



# Telligen Quality Innovation Network – Quality Improvement Organization (QIN-QIO)

Quality Improvement through Quality Reporting Programs  
Quarterly Regional Facilities Webinar

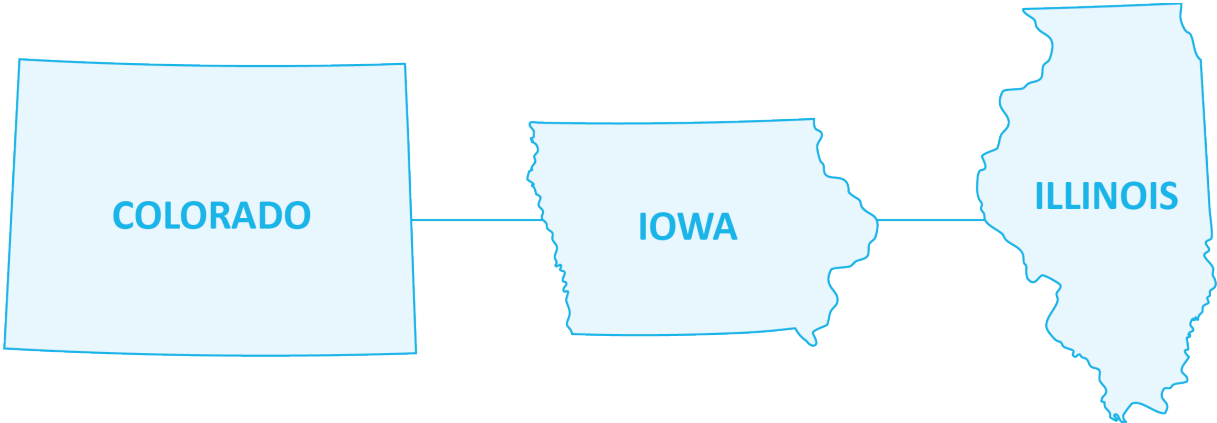
Focus Topic: **Quality Improvement Tools Review**

February 7, 2019



# Telligen

## Quality Innovation Network - Quality Improvement Organization



### Other Areas of focus:

-  **Antibiotic Stewardship:** Helping outpatient care settings prevent antibiotic overuse and misuse
-  **Cardiac Health:** Preventing heart attacks and strokes through evidence-based practice
-  **Care Coordination and Medication Safety:** Collaborating with communities to reduce avoidable hospitalizations
-  **Diabetes Care:** Providing diabetes self-management education classes and improve clinical outcomes
-  **Immunizations:** Promoting flu, pneumonia, and shingles vaccinations
-  **Nursing Home Care:** Using quality improvement strategies to improve care
-  **Quality Payment Program:** Helping Medicare providers transition from fee-for-service to value-based care
-  **Transforming Clinical Practice Initiative:** Conducting quality improvement assessments

# Objectives

- Identify upcoming IQR/OQR/ASC and IPF program requirements/deadlines/reminders
- Review different quality improvement tools used to assist with improvement projects
- Sharing of successes/lessons learned in using quality improvement tools by attendees
- Review QualityNet and other available Resources

# Acronyms

**APU – Annual Payment Update**

**ASC – Ambulatory Surgery Center**

**CAH – Critical Access Hospital**

**CDC – Centers for Disease Control and Prevention**

**CMS – Centers for Medicare & Medicaid Services**

**CY – Calendar Year**

**DACA – Data Accuracy and Completeness Acknowledgement**

**eCQM – Electronic Clinical Quality Measures**

**EHR – Electronic Health Record**

**FY – Fiscal Year**

**HAI – Healthcare Associated Infection**

**HCAHPS – Hospital Consumer Assessment of Healthcare Providers and Systems**

**HCP – Healthcare Personnel**

**IPF – Inpatient Psychiatric Facility**

**IPFQR – Inpatient Psychiatric Facility Quality Reporting**

**IPPS – Inpatient Prospective Payment System**

**IQR – Inpatient Quality Reporting**

**NHSN – National Healthcare Safety Network**

**OQR – Outpatient Quality Reporting**

**PC – Perinatal Care**

**QIN-QIO – Quality Innovation Network-Quality Improvement Organization**

# Upcoming Program Deadline/Reminders

## IQR/OQR Program:

- 3Q 2018 IQR Clinical & HAI Submission – 2/15/19
- 3Q 2018 IQR PC-01 – 1/1/19 thru 2/15/19
- eCQMs for one self-selected 2018 qtr. of data – 2/28/2019

## All Participating Facilities – IPPS, CAH's, IPF's and ASC's

- HCP Flu Season 2018-2019 (10/1/18 thru 3/31/19) - 5/15/19 submitted thru your NHSN account
- Patient Safety Component-Annual Facility Survey – 3/1/19 \*\*

(\*\* Complete by 2/15/19 for current risk adjustment)

## Support Center Webinars: [www.qualityreportingcenter.com](http://www.qualityreportingcenter.com)

- IQR/OQR/IPF/ASC program upcoming webinars
- IQR/OQR/IPF/ASC program archived webinars
- IQR/OQR/IPF/ASC program tools and resources

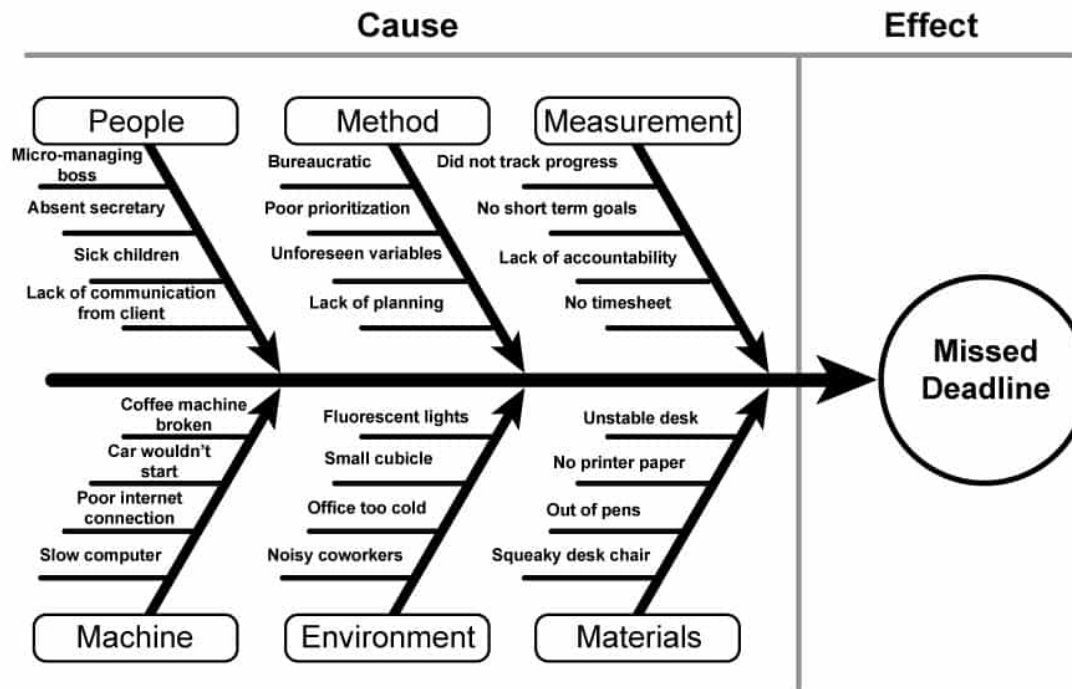
# Quality Improvement Tools Review

## Cause and Effect Diagram

- Ishikawa diagram or Fishbone diagram
- Shows teams the many causes contributing to a certain effect/outcome
- Helps teams identify areas for improvement

# Quality Improvement Tools Review

Fishbone Diagram Example



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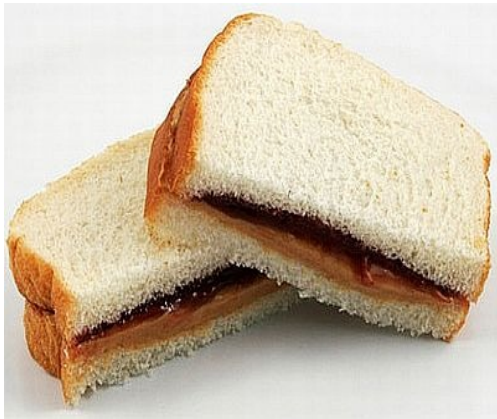
# Quality Improvement Tools Review

## Flowchart

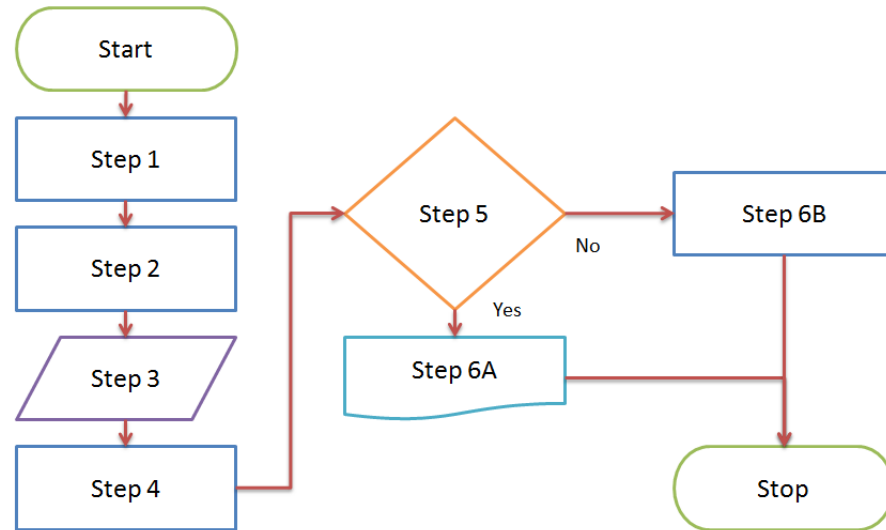
- Process Map
- A visual representation of the sequence of steps in a process



# Quality Improvement Tools Review



## Sample Flowchart

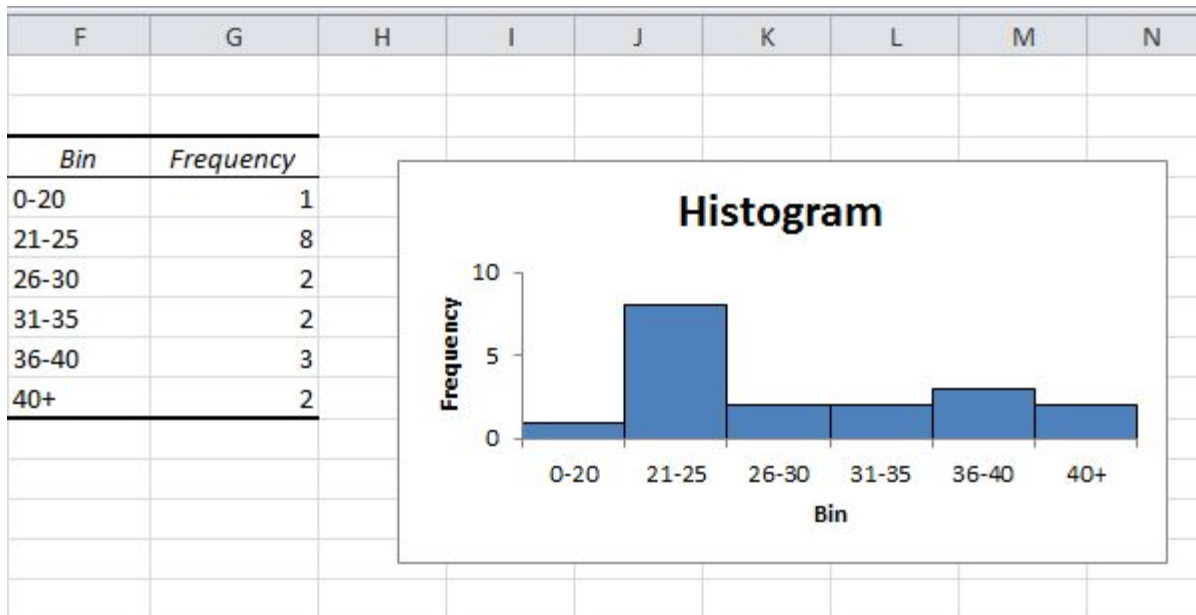


# Quality Improvement Tools Review

## Histogram

- Used to display the variation in continuous data
- Enables the team to recognize and analyze patterns in data

# Quality Improvement Tools Review





# Quality Improvement Tools Review

## PDSA Worksheet

- **Plan-Do-Study-Act Cycle**, useful for documenting a test of change

## Domestic Lean Goddess – QI Video Series

- The 5 S's of Quality Improvement
- Eliminating the 7 Wastes (MUDA)
- Plan Do Study Act (PDSA)

<https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/Downloads/QAPI-Domestic-Lean-Goddess.pdf>

# Quality Improvement Tools Review

## 1) Plan: Plan the test, including a plan for collecting data.

- State the question you want to answer and make a prediction about what you think will happen.
- Develop a plan to test the change. (Who? What? When? Where?)
- Identify what data you will need to collect.

## 2) Do: Run the test on a small scale.

- Carry out the test.
- Document problems and unexpected observations.
- Collect and begin to analyze the data.

# Quality Improvement Tools Review

## **3) Study: Analyze the results and compare them to your predictions.**

- Complete, as a team, if possible, your analysis of the data.
- Compare the data to your prediction.
- Summarize and reflect on what you learned.

## **4) Act: Based on what you learned from the test, make a plan for your next step.**

- Adapt (make modifications and run another test), adopt (test the change on a larger scale), or abandon (don't do another test on this change idea).
- Prepare a plan for the next PDSA.

# Quality Improvement Tools Review

## RARE – Reducing Avoidable Readmissions Effectively

### 5 Key Areas Known to Reduce Avoidable Readmissions

1. Comprehensive Discharge Planning
2. Medication Management
3. Patient and Family Engagement
4. Transition Care Support
5. Transition Communications

# Quality Improvement Tools Review

## The Agency for Healthcare Resources and Quality (AHRQ)

### Education and Training Tools by Topic:

- Quality and Patient Safety
- Hospitals and Health Systems
- Prevention and Chronic Care
- Clinicians and Providers



# Sharing Successes/Lessons Learned with Attendees

## Share Your Experience with using these or other Quality Improvement Tools

- Cause and Effect Diagram
- Flowchart
- Histogram
- PDSA Worksheet
- RARE
- AHRQ Education & Training Tools
- Others

# Key Points to Improving on any QI Initiative

- C-Suite/Administration/Physician Champion Involvement sets the Tone
- Confirm All Stakeholders Involved on Improvement Team
- Communicate Clearly and Often
- Collect and Act on Data
- Continuous Quality Improvement – Ongoing Efforts

# Quality Improvement Tools Resources

IHI's Quality Improvement Essentials Toolkit includes tools and templates you need to launch a successful quality improvement project or manage performance improvement. Free to register in order to access the tools and resources!

<http://www.ihl.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx>

RARE is a campaign lead by the Institute for Clinical Systems Improvement, the Minnesota Hospital Association, and Stratis Health, which represents Lake Superior Quality Innovation Network in Minnesota.

<http://rarereadmissions.org/>

Agency for Healthcare Research and Quality (AHRQ) has tools for clinicians & providers, hospitals & health systems, prevention & chronic care, and quality & patient safety.

<https://www.ahrq.gov/>

# Quality Reporting Program Resources

- QualityNet - <https://www.qualitynet.org> Question & Answer Tool
- QualityNet Help Desk – 1-866-288-8912
- Quality Reporting Center - <http://www.qualityreportingcenter.com/>

## Inpatient Support Center

- [iqr@hsag.com](mailto:iqr@hsag.com) or 1-844-472-4477 or 1-866-800-8765-weekdays 7am-7pm CT (6am-6pm MT)

## Inpatient Psych Support Center

- 1-866-800-8765-weekdays 7am-7pmCT (6am-6pmMT)

## ASC and Outpatient Support Center

- [oqrsupport@hsag.com](mailto:oqrsupport@hsag.com) or 1-866-800-8756-weekdays 6am-5pm CT(5am-4pm MT)

**NHSN Help Desk:** [nhsn@cdc.gov](mailto:nhsn@cdc.gov) **CDC Website:** [www.cdc.gov](http://www.cdc.gov)

# Questions



# Join us

- **Telligen QIN-QIO Web Site ([www.telligenqinqio.com](http://www.telligenqinqio.com))**
  - Fact Sheets
  - Recorded Webinars
  - Sign up for monthly newsletter
  - Learn about upcoming events
- **Sharing Calls every other month for each Reporting Program – Send me an email to be added to the invitation listing**
  - IPPS-IQR/OQR/HVBP – next call on 4/2/19 (just missed a call on 2/5/19)
  - CAH-IQR/OQR – next call on 2/19/19
  - IPF – next call on 3/19/19
  - ASC – next call on 3/5/19

**We Do Value Your Opinion-Please Complete the Survey**

# Telligen QIN-QIO Contact

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