also described their rounding process and how they built nursing competence in assessing for and managing delirium.

The recording and presentations slides can be viewed on the [Recent Fall Event Page](#) on the HRET HIIN Website.

Progressive Mobility Campaign as a cross cutting harm reduction strategy and 2) Use of Electronic Health Record (EHR) triggers to augment communication regarding falls care planning. The event recording, power point slides and materials can be accessed [here](#).

RESOURCES

LISTSERV®

[Sign up](#) and help meet our goal of approximately 1,000 subscribers per LISTSERV® topic. These platforms enable peer-sharing and are used to promote virtual events and highlight innovative topic-specific strategies to reduce harm. New subscribers are added on the first day of each week.

On the Web

The HRET HIIN website is a one-stop-shop for all HRET HIIN information and events! Check it out at www.hret-hiin.org.

Social Media

Follow the HRET HIIN on Twitter [@HRETtweets](#)! Here they'll be promoting virtual events, highlighting recruitment numbers, state partners and hospitals! Re-tweet, reply or like their posts and share your HIIN journey using #WhyImHIIN.

You can also join the HRET-HIIN on Facebook and LinkedIn. Follow the instructions for joining by clicking on the correlating icon on the right-hand side of the page when you log onto the HRET HIIN website (www.hret-hiin.org)

INNOVATE-ND SUPPORT TEAM

Jean Roland
jroland@qualityhealthnd.org
701/852.4231

Nikki Medalen
nmedalen@qualityhealthnd.org
701/537.5548

Jon Gardner
jgardner@qualityhealthnd.org

Some facts about how delirium increases fall risk:

- 10-31% of fallers are delirious at the time of the fall
- Patients with delirium are 4.55 times more likely to fall

Medications can directly trigger delirium, especially in the elderly. Medications which affect blood pressure and/or have a central nervous system effect can be associated with increased fall risk. Dr. Huang shared a partial list of drugs that should be avoided with elderly patients:

- Benzodiazepines
- Antidepressants
- Antipsychotics

Medications with a strong anti-cholinergic effect can lead to delirium. Examples include:

- Dimenhydrinate (Dramamine/Gravol)
- Diphenhydramine (Benadryl)
- Amitriptylline (Elavil)
- Tolterodine (Detrol)
- Cyslobenzaprine (Flexeril)

Early recognition of delirium improves outcomes. The Confusion Assessment Method (CAM) is widely used to detect delirium. In determining if delirium is present, the following factors are taken into account using the CAM: there is an acute onset with fluctuating behaviors, inattention or difficulty focusing attention, disorganized thinking and altered level of consciousness which can range from vigilant (hyper alert) to lethargic or stuporous.

The following action items were reviewed as interventions to minimize and manage delirium:

- Screen using the CAM tool or Brief CAM (B-CAM) tool
- Periodic medication review (on admission, weekly, and at discharge) to assure the right medications, doses, and formulation are ordered
- Mobilize as soon as feasible and keep mobile
- Declutter the environment to decrease environmental hazards
- Assess and manage pain
- Manage contributing medical conditions
- Remove tethers such as urinary catheters, EKG leads, IVs, SCDs, therapeutic hose, etc., i.e., anything that intrudes upon their body or environment

Examples of B-CAM questions:

- To assess inattention: "Can you name the months backwards from December to July?"
- To assess altered level of consciousness – Use Richmond Agitation Scale (RASS)
- To assess disorganized thinking: "Will a stone float on water?" "Are there fish in the sea?" "Does one pound weigh more than two pounds?" "Can you use a hammer to pound a nail?"

Helpful links:

[Hospital Elder Life Program \(HELP\) for Prevention of Delirium ICU Delirium Website](#)

HEALTHCARE-ASSOCIATED INFECTIONS

Hospital EDs Invited to Participate in Antibiotic Stewardship Efforts

The Great Plains QIN is recruiting participants for the quality improvement initiative: *Combatting Antibiotic Resistant Bacteria through Antibiotic Stewardship*. Part of the focus of this work will be to spread the principles of antibiotic stewardship among recruited outpatient settings at the point of care, where the antibiotics are being prescribed. The goal of this *initiative* is to increase the number of outpatient settings that have incorporated all Core Elements of Outpatient Antibiotic Stewardship. Click [here](#) to learn how you can become involved in these efforts.

PRESSURE ULCERS

Pressure Ulcer Detection

National subject matter expert, Karen Zulkowski, DNS, RN, CWS, recorded an [on-demand video](#) on how to detect pressure injuries early enough to prevent their progression to an open wound, how to differentiate pressure versus moisture damage and how to recognize early injury on darkly pigmented skin.

[Watch the on-demand video](#) and [register for our April 13 virtual event](#) to ask our expert your questions, direct the conversation to your top challenges and strategies and discuss documentation strategies and tips.

READMISSIONS

Community Paramedicine: Bridging the Gaps in Healthcare Delivery

As healthcare organizations work toward greater integration, one key player has rarely been mentioned...EMS and the concept of community paramedicine. [View article](#).

DATA

Data Collection Factsheets

HRET released of a new data collection resource, the HIIN Data Collection Fact Sheets, which are available on the HRET HIIN website!

<http://www.hret-hiin.org/data/data.shtml>

These guidance documents are topic-specific and serve as a measurement resource that address the following topics: Adverse Drug Events, Falls, Pressure Ulcers/Injuries, Sepsis, and Worker Safety. These guides include data collection tips and tricks, data sources within your hospital, inclusion and exclusion criteria for measure numerators and denominators, as well as frequently asked questions to support your data collection efforts.

UPDATED CHANGE PACKAGES

Airway Safety, Falls and Undue Radiation Change Packages

The 2017 versions of the [airway safety, falls](#) and [undue radiation](#) change packages are now available on the HRET HIIN website. Hospitals are encouraged to use these as a tool to help make patient care safer and improve care transitions and were developed through clinical practice sharing, organization site visits and subject matter experts. Each change package includes a menu of strategies, change concepts and specific action items that any hospital can implement based on need or for purposes of improving patient quality of life and care.
