

North Dakota Hospital Association

Innovate-ND

HRET Hospital Improvement Innovation Network

September 28, 2017

EDUCATIONAL EVENTS

HRET HIIN

HRET HIIN Year One Virtual Event

10/03/17 | 11:00 a.m.–12:30 p.m. CT

HRET HIIN Malnutrition Virtual Event | Fast Track Healing with Pre-surgical Nutritional Optimization

10/05/17 | 11:00 a.m.–12:00 p.m. CT

HRET HIIN QI Fellowship Foundational Track Virtual Event

10/11/17 | 11:00 a.m.–12:00 p.m. CT

HRET HIIN QI Fellowship Accelerating Improvement Track Virtual Event

10/11/17 | 12:30–1:30 p.m. CT

HRET HIIN Falls Virtual Event

10/19/17 | 11:00 a.m.–12:00 p.m. CT

HRET HIIN WAKE UP Virtual Event

10/26/17 | 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

HRET HIIN Road Show

10/02/17-10/03/17 | Fargo, ND

IMPORTANT DATES TO REMEMBER

Remember to report your HIIN data in CDS every month!

Deadline	Reporting Period
09/30/17	Performance data for August 2017 discharges

QUALITY MILESTONES RECOGNITION

COPPER Milestone:	COPPER, BRONZE & SILVER Milestone:
	McKenzie County Healthcare System
COPPER & BRONZE Milestone:	COPPER, BRONZE, SILVER & GOLD Milestone:
Ashley Medical Center Carrington Health Center Cavalier County Memorial Hospital CHI Mercy Health – Valley City CHI St. Alexius – Devils Lake CHI Community Memorial Hospital – Turtle Lake CHI Garrison Community Hospital Cooperstown Medical Center First Care Health Center – Park River Heart of America Medical Center Jacobson Memorial Hospital Kenmare Community Hospital Linton Hospital Mountrail County Medical Center Nelson County Health System Northwood Deaconess Health Center Pembina County Medical Center Presentation Medical Center 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 Wishek Community Hospital Unity Medical Center	
COPPER, BRONZE, SILVER, GOLD & PLATINUM Milestone:	

NDHA's 2017 Annual Convention & Trade Show

10/03/17-10/05/17 | Fargo, ND

Great Plains QIN

Antibiotic Stewardship Office Hours

10/31/17 | 12:15–1:00 p.m. CT

NDSU Distance and Continuing Education

2017 Pharmacy Homecoming Seminar: A Focus on Opioid Misuse and Use Disorder

09/29/17 | 8:00 a.m.–4:00 p.m. CT
Register [here](#).

**Great Plains QIN – Consumer Directed Webinar
A Family Affair: Understanding Colorectal Cancer Risk Factors and Screening Options**

All healthcare professionals are welcome and encouraged to attend.

10/03/17 | 10:00–11:00 a.m. CT
Register [here](#).

**Medicare Learning Network
2016 Annual QRURs Webcast**

10/09/17 | 12:30-2:00 p.m. CT
Click [here](#) to register.

**Great Plains QIN
Strategies to Improve Take Back of Unused Medication**

10/10/17 | 12:15-12:45 p.m. CT
Click [here](#) to register.

**National Coordinating Center
A Review of Patient Activation & Prescription Drug Monitoring: Resources to Enhance Medication Management with Patients**

10/11/17 | 2:00-3:30 p.m. CT
Click [here](#) to register.

**North Dakota Trauma Foundation |
20th Annual Trauma Conference**

10/11/17-10/12/17 | Bismarck, ND
Click [here](#) for more information.

**Great Plains QIN
Strategies to Engage Providers, Successfully Transform Care and Improve Provider Satisfaction**

10/13/17 | 12:00-1:00 p.m. CT



See you next week at the HRET HIIN Roadshow and NDHA Annual Convention & Tradeshow in Fargo!

Agenda

October 2

12:30-4:30 p.m. | Organizing and Leading for High Reliability

October 3

8:00-10:30 a.m. | Community Collaboration in Readmissions

11:00 a.m.-12:00 p.m. | NDHA Annual Convention & Tradeshow
Opening Keynote Session



ANTIBIOTIC STEWARDSHIP PROGRAM (ASP)

WHO: World is Running Out of Antibiotics to Stop Superbugs

The September 20, 2017 release of FierceHealthcare featured a new report from the World Health Organization that shows a serious lack of new antibiotics under development to combat the growing threat of drug-resistant superbugs. Read the full article [here](#).

ADVERSE DRUG EVENTS (ADEs)

Five Communities Awarded Grants to Strengthen Opioid Addiction Treatment and Recovery and to Prevent Overdose Deaths

The North Dakota Department of Human Services has awarded grants to five communities to strengthen local efforts to treat opioid use disorder, support recovery, and save lives by preventing overdose deaths.

Click [here](#) to register.

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 tool for professionals working with individuals with memory loss, providing education, support, and care planning. It mentions that participants receive individualized assistance to support clients, family care partners, and staff. At the bottom, the North Dakota Department of Human Services logo is shown, along with the text "This project is supported by funding through the North Dakota Department of Human Services, Aging Services Division." The footer includes the website "alz.org" and the 24/7 Helpline number "1.800.272.3900".

Bismarck, Fargo, Grand Forks, Minot and Valley City will receive funding from the 2017 State Targeted Response to the Opioid Crisis Grant (Opioid STR). Grant recipients include the City-County Health District in Valley City; the city of Fargo and Fargo Cass Public Health; the city of Grand Forks and Grand Forks Public Health; First District Health Unit of Minot; and the Heartview Foundation and Bismarck-Burleigh Public Health.

In June, the department invited communities to submit proposals. To be considered, communities were required to demonstrate need and the local capacity to address the opioid crisis across the continuum from prevention to recovery. Awarded communities will implement strategies to increase access to evidence-based treatment and recovery support services. Communities will also reduce overdose-related deaths through prevention efforts, specifically dissemination of the life-saving drug naloxone. [Read more.](#)

Opioid Safety Fishbowl Event #4

On August 24th the HRET HIIN held opioid safety fishbowl event #4. Three hospitals shared their efforts to reduce naloxone use:

- In Alabama, Medical West is working to reduce over-sedation in patients with obstructive sleep apnea.
- In Louisiana, Slidell Memorial is testing how to better assess pain management and sedation on the medical-surgical floors
- In Massachusetts, Newton-Wellesley is working with the GI department to reduce the use of naloxone in the endoscopy unit and to reduce or eliminate the use of meperidine.

To review the event recording and slides, click [here](#).

The table below lists the collective learnings from this event as well as suggested resources. Thanks to our "fish" for letting us watch!

Learnings and Opportunities for Improvement	Suggested Action Items and Resources
<ul style="list-style-type: none">• You can't know everything you need to know before you start!<ul style="list-style-type: none">◦ Guess what? If you say check the box if they have been on CPAP, don't expect them to also check the box if they have been on BIPAP!• Engage leaders and keep them engaged<ul style="list-style-type: none">◦ Find champions from the front lines to the leaders.◦ Don't be shy.<ul style="list-style-type: none">▪ Medical West illustrated how partnering with IT helped them push past barriers.▪ Slidell Memorial found that when senior nursing leaders became engaged, it lead to engagement by the P&T Committee, the Med. Exec. Committee and IT.▪ Newton- Wellesley showed the value of engaging the P&T Committee to	<p>Resources:</p> <ul style="list-style-type: none">• Grab a copy of The Improvement Guide: A Practical Approach to Enhancing Organizational Performance, by Langley et al. It is the basis of the Model for Improvement.• HRET HIIN ADE Change Package, here• POSS, here• STOP BANG, 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
701/989-6227

Nikki Medalen
nmedalen@qualityhealthnd.org
701/989-6236

Jon Gardner
jgardner@qualityhealthnd.org
701/989-6237

	surmount some dicey personnel issues.	
•	Appreciate the pace and continuum of change	
	▪	All three teams agreed that by starting small and doing tests of change, they are on target for lasting success.
•	Small tests of change create the willingness to hardwire and even "hard-stop" proven strategies and processes.	
•	Slow and steady wins the race!	

October 21st is National Community Pharmacists Association's "Check Your Meds Day"

The National Community Pharmacists Association (NCPA) "Check Your Meds Day" is scheduled for October 21, 2017. NCPA is asking pharmacies across the country, including its 22,000 members, to host a Check Your Meds Day event.

As part of the campaign, consumers are invited to visit their local pharmacy and bring all their medications and supplements. The pharmacy team will provide a thorough medication review, at no cost to patients. Check Your Meds Day participants will leave with an updated medication list, recommendations to take to prescribers (if applicable) and a better understanding of how to take medication safely.

[NCPA launched a webpage](#) with the resources pharmacies need to quickly and easily plan and promote a local Check Your Meds Day event. The materials are available to anyone; you do not have to be an NCPA member. The site also features several resources originally developed by Health Quality Innovators (HQI), the QIN-QIO for Maryland and Virginia. *Consumer Reports* is raising awareness of the importance of medication reconciliation and promoting Check Your Meds Day [on its website and in the September issue of its magazine](#).

Learn more about [Check Your Meds Day](#) and share this information with your hospital and community pharmacists.

What Can The Community Do to Help Combat the Opioid Epidemic?

The number of drug overdose deaths has never been higher in the United States (US) and over half of drug overdose deaths involve opioids. The [CDC has released prescribing guidelines](#) to help healthcare providers know when opioid use is appropriate, but what can communities do to help combat the epidemic? Click [here](#) to read what the Kansas Community Collaborative on Chronic Pain is doing.

FALLS

Mobility and Fall Champions, Patient Educators, Patient Engagement Leaders and More

Malnutrition is associated with a higher incidence of falls, especially with the September 12 webinar presented by Megan Duckwork, Falls Virtual Event: Goodbye Bundle, Hello Care Plan, showcased the scientific rigor and methodology the research team at Brigham and Women's Hospital has championed to move beyond a score on a fall risk screening scale

to develop individualized care plans and engage patients as full partners in care.

Megan Duckworth's presentation emphasized the importance and impact of having conversations with patients early in the admission process about their fall risk factors and their tailored interventions to reduce those risks. In this context, teach back is the perfect tool that you can use to evaluate the effectiveness of your teaching and the patient's knowledge and skills in their fall prevention plan.

The webinar highlighted the Fall TIPS© Tool (Tailored Interventions for Patient Safety). The Fall TIPS© Tool was developed and tested at Brigham and Women's Hospital and led to a reduction in both fall and injury rates. Ms. Duckworth shared details regarding how the tool was developed, piloted and spread. She also shared valuable implementation tips. The toolkit is available to event participants and hospitals working with the HRET HIIN. See access details below.

The recording of the event can be accessed [here](#).

Key facts about the tool:

- The Falls TIPS© tool is a bedside sign that includes two parts:
 - Identification of risk factors
 - Activation of interventions for each risk factor
- The Fall TIPS© tool is completed at the bedside with the patient to support the patient's engagement in their fall plan.

Fall TIPS© Implementation Success Factors:

- Set-up expectations for change
 - Use existing shared governance structures
 - Tap into fall prevention week activities
- Use peer champions for feedback on workflow and just in time coaching
- Continuously monitor performance and provide feedback.
 - Share data, conduct audits, investigate non-adherence

Results after one year of implementation with an 82% rate of adherence to the protocol:

- 15% reduction in falls
- 46% reduction in injurious falls

The Falls TIPS© Toolkit contains the following and can be accessed by registering [here](#).

- Fall TIPS Implementation Protocol
- Fall TIPS Instruction Sheet for Nurses
- Powerpoint training slides
- Fall TIPS tool for printing and laminating

Next steps after receiving the toolkit:

- Assemble your falls or mobility team
 - Review the article and the tool
 - Identify a leadership champion
 - Identify pilot testing unit
 - Identify a staff champion
- Attend the follow-up Fall TIPS Event on October 19, 2017. Register [here](#).

Check out HRET HIIN resources including the [change package](#), [top 10 checklist](#), and [Teach-Back Tool](#).

In addition, the [National Council on Aging](#) and the [CDC Project STEADI](#) have several handouts and toolkits for adults and caregivers.

HEALTHCARE-ASSOCIATED INFECTIONS

SNAP Sepsis Transfer Application Deadline Extended

HRET has extended the deadline to submit applications to participate in the upcoming SNAP Sepsis Transfer to this **Friday, September 29**. The [recording](#) of the informational session that was held on September 11 is available on the [SNAP web page](#), along with the [flyer](#) and [link](#) to apply. The informational session provides potential applicants an overview of the requirements, application process and timelines required to be part of the SNAP and should be viewed prior to applying. If you have any questions or require assistance, please contact us at hiin@aha.org.

DIVERSITY AND HEALTH EQUITY

America's Essential Hospitals | Ask Every Patient: REaL Module

The article below describes how Cleveland-based MetroHealth noticed that although registration staffers were supposed to ask all patients their race, ethnicity and preferred language, it wasn't happening consistently enough. This personal information can offer insight into the differences in quality of care given to people of different cultural and ethnic communities, and can also help policy experts and providers understand conditions that affect specific populations and then develop appropriate treatment programs.

In 2011, America's Essential Hospitals along with the American Hospital Association and the Association of American Medical Colleges called on all hospitals to begin to collect race, ethnicity and language data, also called REaL data, after an AHA survey found only 18% of hospitals collected the information. In 2015, America's Essential Hospitals developed the Ask Every Patient: REaL Module. The web-based tool trains hospital registration staff to collect REaL information from patients at check-in. MetroHealth gave in-person training to staff at four sites with the highest rates of incomplete REaL data. MetroHealth now monitors REaL data every month to flag struggling sites and gives staff more in-person training.

<http://www.modernhealthcare.com/article/20170821/TRANSFORMATION04/170819882/>

MISCELLANEOUS

Quality Payment Program MIPS Deadline Approaches

The Merit-Based Incentive Payment System's (MIPS) first performance year, 2017, is quickly coming to an end. The [last day](#) you can start a 90-day reporting period for this year is **October 2, 2017**.

Need help getting started? Don't even know what MIPS is?

The Great Plains Quality Innovation Network works under contract with the Centers for Medicare & Medicaid Services (CMS) to provide Quality Payment Program (QPP) assistance to clinicians in practices with 16 or more eligible clinicians in Kansas, Nebraska, North Dakota and South Dakota.

You can receive free support from Great Plains QIN consultants. Get started at <http://greatplainsqin.org/initiatives/qpp/>. Great Plains QIN provides **free** education and technical assistance to eligible clinicians for the QPP as they transition to the MIPS payment track.

Request support any time:

- Email us at gppsupport@greatplainsqin.org

Receive an immediate response Monday-Friday, 8 a.m.-4 p.m. CT:

- Call 1-402-817-7250

Get Started Today with MIPS

- 1) Check your participation status with the [MIPS Eligibility Lookup Tool](#).
 - 2) Choose your submission method, measures and activities on the [CMS QPP website](#).
 - 3) Register for GPQIN's [Learning and Action Network](#) for educational resources and webinars to help you with MIPS.
-