

North Dakota Hospital Association Innovate-ND

HRET Hospital Improvement Innovation Network

August 25, 2017

EDUCATIONAL EVENTS

HRET HIIN

HRET HIIN | Acute Skin Failure from Sepsis: Preventing Injury with Early Mobility
08/31/17 | 12:00-1:00 p.m. CT

HRET HIIN | Falls Virtual Event | Preventing Falls: Goodbye Bundle, Hello Care Plan
09/12/17 | 11:00 a.m.–12:00 p.m. CT

Information, registration links and recording links for **all** HRET HIIN upcoming and past virtual events can be found under the “Events” tab on www.hret-hiin.org.

SAVE THE DATE

Great Plains QIN Antibiotic Stewardship Office Hours
10/31/17 | 12:15-1:00 p.m. CT
More details coming soon.

Great Plains QIN/QHA Early Recognition and Timely Management of Sepsis Amid Changes in Definitions
09/19/17 | 11:00 a.m.-12:30 p.m. CT
More details coming soon.

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

IMPORTANT DATES TO REMEMBER

Remember to report your HIIN data in CDS every month!

Deadline	Reporting Period
08/31/17	Performance data for July 2017 discharges

QUALITY MILESTONES RECOGNITION

Are You Up for Advancement?

Are you ready to move to the Silver milestone? Hospitals who have achieved the Copper and Bronze milestones earn the Silver milestone when they have completed the following:

- Attend at least **1** in-state meeting per year.
 - April 11 & 12, 2017 ND Infection Prevention Conference
 - April 20, 2017 CAH Quality Network Meeting
 - August 10, 2017 QHA Quality Forum
 - October 2 & 3, 2017 ND HIIN Road Show
 - October 3-5, 2017, NDHA Annual Convention
- Attend a minimum of **five** (5) educational offerings provided as HRET webinar offerings (Pacing Calls, CAH Affinity Group, HIIN Virtual Events) coaching calls or other Innovate-ND recognized events. Attendance is counted for anyone and everyone in your hospital.
 - If you have attended the live event, we have tracked your participation. *If you have watched a recording of any one of these events, please let us know so that it can be counted!*
- Share your current Harm Across the Board Score with their board at all regular board meetings
 - Jean and Nikki are working on producing a CEO report for this purpose. However, you may access the HIIN Improvement Calculator and generate additional reports as well. *Please provide a copy of the Board meeting agenda as well as a copy of the report shared to get credit for this requirement.*
- The hospital is achieving the one-year reduction goals for at least five topics **or** are maintaining 0 Harm Across the Board with a minimum of six months of data.

COPPER Milestone: Jacobson Memorial Hospital Unity Medical Center	COPPER, BRONZE & SILVER Milestone:
--	---

Great Plains QIN
Impacting the Quality Measures
with Innovative Person-
Centered Care

08/29/17 | 2:30–3:30 p.m. CT
No registration is required; click [here](#)
to join.

National Learning and
Action Network
Understanding Physician-to-
Patient Communication
Strategies to Avoid
Unnecessary Antibiotic
Prescribing

08/30/17 | 2:00–3:30 p.m. CT
Register [here](#).

AHRQ
Maintaining the Gains of the
TeamSTEPS Program

09/13/17 | 12:00-1:00 p.m. CT
Register [here](#).

National Disparities
Learning and Action
Network

Driving High Performance for
Chronic Disease Management
Teams

09/13/17 | 2:00-3:30 p.m. CT
Dakota Medical Foundation, Fargo
Register [here](#).

Great Plains QIN/Quality
Health Associates

Fargo/NW MN Community
Quarterly Meeting

09/13/17 | 3:00-4:30 p.m. CT
Dakota Medical Foundation, Fargo
Register [here](#).

Honoring Choices ND
Improving the Quality of Life: It
starts with Competent Caring
Conversations

09/18/17 | 9:00 a.m.-2:45 p.m. CT
Dakota Medical Foundation |
Fargo

ND Department of Human
Services Behavioral Health
Conference

09/27/17-09/29/17 | Bismarck, ND
Click [here](#) to register.

COPPER & BRONZE Milestone:

Ashley Medical Center
Carrington Health Center
Cavalier County Medical Center
Cooperstown Medical Center
First Care Health Center
Heart of America Medical Center
Linton Hospital
McKenzie County Memorial
CHI Mercy Health-Valley City
Mountrail County Medical Center
Nelson County Health System
Northwood Deaconess
Pembina County Medical Center
Presentation Medical Center
Sakakawea Medical Center
Sanford-Hillsboro
Sanford-Mayville
SW Healthcare Services
St. Aloisius Medical Center
St. Andrew's Hospital
St. Luke's Hospital
Tioga Medical Center
Towner County Medical Center
Trinity-Kenmare Community
Hospital
Wishek Community Hospital
CHI Mercy Health – DL
CHI St. Alexius Health – Garrison
CHI St. Alexius Health Community
Memorial Hospital – Turtle Lake

COPPER, BRONZE, SILVER & GOLD
Milestone:

COPPER, BRONZE, SILVER, GOLD & PLATINUM Milestone:



North Dakota Hospitals Acknowledged by HRET

HIIN—Thank you to all participating Innovate-ND hospitals who consistently report their data on time. Last week, on August 16 during the HRET State Partner call, and again on August 18, in the HRET HIIN Newsletter, ND was recognized as having the highest percent of data submitted through June with 84%. Better yet, we

know we are at or above 92% now! In addition, for those submitting that data, 77% are achieving the 1 year goals for harm reduction in 5-7 topics. We love it when your hard work is recognized nationally!

HRET Plans “ND Roadshow”

HRET is hosting a “ND Roadshow” (October 2-3, 2017 | Delta Marriott – Fargo) as a pre-conference to this year’s NDHA Annual Convention (October 3-5, 2017 | Hilton Garden Inn - Fargo). Fran Griffin from the Institute for Healthcare Improvement (IHI) will kick off the Roadshow on Monday afternoon when she addresses high reliability in healthcare. Tuesday morning Pat Teske from Cynosure will address the national opioid epidemic and its impact on our hospitals as well as new strategies for avoiding unnecessary readmissions.

HRET will provide travel reimbursement for the preconference to HRET HIIN participating hospitals.

Advance Care Planning | Facilitator Training

10/05/17 (Registration deadline Sept. 10)

Dickinson, ND

11/02/17 (Registration deadline Oct. 19)

Grand Forks, ND

If you are interested in registering or would like additional information, please contact Sally May via email at sally.may@honoringchoicesnd.org or call her at 701.989.6228.

NATIONAL PATIENT SAFETY FOUNDATION WEBCASTS

The National Patient Safety Foundation (NPSF) now offers complimentary access to past NPSF webcasts. Check back often to see what is available.

[Visit the NPSF Webcast Archive](#) website and follow the instructions on your screen.



The flyer features the Alzheimer's Association logo at the top. Below it, the title "CARE CONSULTATION" is displayed in bold. A photograph shows three people (two women and one man) sitting around a table, engaged in a discussion. The text describes the Care Consultation program as an important service for professionals working with individuals with memory loss, providing education, support, and care planning. It mentions that participants receive individualized assistance to support their clients, family care partners, and staff. The North Dakota Department of Human Services logo is at the bottom, along with the text "This project is supported by funding through the North Dakota Department of Human Services, Aging Services Division." and the website "alz.org" and helpline "24/7 Helpline: 1.800.272.3900".

RESOURCES

Mark your calendars and plan to attend. Registration information and details are forthcoming.

August is Immunization Awareness Month

It's not too late to raise immunization awareness among your staff and patients. Click [here](#) for a plethora of resources for Immunization Awareness Month.

ANTIBIOTIC STEWARDSHIP

TED Talk | What Do We Do When Antibiotics Don't Work Anymore?

Do you or your colleagues question the need for an antibiotic stewardship program? This TED Talk provides a convincing patient story...it will grab your emotional side and create a sense of urgency to address antibiotic resistance through a stewardship program. Click [here](#) to view the video.

HEALTHCARE-ASSOCIATED INFECTIONS

Global Guidelines for the Prevention of Surgical Site Infection

Recently the ND Center for Nursing shared in their newsletter a link to the [Global Guidelines for the Prevention of Surgical Site Infection](#) from the National Guideline Clearinghouse. Click [here](#) for other Evidence-Based Practice Resources on their topics page at.

FALLS

New Fall Prevention Resources for Front-line Staff

Dr. Amy Hester, PhD, RN, BC, was the subject matter expert on the HRET HIIN July 11th Falls Event: ***Hit the Wall of Falls? Time to Recalibrate.*** If you missed this event, you can access the recording and slides [here](#).

During her presentation, Dr. Hester shared two staff training videos for safe toileting that are short and to the point. A key message from Dr. Hester that relates to toileting safety is the need for staff to "stay on task" while providing the patient privacy. Often nurses will use the time to tidy up the room, or they can become distracted, and they may miss the subtle cues that the patient may be getting up without assistance. Dr. Hester recommends two strategies to keep on task: hold the toilet paper roll in your hand while you are waiting or "a foot in the door, keeps your patient off the floor."

Consider sharing these training videos with your staff:

[Preventing Falls in the Bathroom](#) In this five-minute training video, Dr. Amy Hester, PhD, RN, BC, reviews environmental and patient factors that contribute to safe toileting. She reviews communication, supervision and physical assistance tips for caregivers who are "on task," toileting their patient. She provides tips to help staff provide privacy and stay "on task" while the patient is in the restroom.

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

701/989-6227

Nikki Medalen

nmedalen@qualityhealthnd.org

701/989-6236

Jon Gardner

jgardner@qualityhealthnd.org

701/989-6237

[Training: Bedside Commode Fall Safety](#) In this seven-minute training video, Dr. Amy Hester, PhD, RN, BC, reviews safe bedside commode use and fall prevention strategies. Dr. Hester demonstrates positioning the commode, communication with the patient, determining when a patient can have privacy while on the commode and strategies to promote cooperation, use of a floor mat as a patient reminder and injury reduction strategy, how to determine the correct commode height and how to conduct a commode equipment safety check as strategies to prevent commode related falls.

READMISSIONS

CAH Quality Network Regional Meetings Provide Opportunity for Additional Readmission Reduction Education

When the CAH Quality Network convened in-person earlier this spring, Nikki introduced the concept of “*Developing a Map of Actors*” as a means to identify leaders and stakeholders from your community who can contribute to seamless care transitions and ultimately impact readmission reduction. During that meeting she engaged the audience in an exercise to help participants think beyond the four walls of their hospital by constructing a Map of Actors of all stakeholders & partners in their community - including constituents, supporters, competitors, and even those in opposition.

Using Nikki’s presentation as the spring board, last week’s regional meetings of the CAH Quality Network provided another opportunity to build on community organizing to reduce unnecessary readmissions using the Leadership & Organizing in Action (LOA) model. Dr. Amy Boutwell spoke to “*Developing a Motivating Vision and Calling Stakeholders to Action.*” A recording of that presentation has been posted to QHA’s website and can be accessed by clicking [here](#).

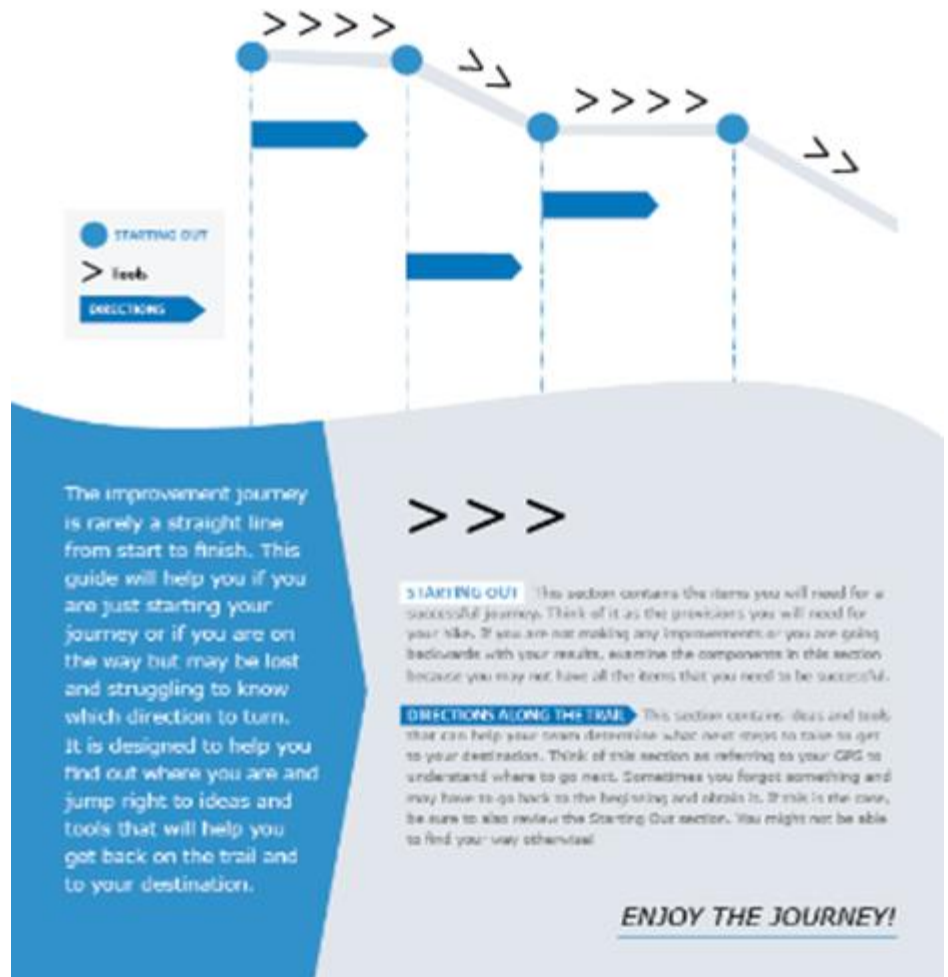
Dr. Boutwell shared a strategy for pairing root cause analysis with the development of a motivating vision among stakeholder groups to redesign readmission reduction interventions. She then demonstrated a formula for developing an effective narrative that connects the story of *self*, the story of *us*, and the story of *now* in an effort to paint a clear picture when calling potential partners to action.

In November’s CAH Quality Network regional meetings Dr. Boutwell will join us again where she’ll address “*Building the Dream Team: Establishing the Conditions for Effective Multi-Stakeholder Coalitions.*” Her presentation will explain why structure matters within a team or coalition; discuss the importance of developing a real team with the right people, a shared purpose, and enabling team structures; diagnose the challenges our teams and coalitions are facing; and, establish the conditions to enable our teams and coalitions to function effectively.

Readmissions Trail Guide

HRET HIIN developed a [Readmissions Trail Guide](#) to assist hospitals with reducing readmissions. This guide will meet hospitals where they are in their readmission reduction journey.

Reducing Readmissions TRAIL GUIDE



The improvement journey is rarely a straight line from start to finish. This guide will help you if you are beginning your readmissions reduction journey or if you are on the way but may be lost and struggling to know which direction to turn. This guide is designed to help you find out where you are and jump right to ideas and tools that will help you get back on the trail and to your destination.

Review the HRET HIIN resource library for additional [readmissions reduction resources](#).

HRET HIIN and Huddle Care | Community Collaborations in Readmissions

On August 17, the HRET HIIN partnered with Huddle for Care to present a virtual event about community collaborations in readmissions. The webinar featured Medical Center Health System (Odessa, Texas) and the strategy the hospital used to move beyond hospital walls using community navigator services after discharge and partnerships with home health agencies, DME companies, post-acute facilities and transportation services. Mary Washington Healthcare (Fredericksburg, Virginia) shared their strategy for reducing heart failure readmissions involving comprehensive, multidisciplinary inpatient and outpatient heart

failure care. The hospital has seen a 72 percent decrease in the total number of readmissions following a heart failure discharge due to their efforts. To learn more about these initiatives, we encourage you to visit Huddle for Care.

[Huddle for Care](#) is an online community of professionals working in care transitions. The community shares stories and solutions to common challenges across the care continuum. This is a free website and the stories cover lessons learned, tips and tricks, innovative practices, tools and more. Please encourage hospitals to share a policy/procedural improvement, tools created or accomplishments by visiting the [website](#).

Patient Readmissions Interviews

Join fellow hospitals throughout the HRET HIIN in conducting five patient readmissions interviews by September 29, 2017

HRET HIIN leads are asking hospitals in their HIIN to conduct five patient readmission interviews. Don't have five readmissions in a month? No worries, complete an interview for any readmissions that occur between now and September 29. HRET encourages utilizing the ASPIRE readmissions toolkit located [here](#) and specifically utilize [Tool 2: Readmission Review Tool](#) which provides a readmission interview script, sample questions, and instructions on how to conduct a root cause analysis. If your hospital already utilizes its own readmission interview tool, please utilize your organization's tool instead of ASPIRE but share your results.

As you conduct these interviews, please provide your narrative feedback (including key themes, lessons learned, opportunities for improvement) to nmedalen@qualityhealthnd.org or jroland@qualityhealthnd.org as well as any other questions you may have regarding readmissions.

Aggregated learnings will be shared with you.

PATIENT AND FAMILY ENGAGEMENT

Patient Engagement versus Patient Experience

Those of you who attended QHA's 2017 Quality Forum earlier this month heard a lot about engagement...leadership, patient, family, physician, payers, etc. The May 17, 2017, NEJM Catalyst featured a blog post by Adrienne Boissy, MD, MA, addressing Patient Engagement versus Patient Experience. In her word, "The difference between the two terms is muddled but important." The graphic in this link nicely differentiates the two. [Take a look](#).

To read Dr. Boissy's complete blog post [click here](#).
