

The HIINside Scoop from the IHA – March 2017

Please don't hesitate to contact [Adam Kohlrus](#) or [Brigette DeMarzo](#) with any questions you have as you read our newsletter. **We will be releasing another special edition newsletter tomorrow on High Reliability. Stay tuned for more important updates!**

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WHAT'S NEW THIS MONTH

Only 14 QIF registration slots remain – [register your dyad on our website today!](#)

What: QIF aims to create internal experts in the field of the improvement sciences that can assist your facilities with many ongoing improvement efforts. These individuals strengthen your organizations' improvement capacity. The IHA is partnering with William Peters, IHI Faculty and Improvement Advisor to provide this training.

When and Where:

Kickoff Webinar: Monday, April 3 from 12-1:30pm
In-House Session #1: Tuesday, April 18 and Wednesday, April 19 at IHA Naperville
Webinar #1: Monday, May 15 from 12-1:30pm
In-House Session #2: Monday, June 5 and Tuesday, June 6 at IHA Naperville
Closing Webinar: Friday, June 30 from 12-1:30pm

Who: Hospitals must send two individuals to attend the course. Each dyad pair must bring an applied learning project, which will be discussed and explained on our kickoff webinar.

If you are not seeing the improvement in a non-IAN topic area, this is an excellent venue to get personalized feedback and coaching.

The Illinois Health and Hospital Association (IHA) is authorized by the State of Illinois Department of Financial and Professional Regulation (license number 236.000109) to award up to 27.0 hours of nurse continuing education credit for this program.

Certified Professional in Healthcare Quality (CPHQ)

This program has been approved by the National Association for Healthcare Quality for 27 CPHQ continuing education hours.

Certified Professional in Patient Safety (CPPS)

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for 26.75 CPPS CE hours.

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[Request a Site Visit from William Peters](#)

- IHA is dedicated to offering Improvement Advisor site visits to HIIN hospitals that [request assistance](#).
- Through the HIIN, William will be offering 10 different 1-2 day site visits which your organization can take advantage of free of charge.
- These visits can cover anything from improvement sciences 101, to using data for improvement, to assisting with struggling projects, to providing an improvement science primer for your executive teams.

Due to capacity constraints, site visits will be limited in 2017-2018.
Site visits will be reserved on a first-come first-served basis.

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[VTE Improvement Action Network – Register Now!](#)

What: We are kicking off another Improvement Action Network in April, this time focusing on VTE. Dr. Steve Tremain of [Cynosure Health Solutions](#) will be providing coaching and subject matter expertise for this quarterly content theme.

When and Where:

Kick-Off Webinar: Thursday, April 13 from 10-11am
In-Person Workshop: Tuesday, May 23 from 8:30am-1pm
Check-In Call: Wednesday, June 7 from 2:30-3:30pm
Final Webinar: Monday, July 10 from 10-11am

Who: Hospitals struggling to see improvement in VTE rates are encouraged to attend.

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[Register for Springfield QuEST – April 25 and 26](#)

What: Much like the Quality Boot Camps that IHA has offered in the past, QuEST is a “Quality Improvement 101” intended to arm individuals at the hospital level with the QI and data skills needed to improve patient safety and quality.

When and Where:

Day 1: April 25 from 10am-5pm at the Chiara Center in Springfield
Day 2: April 26 from 8am-3pm at the Chiara Center in Springfield

Who: This event is intended for quality staff members who need a re-tread in basic quality concepts but is also **highly encouraged** for clinical staff members who participate in quality improvement activities at your organizations.

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[Simulation Update](#)

- IHA has partnered with the OSF Jump Trading Center in Peoria, the Memorial Center for Learning and Innovation (MCLI) in Springfield, and the Rush Center for Clinical Skills and Simulation in Chicago to offer a series of simulation events.
- Simulation events kick off in late spring 2017. Registration will be available on the IHA HIIN website.
- Simulation curriculum will focus on CAUTI, VTE, *C. diff*, and readmissions. Clinical leaders and educators are encouraged to attend.

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Data Submission to the KDS

- **Please submit your data for the three adverse drug events and falls.**
 - Please enter data at least as far back as July 2016.
 - If we do not start receiving data from you, our team will be making calls to follow-up.

Please be sure to submit your PFE metrics to the KDS at your earliest convenience.

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Points System – Rewards and Tiers

Thank you to all the members who provided feedback and suggestions for participation point rewards. Below are the rewards and tiers for 2017:

Level	Rewards
Platinum (700)	Reimbursement for one registration to the training of your choice: APIC “EPI 101”; Center for Transforming Healthcare “Leaders Facilitating Change”; or the Rush Leadership Academy
Gold (650)	Inclusion in IHA press release Complimentary invitation to IHA Leadership Summit
Silver (600)	Professional membership reimbursement (e.g. NAHQ, APIC) One additional CIC, CPHQ, or CPPS slot for your facility
Bronze (550)	Trophy IHA HIIN Quality Improvement Library selection \$25 gift card to Barnes & Noble

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CIC, CPHQ, and CPPS Update

- **Hospitals have the option to choose one of the following three exams for 2017. Additional exam slots can be won through the points system.**
- **CIC:** The IHA will pay for the CIC (Certification in Infection Prevention and Control) offered by the Certification Board of Infection Control and Epidemiology (CBIC). We will be able to pay for the exam fees associated with obtaining this certification and the APIC Certification Study Guide if your Infection Control Nurses would like to take advantage of this opportunity. There is no need to register for this certification, just have your Infection Control Nurse send us a reimbursement form for the cost of the exam/study guide (along with the receipt).
 - [Website](#) and [FAQs](#)
 - **IHA will reimburse for the cost of taking this exam (\$350) and the APIC Certification Study Guide, 5th ed. (\$114)**
- **CPPS:** The NPSF Patient Safety Curriculum is a 10-module, online course intended to equip the learner with the foundational knowledge necessary to understand the context, key principles, and competencies associated with the discipline of patient safety, and how these tenets and skills are applied in everyday practice. If you engage in this curriculum, you will have access to:
 - The 10-module NPSF Online CE/CME Patient Safety Curriculum
 - The Certification Board for Professionals in Patient Safety - Practice Exam
 - The Certification Board for Professionals in Patient Safety - Credential Exam
 - If you have identified the individual at your organization that would like to engage in this curriculum please have them fill out the [registration form](#). You can expect to receive an emailed welcome packet with all program information within 2-3 weeks from date of submission. If you have any questions please contact IHAPSII@npsf.org or 617.391.9905.

Exam registration information for the CPHQ is coming soon.

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PFE Learning Opportunity

- We would like to invite you to join the **GLPP HIIN Person & Family Engagement (PFE) Educational Webinar being held from 10-11am, Tuesday, March 28.**
- The webinar, featuring Kelly Parent from the Institute of Patient and Family Centered Care, will focus on creating effective Patient & Family Advisory Council (PFAC) and partnering with patient advisors on existing patient safety and quality improvement committees or teams.
- **To register for the PFE Educational Webinar, please click [here](#).** As a mentor and leader, Kelly Parent, who has been instrumental in establishing a successful and sustainable PFE model at Michigan Medicine, will be there to help coach and guide hospitals in archiving this important goal.

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Updates from the National Content Developer (NCD)

Friday, 3/17 from 2-3pm: [Preventing Physician Burnout - What Hospital Leaders Can Do to Make a Difference](#)

Thursday, 3/23 from 1-2pm: [NCD – Pacing Event: \(Topic\) CLABSI](#)

New and Emerging	
AHRQ: Perspectives on Safety— Approaching Safety Culture in New Ways	<p>This month's Agency for Healthcare Research and Quality (AHRQ), Patient Safety Net, Perspectives on Safety interview features Mary Dixon-Woods, MPhil, RAND Professor of Health Services Research at Cambridge University, Deputy Editor-in-Chief of BMJ Quality and Safety, and one of the world's leading experts on the sociology of health care. We spoke with her about new ways to approach safety culture.</p> <p>In an accompanying perspective, Sara J. Singer, MBA, PhD, of Harvard Medical School, discusses the importance of strengthening safety culture in health care and offers insights for organizations seeking to achieve culture change.</p>
Developing and Evaluating an Automated All-Cause Harm Trigger System	<p>Trigger tools seek to identify adverse events by flagging cases for review based on a particular data point (the "trigger"). Investigators, working through a Patient Safety Organization, sought an alternative to the widely used Institute for Healthcare Improvement Global Trigger Tool, one that would require less time and fewer resources. They developed a single, automated trigger encompassing a multitude of possible harms that could be implemented in real time. The most common harm identified by the novel trigger tool was hypoglycemia. The authors note that their tool detected more adverse events than the AHRQ Patient Safety Indicators. An accompanying editorial lauds this study as a step forward in efforts to harness the electronic health records to enhance patient safety through data analysis.</p>
Do Hospital Boards Matter for Better, Safer, Patient Care?	<p>Manifest failings in healthcare quality and safety in many countries have focused attention on the role of hospital Boards. While a growing literature has drawn attention to the potential impacts of Board composition and Board processes, little work has yet been carried out to examine the influence of Board competencies. This study validated a novel self-assessment instrument directed at hospital board members' competency in addressing quality and safety issues. The subsequent survey found that higher board competency was associated with positive staff perceptions of quality and safety scores. The authors suggest that leadership may affect safety culture.</p>
AIR: Summary of the Health Equity Roadmap Addendum: How Person and Family Engagement Can Help Hospitals Achieve Equity in Health Care Quality and Safety	<p>The American Institute for Research (AIR) Summary of the Health Equity Roadmap Addendum discusses opportunities for applying each PFE strategy in an equitable and meaningful way. It is divided into six separate sections; each one is dedicated to a distinct strategy. Each section outlines the rationale for the strategy and key recommendations for implementing the strategy and offers a selection of example tactics that hospitals can use to help achieve equity for the five PFE metrics</p>
AIR: How Person and Family Engagement Can Help Hospitals Achieve Equity in Health Care Quality and Safety - A Supplemental Resource for	<p>The AIR Health Equity Roadmap Addendum discusses how to apply the six overarching PFE strategies in ways that can help achieve equity in health care quality and safety and address barriers to uniform engagement. Similar to the Roadmap, each strategy is mapped to the five PFE metrics with example tactics to help hospitals operationalize efforts to achieve equity in care quality and safety through equitable PFE. Appendix A provides a list of resources to help</p>

Hospital Improvement Innovation Networks	hospitals use PFE strategies to achieve equity in care quality and safety.
In the News	
IHI: The Power of Words in Healing	As a service quality researcher, Institute for Healthcare Improvement (IHI) Senior Fellow Len Berry has learned about the different types of “clues” embedded in all customer experiences that service organizations must effectively manage. In health care, some of the most powerful clues patients are apt to pick up on come in the form of the word choices providers and staff make, along with their body language and the tone of voice used. “Too often, clinicians unintentionally use words that harm rather than heal, that evoke distress rather than trust,” writes Berry. He suggests that raising awareness about the power of words, to heal or to harm, is a worthwhile investment.
HealthLeaders Media: How to Make a Complex Quality Challenge Simple	Hospital CEO incentives are often driven by how well the system meets financial, and increasingly, clinical goals. At Mercy Health , the occupants of the C-suite are not the only ones who benefit when the Ohio-based system meets or exceeds expectations. Once the hospitals' operations meet a simple set of financial and clinical goals, everyone who works at Mercy gets an incentive payment. The key is to keep things as simple as possible, offer clear, easy-to-digest feedback and "get everyone rowing in the same direction" said Anton Decker, MBBCh, who serves as chief clinical officer of Mercy Health and president of Mercy Health Select.

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For additional information please visit our website, <https://www.alliance4ptsafety.org/HEN.aspx>.
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