

# QUALITY IMPROVEMENT MATTERS

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## Top stories in this newsletter



Flex



MBQIP



Cultural  
Competency



Patient Safety  
Culture



Flex  
Calendar

Welcome back to the Wyoming Flex **Quality Improvement Matters** newsletter! **CONGRATULATIONS!!!** Achieved 15 out of 15 CAHS on MBQIP Requirements: EDTC, Inpatient, and Outpatient. The ability to use data to target areas for improvement requires the data being collected and reported. WE DID THIS!!!

## Medicare Rural Hospital Flexibility Program (Flex)

**Wyoming Flex — NHSN Annual Facility Survey for CAHs.** A presentation and webinar was held on February 6th 2018 to remind and assist CAHs with the completion of the required National Healthcare Safety Network (NHSN) Annual Facility Survey due March 1st 2018. Here is the link to the NHSN Annual Facility Survey for CAHs Presentation and webinar playback: <https://www.ruralcenter.org/events/national-healthcare-safety-network-annual-facility-survey-for-cahs>.

It includes:

- ◆ Information about completion of the National Healthcare Safety Network (NHSN) Annual Facility Survey and its use in monitoring the implementation of antibiotic stewardship programs
- ◆ Instructions for how to run analysis of survey level data and modify reports, the core elements of antibiotic stewardship line list
- ◆ A review of best practices for location mapping in NHSN, including common location mapping scenarios specific to CAHs

For questions and/or assistance, please contact Rochelle Spinarski ([Rspinarski@rhsnow.com](mailto:Rspinarski@rhsnow.com)) or Shanelle Van Dyke ([Shanelle.VanDyke@QualityReportingServices.com](mailto:Shanelle.VanDyke@QualityReportingServices.com)).

**Wyoming Flex — January QI Roundtable Summary.** All CAHs are encouraged to have staff participate in Flex Program QI Roundtables. The January Roundtable featured tools and resources on QHi – a national quality and financial benchmarking tool that we have been using in Wyoming for the past 8 years. There are over 300 quality, financial and operational measures that CAHs can use to track, report, and benchmark using QHi. Seven Wyoming CAHs and 300 CAHs across the U.S. are using the tool but other CAHs in Wyoming interested in using QHi (at no cost as it is paid for through the Flex Program) can contact Kyle Cameron at [kyle.cameron@wyo.gov](mailto:kyle.cameron@wyo.gov). For more information about QHi or the tools and features available, go to [www.wyqim.com](http://www.wyqim.com) or contact Rochelle Spinarski at [rspinarski@rhsnow.com](mailto:rspinarski@rhsnow.com).

March 15 from 10am – 11am is the next QI Roundtable. A meeting invite was sent out so if you didn't get an invite but would like to attend or get future invites, please contact Rochelle Spinarski. This upcoming QI Roundtable will focus on HCAHPS and the best practices shared through Custom Learning Solutions and their annual conference held this past January. QI leaders from Weston County Health Services and Powell Valley Hospital will be sharing some lessons learned.

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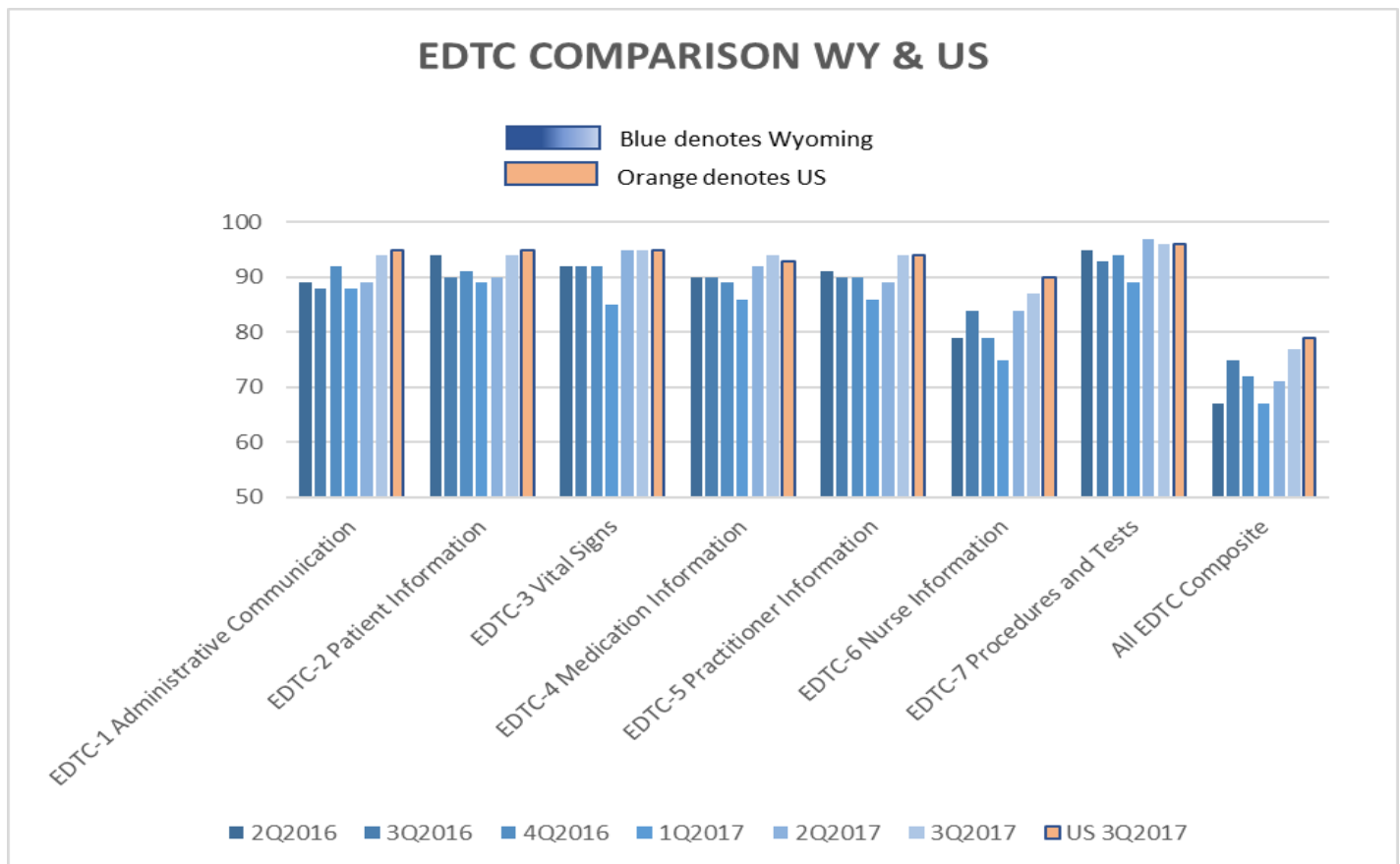
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## Medicare Beneficiary Quality Improvement Program (MBQIP)

**Measure Update—EDTC.** All CAH QI teams were emailed an Emergency Department Transfer Communication (EDTC) dashboard report. If you did not receive a report, please contact Rochelle Spinarski as indicated below. As noted in each report, 14 Wyoming CAHs participated in EDTC 3Q2017 with an average aggregate score of 89.68 across all EDTC measures (all CAHs reported 4Q2017). The highest average aggregate CAH score for the state was 100 and the lowest was 48.125. As indicated in the chart below, we continue to have opportunities for improvement as we aim to achieve 100% compliance across all measures. In many instances there are only one or two data elements missing in the patient transfer documentation that need to be addressed and hardwired into processes. Look for these missing elements in the Stratis reports that are generated through the reporting tool. If you need support with improvement, please contact Rochelle Spinarski at [rspinarski@rhsnow.com](mailto:rspinarski@rhsnow.com) or visit [www.wyqim.com](http://www.wyqim.com) where you will find EDTC tools and resources.



## Cultural Competency Tidbits

**Opioids.** The Centers for Disease Control and Prevention (CDC) features *Rural America in Crisis: The Changing Opioid Overdose Epidemic* by Rita Noonan, PhD, in its Public Health Matters Blog. <http://bit.ly/2A0jQpC>



Just the Facts has announced that the #OperationPrevention Video Challenge is now open and accepting entries. Send a message to your peers about the dangers of opioid abuse by creating a 30-60 second original public service announcement for a chance to win up to \$10,000 in scholarship money. <http://bit.ly/2Eo4dJY>

## Patient Safety Culture (PSC)

**PSC Tip of the Month** — In delivering health care, an effective teamwork can immediately and positively affect patient safety and outcome. The need for effective teams is increasing due to increasing co-morbidities and increasing complexity of specialization of care. Time has gone when a doctor or a dentist or any other health practitioner in whatsoever health organization would be able to solely deliver a quality care that satisfies his or her patients. The evolution in health care and a global demand for quality patient care necessitate a parallel health care professional development with a great focus on patient centered teamwork approach. This can only be achieved by placing the patient in the center of care and through sharing a wide based culture of values and principles. This will help forming and developing an effective team able to deliver exceptional care to the patients. Aiming towards this goal, motivation of team members should be backed by strategies and practical skills in order to achieve goals and overcome challenges. An effective teamwork is now globally recognized as an essential tool for constructing a more effective and patient-centered health care delivery system. The ambition of delivering quality patient care is subject to high performance through patient focused teams. However, we need to close a gap between traditional practices and the new attitudes required from an effective team to achieve such a great ambition. Therefore, health care organizations should aim at providing exceptional patient care by adopting wide team based culture in which certain values and principles are shared and transparently communicated among team members including patients who should be placed in the heart of the care.

—US National Library of Medicine via <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4949805/>

## Flex Program Calendar

**Educational Webinars—2018.** Below is a list of upcoming events related to education and/or training for the Wyoming Flex Program Activities.



- ♦ **Discharge Planning Huddle:** March 6th @ 11 am—11:20 am
- ♦ **QI Roundtable:** March 15th @ 10 am—11 am
- ♦ **QI Roundtable:** May 10th @ 10 am—11 am
- ♦ **WY Rural Health Conference:** May 16th & 17th

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