

# QUALITY IMPROVEMENT MATTERS

## Top stories in this newsletter



MBQIP



Flex



Peer-to-Peer Sharing



Patient Safety Culture



Flex Calendar

Welcome back to the Wyoming Flex *Quality Improvement Matters* newsletter! **CONGRATULATIONS!!!** Wyoming Critical Access Hospitals (CAHs) achieved 15 out of 15 CAHS for reporting MBQIP measures: EDTC, Inpatient, and Outpatient. The ability to use data to target areas for improvement requires the data being collected and reported. WE DID THIS!!! Keep up the great work!

## Medicare Beneficiary Quality Improvement Project (MBQIP)

**MBQIP—HCAHPS: Are you up for the CHALLENGE?** The Wyoming Medicare Rural Hospital Flexibility (Flex) Program tracks and reports Critical Access Hospital’s (CAHs) Hospital Consumer Assessment of Healthcare Provider and Systems (HCAHPS) survey findings to support them in HCAHPS improvement. Most recently, survey response rates were added to our data tracking. According to NRC Health, the national HCAHPS survey response rate is 29%. For 4Q17-3Q18, Wyoming CAHs’ survey response rate was 26% ranging from a low of 17% to a high of 53% across all CAHs. So, why does response rate matter? Because patients want to tell us about their care experience and we want to provide the best care experience possible. In addition, recent studies have shown higher response rates positively impact scores.

As a result, **a call to action**—this message comes from one WY CAH CEO, offering the challenge to other CEO's to improve HCAHPS scores. **The CHALLENGE:**

1. Increase Survey Response Rate by 3%
2. Increase Overall Rating of hospital by 3%
3. Increase Willingness to Recommend by 5%

<p><b>Q21: Overall Rating of Hospital</b> Reporting Period: Q4 2016 – Q3 2017</p>	<p><b>Q22: Willingness to Recommend this Hospital</b> Reporting Period: Q4 2016 – Q3 2017</p>
<p>Percent with a 9 and 10 rating: <b>Wyoming State Average: 71%</b> National Average: 73%</p>	<p>Percent with ‘Definitely Recommend’: <b>Wyoming State Average: 69%</b> National Average: 72%</p>

Is this possible? Is this doable? Are you up for the challenge!?! For questions related to your HCAHPS scores, please contact Kyle Cameron @ 1.307.777.8902 and [kyle.cameron@wyo.gov](mailto:kyle.cameron@wyo.gov) and/or Rochelle Spinarski @ 1.651.731.5211 and [rspinarski@rhsnow.com](mailto:rspinarski@rhsnow.com)

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## Medicare Rural Hospital Flexibility Program (Flex)

**Flex Grant Year FY 2018: September 1st 2018—August 3st 2019.** The opportunity to attend training, professional development and continuing education is a focus for Wyoming Flex. The same and similar scholarships are available for FY18, September 1, 2018 - August 31, 2019. The guidelines are the same and are dependent on available funding.



### Types of Scholarships Available for Critical Access Hospitals (CAHs):

Quality Improvement	Financial & Operational Improvement	Population Health	EMS
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Kyle suggests meeting with your team and discuss the educational needs that are of the biggest concern at this moment. It might be a good idea to put out a "WISH LIST" of who would like to attend what conferences and training to determine priority. Cleanliness of hospital continues to be an issue and scholarships for environmental sciences as well as dietary are available.

Please Note that occasionally, a conference will come across Kyle's desk that is available for everyone and she will send that out as an additional opportunity. For questions, concerns, thoughts, suggestions, comments, and/or want to apply or learn more please contact Kyle Cameron, Program Manager, Office of Rural Health, Wyoming Department of Health. 307-777-8902 or email [kyle.cameron@wyo.gov](mailto:kyle.cameron@wyo.gov).

## Peer-to-Peer Sharing

**Conference takeaways.** Hear from your peers and learn about their experiences and lessons learned through participating in Flex funded conferences, workshops, and trainings. If you would like more information, please contact Kyle Cameron.



**HIPAA Conference—Powell Valley.** This Conference was very well worth the drive and time to attend. I am thankful that I had the opportunity to attend. I moved into the compliance field almost six years, and this is the first conference/training that I have attended that was presented by the staff from the Office for Civil Rights. Karel Hadacek and Meghana Shah were both very knowledgeable, and were willing to answer all the questions that were asked. I really appreciated their slide presentation, the fact they took the time to include the regulation's reference information so I can look the regulations up on the web site. The information that I learned, and the resource material that they provided will help me be better in my role as the Compliance Assistant. Thank you—Jaci Slater

**Annual HFMA Conference—Crook County.** With the Flex Scholarship I was able to attend the Annual HFMA Conference. The conference was packed with insightful sessions that provided me with useful tools that I have already begun to apply through educating others in the organization on the theory behind Medicare cost reporting. Gaining this knowledge and being able to help others gain an understanding of this complex topic is so important for us to be able to follow/implement best practices in our facility. Armed with this new information, I am better equipped to prepare accurate information for this upcoming cost report. On top of the phenomenal educational sessions, I had the opportunity to network with others in the field. Coming from a rural setting, this is such an important aspect of attending conferences. It allows us to reach out and brainstorm with others that have faced similar obstacles in the healthcare finance field. Connecting with other critical access hospital professionals and learning from the top thought leaders in the industry was a valuable experience that I would suggest to anyone! Thank you again for providing me with this opportunity! Best—Alayna Marten

## Patient Safety Culture

**PSC—Update.** Another round of the Patient Safety Culture survey is underway. For those CAHs who participated in the original baseline, this round will be for remeasurement purposes. For those of you who would like to join us this round will be your baseline. Over the next couple of months these hospitals will administer the survey to their staff, completed surveys will be returned to Shanelle for analysis, and in return Shanelle will provide each hospital with a Patient Safety Culture Report Portfolio which will contain baseline results compared to remeasurement results, along with the aggregated state results. There is a total of sixteen CAHs in Wyoming, in which all sixteen are now participating in Flex. For the WY Flex Patient Safety Culture (PSC) activity we had nine CAHs engaged in this project. We initially started out with just five CAHs, then expanded to nine, and our goal is to get more of our CAHs on board with the PSC work.

Patient Safety is a critical component of health care quality. As health care organizations continually strive to improve, there is growing recognition of the importance of establishing a culture of patient safety. Achieving a culture of PS requires an understanding of the values, beliefs, and norms about what is important in an organization and what attitudes and behaviors related to patient safety are supported, rewarded, and expected. The hospital survey was designed to assess hospital staff opinions about patient safety issues, medical errors, and event reporting. The survey includes 42 items that measure 12 areas, or composites, of PSC.

For any CAHs who are interested and would like to join , there is still time. For questions, comments, concerns, please contact [Shanelle.VanDyke@QualityReportingServices.com](mailto:Shanelle.VanDyke@QualityReportingServices.com) and/or 1.406.459.8420.

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## 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.



- ◆ **QI Roundtable:** September 20th @ 10 am—11 am
- ◆ **HCAHPS Breakthrough Leadership Series Call:** September 10th @ 1 pm—2pm
- ◆ **Wyoming Infection Control Conference:** September 19th & 20th in Casper, WY
- ◆ **QI Roundtable:** November 8th @ 10 am—11 am

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