

North Dakota Hospital Association Innovate-ND

HRET Hospital Improvement Innovation Network

February 16, 2018

EDUCATIONAL EVENTS

HRET HIIN

HRET HIIN QI Fellowship Office
Hours Call #2
2/21/18 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN QI Foundations for
Change Fellowship Call #4
2/28/18 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN QI Accelerating
Improvement Fellowship Call #4
2/28/18 | 12:20-1:30 p.m. CT

HRET HIIN QI Fellowship Office
Hours Call #3
3/07/18 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN QI Foundations for
Change Fellowship Call #5
3/14/18 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN QI Accelerating
Improvement Fellowship Call #5
3/14/18 | 12:20-1:30 p.m. CT

HRET HIIN QI Foundations for
Change Fellowship Call #6
3/28/18 | 11:00 a.m.-12:00 p.m. CT

HRET HIIN QI Accelerating
Improvement Fellowship Call #6
3/28/18 | 12:20-1:30 p.m. CT

HRET HIIN QI Fellowship Office
Hours Call #4
4/04/18 | 11:00 a.m.-12:00 p.m. CT

IMPORTANT DATES TO REMEMBER

Remember to report your HIIN data in CDS every month!

Deadline	Reporting Period
2/28/2018	Performance data for January 2018 discharges
03/15/2018	4th Quarter Operational Items, now available in CDS as the very first measure. Please ignore the monitoring period. Information entered here should reflect your facility's status as of the end of the 4th quarter 2017.

Measure (click the i button for measure specifications)		Monitoring Period	Baseline Status	Monitoring Status	
HIIN - 4Q 2017 Operational Items: HIIN-Q42017 Process (Recommended)	i	2/1/2018 - 4/15/2018 (Once)	N/A	No Data	Enter Data

Advancing through the Milestones

Among the expectations to achieve Silver status in Innovate-ND's Milestone Program is to "share their current Harm Across the Board Score with their board at all regular board meetings." This can be a challenge. Several months ago the HRET HIIN had Davis Balestracci present a webinar on "Data Sanity" that would be valuable to review when deciding on how to present your data. Here's the link to the recorded video: <https://www.youtube.com/watch?v=DgBuHQ3ejBw>

QUALITY MILESTONES RECOGNITION

COPPER Milestone: Tioga Medical Center	COPPER, BRONZE & SILVER Milestone: McKenzie County Healthcare System – Watford City Sanford Hillsboro Medical Center Northwood Deaconess Health Center Pembina County Medical Center – Cavalier Sakakawea Medical Center – Hazen CHI St. Alexis Health – Devils Lake St. Andrew's Health Center – Bottineau
COPPER & BRONZE Milestone: Ashley Medical Center Carrington Health Center	COPPER, BRONZE, SILVER & GOLD Milestone:

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.

SPECIAL EDUCATIONAL EVENT FOR ND HOSPITALS ONLY!!!

Script UP: Optimize Medications | Dr. Steven
2/22/18 | 10:00 – 11:30 a.m. CT

Join here:
<https://zoom.us/j/5951148239>

Or iPhone one-tap :
US:
+16468769923,,5951148239# or
+16699006833,,5951148239#

Meeting ID: 595 114 8239

SAVE THE DATE—UP Campaign Coaching Calls

Get UP & Script Up Follow-up Call
3/13/18 | 11:30 a.m. CT

Get UP: Early Progressive Mobility | Maryanne Whitney
03/29/18 | 11:30 a.m. CT

Soap UP: Hand Hygiene | Barb DeBaun
04/12/18 | 11:30 a.m. CT



Click [here](#) to register!

Partner Event Recordings

Mountain-Pacific Quality Health Sepsis Matters Webinar
Click [here](#) to access the recording.

Partner Educational Events

Cavalier County Memorial Hospital – Langdon
CHI Mercy Health – Valley City
CHI Community Memorial Hospital – Turtle Lake
CHI Garrison Community Hospital
Cooperstown Medical Center
First Care Health Center – Park River
Heart of America Medical Center – Rugby
Jacobson Memorial Hospital – Elgin
Kenmare Community Hospital
Linton Hospital
Mountrail County Medical Center – Stanley
Nelson County Health System – McVile
Presentation Medical Center – Rolla
Sanford Mayville Medical Center
Southwest Healthcare Services – Bowman
St. Aloisius Medical Center – Harvey
St. Luke’s Hospital – Crosby
Towner County Medical Center – Cando
Wishek Community Hospital
Unity Medical Center – Grafton

COPPER, BRONZE, SILVER, GOLD & PLATINUM Milestone:



Congratulations to Sakakawea Medical Center, Hazen; CHI St. Alexius Health – Devils Lake; and St. Andrew’s Health Center, Bottineau, who advanced to the Silver Milestone this month! We appreciate your hard work and dedication!

ND CEO Featured in HRET HIIN Quality Leader Education Modules!

The HRET HIIN has released a new resource: [Role and Responsibilities of the Quality Leader](#).

This education module is designed for hospital quality leaders to learn key functions in their role and how to create a quality structure at an organization to successfully promote quality improvement and patient safety. The module includes education slides, resources, as well as four podcasts from nurse and CEO leadership perspectives. The podcasts can also be found on our website:

- [A CEO's Perspective](#) (Theo Stoller, MSB, CEO and Administrator for Jacobson Memorial Hospital Care Center in Elgin, North Dakota, discusses the value of leadership rounding and team huddles to support and streamline processes.)

**Montana Hospital Association
Implementing ABS**

02/20/18 | 12:30–1:30 p.m. CT
Register [here](#).

**Texas Medical Foundation QIN
Avoiding Unnecessary Antibiotic**

**Prescribing: Physician to
Patient/Parent Communication**
02/20/18 | 12:00–1:00 p.m. CT
Register [here](#).

**American Hospital Association's
Hospitals Against Violence (HAV)
Initiative**

**Creating a Human Trafficking
Victim Medical Safe Haven in
Resident Physician Education: A
Synergistic Dynamic of Care**
02/22/18 | 3:00–4:00 p.m. CT
Register [here](#).

**AHA Institute for Diversity and
Health Equity**

**The Daily Safety Huddle and
Culturally and Linguistically
Appropriate Care Delivery**
02/26/18 | 12:00–1:00 p.m. CT
Register [here](#).

**Montana Hospital Association
HIIN Sepsis Measure Clarification
& Early Identification**

02/27/18 | 1:00–2:00 p.m. CT
Register [here](#).

**New England QIN
Nudging Clinicians to Reduce
Inappropriate Antibiotic
Prescribing**

02/27/18 | 10:30–11:30 a.m. CT
Register [here](#).

**American Hospital Association
Social Determinants of Health
Webinar Series**

03/06/18 | 2:00–3:00 p.m. CT
Register [here](#).

**APIC 2018
45th Annual Conference**

06/13/18-06/15/18 | Minneapolis,
MN

[Registration](#) is now open!
Registering early saves you
\$100 off the full conference
registration rate. Save even
more by taking advantage of the
group discount to save an
additional \$200 just by

- [Working With Your Nursing Leaders to Form a Strong, Collaborative Relationship](#)
- [Tips for the New Quality Leader](#)
- [Using the Improvement Calculator to make the data real and personal](#)

Featured Resource...Stem the Tide: Addressing the Opioid Epidemic

This toolkit includes resources for hospitals and health systems to share with clinicians and patients and to use to enhance partnerships within their communities. The information is categorized into eight topic areas:

1. Clinician education on prescribing practices
2. Nonopioid pain management
3. Addressing stigma
4. Treatment options for opioid use disorders
5. Patient, family and caregiver education
6. Transitions of care
7. Safeguarding against diversion
8. Collaborating with communities

Click [here](#) to access the toolkit.

ADVERSE DRUG EVENTS

Fighting the Opioid Epidemic

I had the privilege of attending CMS's Quality Conference in Baltimore, MD earlier this week. Among the topics of discussion, and prioritized by CMS as a top priority, was the Opioid Epidemic. This issue is challenging most of our communities and taxing our healthcare resources, locally and nationally.

The statistics associated with opioids are staggering. For instance, did you know that more than 70% of all opioid deaths are NOT from heroin but are from fentanyl and other commonly prescribed opioids? See more stats in the infographic by clicking [here](#).

In response to evidence that an initial prescription for more than a few days or with any refills significantly increases the risk of addiction, CMS is proposing that by 2019 these initial prescriptions be limited to 7 days. Read more [here](#).

In addition to narrowing prescription days, there are many ways that states, hospitals, practitioners and professional organizations can reduce the scourge of opioid overdose.

In previous issues of Innovate-ND |HRET HIIN Newsletters we've featured articles, educational events and resources to heighten awareness around the opioid crisis...following is a list from the last 6 months that may want to reference as you develop a plan to address opioids in your hospital and community.

August 16, 2017

- *Agency for Health Research Quality (AHRQ) Posts Opioid Data* (link to states maps provided)

September 18, 2017

- *CDC: Elicit Opioids Key Contributor to Overdose Deaths* (article with links to resources)

registering four or more attendees from your institution. [Register now!](#)

SAVE THE DATE

Developing an Antibioqram Webinar

04/24/18 | 12:15-1:00 p.m. CT

Quality Health Associates of North Dakota 2018 Quality Forum

08/23/18 | Bismarck, ND

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.

- *CMS On the Opioid Crisis* (article) **September 28, 2017**
- *Five Communities Awarded Grants to Strengthen Opioid Addiction Treatment and Recovery and to Prevent Overdose Deaths* (article)
- *What Can The Community Do to Help Combat the Opioid Epidemic?* (link to CDC prescribing guidelines)

October 27, 2017

- *President Declares Opioid Epidemic a National Public Health Emergency* (article)
- *Alternatives to Opioids* (web event recording link)
- *Medications, Mindfulness and More Alternative to Opioids for Treating Pain* (article link)
- *AHA Releases Opioid Toolkit* (article and toolkit link)

November 10, 2017

- *New Opioid and Drug Overdose Resources* (article and links to resources)
- November 21, 2017**

- *Five-Point Opioid Strategy* (article and resource links)

January 30, 2018

- *Research Prescription Opioid Use and Satisfaction With Care Among Adults with Musculoskeletal Conditions* (link to article)

Recordings of the *HRET HIIN Opioid Fishbowl Series* and numerous other HRET HIIN Opioid virtual events offered in 2017 can be found at <http://www.hret-hiin.org/resources?category=webinar&topic=adverse-drug-event-ade>.

Additionally, the Great Plains QIN has had a series of LAN events around opioids, including a series in November and December 2017 with Prescription Drug Monitoring Program (PDMP) program directors from all 4 states; webinars addressing alternative pain management and take back programs; and, most recently, a webinar on implementing opioid guidelines throughout a clinic. Recordings from these events and more are located under Training Events on the Great Plains QIN Medication Safety page, <http://greatplainsqin.org/initiatives/medication-safety/>.

This map from 2017, provided by NIHCM Foundation and included in the infographic link above, shows the states (dark blue) that allow standing orders for naloxone dispensing without a prescription. States in light blue require that prescribers check a drug monitoring system before prescribing a controlled substance. States with both colors have adopted both of these measures.



alzheimer's association

CARE CONSULTATION



Care Consultation is an important program for professionals who are working with individuals with memory loss. The program is designed to provide disease education, support, and care planning for all aspects of memory loss. As a professional who receives care consultation, you will receive individualized assistance to support your clients, their family care partners and other members of your staff in effectively managing memory loss symptoms and issues.

north dakota department of human services

This project is supported by funding through the North Dakota Department of Human Services, Aging Services Division.

alz.org 24/7 Helpline: 1.800.272.3900

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! Retweet, 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

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In ND each licensing board has developed guidelines on Prescription Drug Monitoring Program (PDMP) querying, so in a way ND does have requirements, although not for every time a prescription is written. Please review ND rules available from your respective licensing board and also follow the CDC guidelines. Consider how the PDMP could be of value in your efforts to combat the opioid epidemic!

Numbers regarding PDMPs are changing quickly as states keep enacting changes. Additional maps and tables are available from pdmpassist.org; their mandatory query map is here:

http://www.pdmpassist.org/pdf/Mandatory_Query_20180102.pdf.

Jean

HOSPITAL-ACQUIRED INFECTIONS

Prevention Strategies for Seasonal Influenza in Healthcare Settings

Influenza season is still raging. Be sure you're positioned to manage and prevent the flu in your hospital and community. Flu CDC guidelines:

<https://www.cdc.gov/flu/professionals/infectioncontrol/healthcaresettings.htm>

NHSN

As a reminder, hospitals reporting data to NHSN will need to complete the updated NHSN consent form by April 14, 2018. More information may be found at the CDC website, link [here](#).

If you have further questions, please contact NHSN@cdc.gov

Sepsis Recognition and Treatment Prior to Admission

A recent study was published in Critical Care Medicine entitled "Healthcare Utilization and Infection in the Week Prior to Sepsis Hospitalization." This retrospective study examined two large integrated systems in the United States to try to identify new opportunities for sepsis recognition and treatment prior to admission. This investigation found that "Over 45% of sepsis patients had clinician-based encounters in the week prior to hospitalization with an increasing frequency of diagnoses for acute infection and antibiotic use in the outpatient setting."

Given these findings there are multiple opportunities to improve early recognition and treatment of sepsis prior to admission. The abstract can be found [here](#).

FALLS

The Dutch have a Cure for Fear of Falling in the Elderly

HRET HIIN List Serv | 1/17/18 | Jackie Conrad

A new trend has been noted in the Netherlands: falling courses for the elderly. This is not didactic fall prevention education, but rather a course designed to build confidence with walking and skills for falling without harm. The students' ages range from 65-99 years. They attend classes twice a week to practice walking an obstacle course clinically designed to teach them how to navigate treacherous ground without having to worry

about falling, as well as how to fall in a manner that will minimize the risk of injury.

The courses are becoming so popular the government assigns ratings, and certain forms of Dutch health insurance covers part of the costs.

Are you seeing fall prevention related exercise classes in your communities? Is your hospital trying this proactive, creative approach to preventing falls?

Share your experience.

Below are four examples of community-based exercise programs in the United States. Check out the NY Times article [here](#).

Many states also offer community-based Falls Prevention Coalitions associated with the National Council on Aging Falls Free™ initiative. Look for potential community partners in your state [here](#).

Examples of community based fall preventions exercise classes/programs include:

- [Otago Exercises](#)
- [Tai Chi Exercises](#)
- [Stepping On](#)
- [A Matter of Balance](#)

READMISSIONS

Readmission Reduction Fishbowl Learnings Report

HRET HIIN has released a new resource, the Fishbowl Learnings Report, available [here](#).

Between May and September 2017, the reducing readmissions fishbowl series followed five different hospitals across the HRET HIIN in their readmissions reduction journey. Review this resource for the learnings from the fishbowl which comprise of four main domains: articulate a goal and identify a target population; engage staff and leverage existing resources; link patients to follow-up services; and work in the emergency department to avoid readmissions.

Special thanks to the participating hospitals for all of your work and dedication to improvement:

- Greenwood Leflore Hospital | Mississippi
- Hancock Regional Hospital | Indiana
- Memorial Medical Center | New Mexico
- NCH Baker Hospital | Florida
- Ransom Memorial Hospital | Kansas

The HRET HIIN encourages you to review the HRET HIIN resource library for additional [readmissions reduction resources](#).

Advance Care Planning: Facilitating the Conversation

Most North Dakotans, if asked, would say that it is important to have a conversation with their loved ones about end-of-life care preferences; but, the fact is that few have had that conversation. The common response – “I don’t know what to say.” An opportunity to learn:

Respecting Choices® First Steps® ACP Facilitator Certification training, March 13 in Jamestown. [The UND Center for Rural Health](#)

has made one scholarship per Critical Access Hospital available for the training. Registration is required and ASAP. For more information contact: Sally May, Honoring Choices North Dakota Program Coordinator, Email: sally.may@honoringchoicesnd.org or Phone: 701.989.6228

PFE

AHRQ Bedside Shift Report Tools

Maryanne Whitney | HRET HIIN ICU Listserv | 2/12/2018

A recent single center study examined the impact of extended visitation vs restricted visitation in their Med Surg ICU on the incidence and duration of delirium.

Delirium represents a major challenge for our ICUs as it is associated with increased mortality, longer ICU and hospital stay, higher costs of care, and increased risk of long-term cognitive impairment. Identifying strategies that may reduce the risk and burden of delirium in our ICU's is key to improving patient outcomes.

Pharmacological strategies have had limited success in prevention and treatment of delirium. Better success has been found in the non-pharmacological ideas. The evidenced based ABCDEF bundle recently progressed to include "F" family as an approach to provide optimal care. The presence of the family in the ICU setting allows for better sharing of the decision-making process, participation in rounds and patient care, reduction of patient anxiety, and participation in the reorientation and cognitive stimulation of ICU patients.

This study by Rosa et.al., found that the extended visitation was associated with lower cumulative incidence of delirium. The full abstract can be found [here](#).

CULTURE OF SAFETY

Human Trafficking and Victim-Centered Care

Human trafficking is occurring in North Dakota. What would you do if you came across a victim of human trafficking in your facility? How would you help them? How would you identify such a victim in the first place?

AHA's Hospitals Against Violence (HAV) Initiative recently hosted 2 webinars and has another upcoming webinar that addresses the topic of Human Trafficking and focuses on how providers can identify trafficked persons in health care settings and provide care that utilizes victim-centered and trauma-informed approaches.

Human Trafficking 101: Dispelling the Myths (recorded on 12/14/2017)

In this introductory presentation, Holly Austin Gibbs (Program Director of the Human Trafficking Response Program Dignity Health Mercy Medical Center in Merced, CA) and Philip Brown (Director of Emergency Services at Dignity Health Mercy Medical Center) share information on what human trafficking is, how it relates to health care, common myths associated with human trafficking, and stories of survivors. Click [here](#) to watch the recording and [here](#) to download the slides.

Human Trafficking: A Trauma-Informed Health Care Response (recorded on 01/25/2018)

In this second presentation, Holly Austin Gibbs (Program Director of the Human Trafficking Response Program Dignity Health Mercy Medical Center) and Annika Huff (subject matter expert and consultant) discuss the importance of using a victim-centered and trauma-informed approach as well as best strategies when caring for a victim of any type of interpersonal abuse, neglect, violence or exploitation. Click [here](#) to watch the recording and [here](#) to download the slides.

Creating a Human Trafficking Victim Medical Safe Haven in Resident Physician Education: A Synergistic Dynamic of Care (UPCOMING – 02/22/2018)

In this final presentation, Ron Chambers (Program Director of the Dignity Health Methodist Family Medicine Residency Program and Medical Director for the Mercy Human Trafficking Clinic) will discuss a solution for providing the long-term medical care essential for a human trafficking victim and survivor recovery. A logistical framework, best practices and training curriculum will be presented based on a highly successful medical safe haven incorporated into Dignity Health's family medicine residency clinic.

Registration link located under Partner Events in the left-hand column of this newsletter.