

QUALITY IMPROVEMENT MATTERS

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Welcome back to the Wyoming Flex **Quality Improvement Matters** newsletter! The monthly newsletter with information and updates on CAH quality improvement programs, resources, tools, and training opportunities. **Congratulations—we have 100% of WY CAHs (16 out of 16) participating in MBQIP!**

Medicare Rural Hospital Flexibility Program (Flex)

Leadership Development Institute (LDI) Event—North Big Horn Hospital. WY Flex is excited to announce that NBHH will be hosting an LDI event in Lovell, WY November 1st 2018. **Overview:** Pam Beitlich will help leaders reconnect their work to making a difference for their staff, co-workers, patients, residents & families. Leaders will learn tools and tactics to enhance their leadership skills and why consistency is critical to continued success. Target Audience: All current and emerging Healthcare Leaders. Everyone makes a difference in delivering excellent care to patients, families and co-workers whether they care for the patients, residents and families directly or support their teammates. **Objectives:** Understand key components of healthcare change, Review the basic tenets of Evidence Based Leadership, and Learn the critical role you play in moving from accountable to OWNER. Key Topics include:

- ◆ Healthcare is Changing
 - ◇ Our Healthcare Environment
 - ◇ The Engagement Model – Leaders, Employees, Physicians, Patients/Residents
- ◆ The Basic Tenets of Evidence Based Leadership
 - ◇ A Culture of Ownership
 - ◇ Leadership Behaviors
 - ⇒ Rounding, Recognition, Selecting Your Team, Performance Management, Patient/Resident Care, Key Words at Key Times & AIDET
 - ◇ Developing Leaders
- ◆ The Role of Leaders in moving from Accountability to Ownership
 - ◇ Setting Expectations, Connecting to Purpose, Lessons Learned

We appreciate your willingness to send members of your teams to Lovell. Flex has scholarships for those interested. We believe it will be of great worth and can make an immediate impact on your facilities.

WY Flex/SHIP-Invoice 101. Please check out this video, "<https://www.wyqim.com/flex-program-support>" Kyle Cameron, Program Manager of the Wyoming Flex & Ship Grants, provides a brief explanation on how to create an invoice for reimbursement for the Medicare Rural Hospital Flexibility (Flex) Program and the Small Rural Hospital Improvement Project (SHIP). Please note this document has also been posted to the WY QIM website at www.wyqim.org. Questions, please contact Kyle.Cameron@wyo.gov & 1.307.777.8902.

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.



WPIFLI Conference in Reno—Powell Valley. “The information provided was awesome, everything from legal updates for CAH to revenue cycle best practices to cost report – cause everyone loves 4 hours of cost report review! Ok, just kiddin’, us geeks did kinda like that part. Materials used in the sessions were provided electronically, so the ability to use those as resources to share information with co-workers was made very easy. Networking with other CAH’s outside our region helps us to understand that our issues are not unique to our area, it also provides the opportunity to share ideas for solutions to those issue. Thank you for the assistance from the Flex Program to attend this conference. You Rock” —Joy Coulston, CFO.

Infection Control Measures for Construction & Maintenance in Healthcare Facilities —Converse County. “I would like to thank you for giving me the opportunity to go to this class on September 13, 2018. It was sponsored by the APIC Mile High Chapter. Cynthia Elwood, PhD, CIH, FAIHA Associates in Occupational and Environmental Health was the presenter. The information presented included reviewing air quality criteria in a health care environment. Particle generation and dynamics related to construction and routine facilities maintenance activities was discussed. How to design and implement infection controls using the ICRA. How to develop, implement and assess infection controls that support a healthcare facility’s infection prevention protocols. Planning a construction completion for new projects and renovations and turnover sequences that include the infection control. Lastly, how to read 2D and 3D drawings of construction projects and learn the difference between construction language and infection control language. I learned to be more thorough with the ICRA process. I was given a simple format to use to include the infection prevention plan in the ICRA. For the rest of the presentation, I learned what questions to ask of contractors and so much more. I feel much more confident in implementing an Infection Control Plan with our construction projects. I am already using Cynthia Elwood as a reference as we are going to have a conference call this afternoon regarding the Turnover Sequence of our new Infusion Therapy Center. Again, thank you for the opportunity. It was a very worthwhile class to be a part of.” Thank you – Giselle Grimes, RN, CIC (Infection Control & Employee Health)

Medicare Beneficiary Quality Improvement Project (MBQIP)

MBQIP—Update. Both the CMS Abstraction and Reporting Tool (CART)-Outpatient 1.16.2 and CMS Abstraction and Reporting Tool (CART)-Inpatient Version 4.21 have been released and are now available on the *QualityNet* website at <http://www.qualitynet.org>. This CART Outpatient 1.16.2 release is to support encounter dates 10-01-18 thru 12-31-18 and the CART Inpatient 4.21 release is to support 07-01-18 thru 12-31-18. For abstraction questions and/or technical assistance, please contact Shanelle Van Dyke @ 406.459.8420. **Upcoming Deadline Reminders:**



- ◆ **Q3 2018** ED Transfer Communication (EDTC) data **due October 31st 2018**
 - ◆ **Q2 2018** Outpatient (OQR) encounter data **due November 1st 2018** & **Q2 2018** both Inpatient & Outpatient Population & Sampling data **due November 1st 2018**
 - ◆ **Q2 2018** Inpatient (IQR) discharge data **due November 15th 2018**
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Patient Safety Culture (PSC)

PSC—Tip of the Month. With the majority of CAHs underway with the remeasurement of PSC, the tip for this month comes just in time: Improving Response Rates on Patient Safety Culture surveys. There are many ways to increase your survey response rate, but it will require effort and careful planning. Here are some strategies to consider:



- ◆ **Engage Leadership:** Ensure that leaders support the survey effort and understand how the results can help assess and improve patient safety culture. Leadership at all levels should be a vocal and visible.
- ◆ **Publicize the Survey:** Develop a campaign to announce the survey through multiple sources such as e-mail, newsletters, message boards, on flyers posted throughout the facility, and on your organization’s intranet or Website.
- ◆ **Create a Competitive Spirit:** A friendly spirit of competition may help increase response rates. Throughout data collection, distribute response rate reports by department to allow them to compare to one another. If one department has a very high response rate, it will encourage the others to step up their efforts.
- ◆ **Provide Survey Incentives:** Research shows that survey incentives can increase response rates. Incentives do not need to be big or expensive, but should be considered valuable to staff.
 - ◇ For example, consider: Small token gifts such as candy, pens, clipboards, or stickers for staff that complete the survey. A lottery drawing for prizes such as movie or concert tickets, gift cards, electronics, or a few hours of paid leave; or prizes for departments with the highest response rates---fruit baskets, dessert trays, breakfasts, lunches, or ice cream socials. Pay for the incentives through a designated resource fund or ask community retailers to donate items.

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:** November 8th @ 10 am—11 am
- ◆ **HCAHPS Leadership Series—"The Quiet Revolution::"** November 13th @ 11 am—12 pm

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