

June 2018

Join the Conversation

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Upcoming Events

CPHQ Review Course Offered

8 a.m.-4:30 p.m.
July 16-17
Tan-Tar-A Resort
Osage Beach, Mo.
[Register](#)

Orientation for New Quality Improvement Directors

8 a.m.-4:30 p.m.
August 14-15
Missouri Hospital Association
Jefferson City, Mo.
[Register](#)

Virtual Events

Quality Works Medical Group Leadership Series — Patient & Family Engagement — Building Blocks & Positioning for the Future

Noon - 1 p.m.
Wednesday, May 30
[Register](#)

For additional MHA events, click [here](#).

In This Issue

[Spotlight](#)

[MHA Initiatives and Programming Update](#)

[MHA Regional Meetings with Law Enforcement](#)

[FLEX MBQIP Update](#)

[Announcements](#)

[Resources](#)

[Quality Reporting News](#)

Spotlight

MHA's Statewide Patient and Family Advisory Council Makes Strides for PFE

MHA is approaching the one-year anniversary for the start of the statewide PFAC council. The council was established to contribute to the development and implementation of health care initiatives and policy, while applying the unique feedback and insight of the patient and family to improve care delivery. The council currently is comprised of 24 members, including clinical/hospital staff, a physician, patients, family members and community members.

The council has been working diligently this inaugural year to establish its foundation and begin its work supporting Missouri hospitals in patient and family engagement. Below is a brief summary of the council's work over the past year.

- defined the council mission
- identified key actions and objectives for the first 18 to 24 months
- adopted 12 metrics to measure PFE engagement in Missouri hospitals
- created a council member orientation manual
- created a [PFAC/PFE resource web page](#)
- created a [PFE roadmap](#) with resources for Missouri's hospitals

MHA's statewide PFAC challenges every hospital in the state of Missouri to identify at least one nonemployee patient or family member serving on at least one committee within the organization by July 2019. Of Missouri hospitals who responded to a survey to assess the level of patient and family engagement, only 11 percent are meeting the challenge metric as of December 2017. Missouri hospitals are surveyed quarterly on PFE. The next survey will take place June 2018. We encourage all hospitals to accept the challenge to achieve this critical PFE goal! [The Patient and Family Engagement Roadmap](#) is intended to be used as a strategic guide to help hospitals increase patient and family engagement within their

organization.

The Statewide Council continues to seek additional patient and family members to serve a two-year term. If you would like to nominate a nonemployed patient or family member, please contact Mary Shackelford at mshackelford@mhanet.com.

Visit [MHA's PFAC web page](#) to learn more about the council.

MHA Initiatives and Programming Update

MHA HIIN UPDATES

MHA HIIN Regional Bootcamp to Increase Worker Safety

MHA HIIN remains committed to increasing quality and safety in our hospitals. Over the last several weeks, MHA's HIIN team hosted four bootcamps around the state to increase workforce safety. During these meetings, listeners were taught de-escalation techniques, crisis intervention strategies and how to respond to an active shooter, which was presented as a scenario-based training. Those in attendance included front-line staff, safety and security personnel, and quality leaders and directors. A total of 113 attendees learned lifesaving interventions, tips for preventing violence, and communication do's and don'ts.

May Zero Heroes

MHA's HIIN Team would like to congratulate the following organizations for their commitment to excellence in reducing harm.

- Carroll County Memorial Hospital
- Cedar County Memorial Hospital
- Harrison County Community Hospital
- Iron County Medical Center
- Osage Beach Center for Cognitive Disorders
- Pike County Memorial Hospital
- Southeast Health Center of Ripley County
- Sullivan County Memorial Hospital

MHA Regional Meetings with Law Enforcement

MHA continues to address workplace violence through advocacy, partnerships and practice changes. In April and May, MHA hosted four regional meetings with the primary objective of facilitating shared learning related to regulatory and legal issues among hospitals, EMS and law enforcement. Case-based discussions highlighting HIPAA, EMTALA, and appropriate procedures for collecting and documenting narcotics and firearms were introduced through facilitated discussion. A total of 186 participants attended, including 37 law enforcement partners. While there were disagreements, effective discussions occurred between hospital staff and law enforcement on how particular situations should be handled.

Hospital staff gained a better understanding of the following.

- how police officers view their obligation to ensure public safety
- the patient also may be a victim or suspect
- the role of law enforcement to create and promote safe communities, and hospital staff should not be determining what is illegal, specifically related to narcotics

Police officers indicated they better understood the following.

- why hospitals cannot always share information
- how hand-offs can create problems
- the steep penalties associated with EMTALA violations
- behavioral health resource limitations
- the challenge of using technology, such as body cameras and HIPAA considerations

Next steps include statewide data collection, a policy repository and ongoing education to be outlined and updated on MHA's S.A.F.E.R. [web page](#).

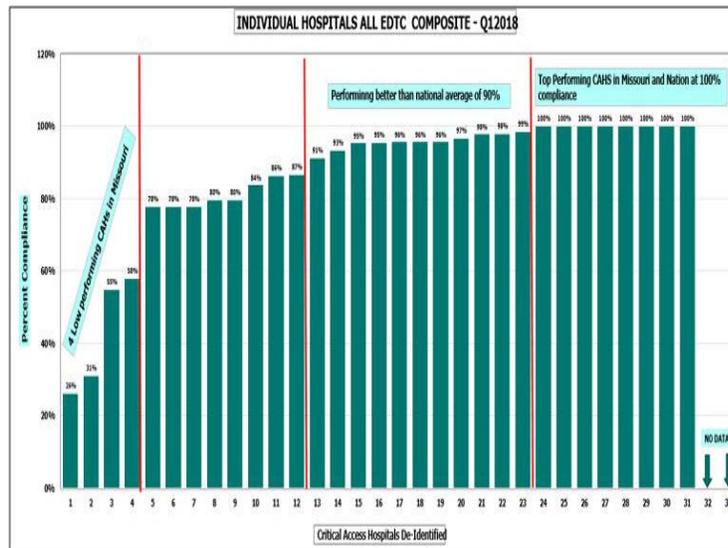
FLEX MBQIP Update

While emergency care is important in all hospitals, the emergency department is particularly important in critical access hospitals where the distance to urban tertiary care centers makes the effective triage, stabilization and transfer of patients with the necessary and appropriate information of life or death becomes an important factor. ED transfer communication measures allow the acute care safety net facilities to exhibit how well they carry out their essential stabilize-and-transfer role for rural residents. This measure is required of hospitals participating in the FLEX MBQIP program in Missouri and across the nation.

As of the first quarter of 2018, the following CAHs achieved top compliance in the ALL EDTC composite score, placing them in the top performers list of CAHs in Missouri and the nation.

- Carroll County Memorial Hospital
- Lafayette Regional Health Center
- Perry County Memorial Hospital
- Ste. Genevieve County Memorial Hospital
- Northeast Medical Center
- Excelsior Springs Hospital
- Washington County Memorial Hospital
- Cox Monett Hospital
- Putnam County Memorial Hospital
- Hermann Area District Hospital

The graph below shows the ranking of each participating CAH based on the most current 1Q2018 data.



Source: Hospital EDTC abstractions data, 1Q2018

Announcements

Website Update

The Clinical Quality Initiatives page now features the [Patient and Family Advisory Council](#) page, as well as the PFAC [Roadmap](#) page! To discover more details, visit the MHA [website](#).

Resources

Quality Works® Expands Services

[Emergency Preparedness Program Review](#)

Looking for assistance in meeting the CMS emergency preparedness Conditions of Participation requirements? Quality Works® experts can review your plan and provide guidance for your facility's readiness to meet federal requirements.

[Medical Group Leadership and Management Series](#)

Hospitals and health care systems continue to expand outpatient clinics and services to better provide care for patients across the care continuum. With this growth and the rapid changes impacting health care, there is greater need to better align clinical, operational and financial strategies with medical groups towards the Triple Aim.

Quality Works® launched a Medical Group Leadership and Management webinar series. The next webinar, "Patient and Family Engagement - Building Blocks and Positioning for the Future," is scheduled for noon on Wednesday, June 27. This webinar will share key strategies to advance patient and family engagement to strengthen partnerships between patients and the health care team. [Registration](#) is required.

For more information on the webinar series or to learn more about how Quality Works® can assist your organization, please contact Sherry Buschjost at sbuschjost@mhanet.com.

Quality Reporting News

CMS Announces IQR Education Sessions

[Read.](#)

CDC Extends Deadline For Completing NHSN Agreement To Participate And Consent Form

[Read.](#)

CMS Releases Hospital-Specific Reports 5/25/2018

[Read.](#)

CMS Releases July 2018 Hospital Compare HSRs 5/23/2018

[Read.](#)

**CMS Selects Targeted Hospitals For IQR Program Validation
5/25/2018**

[Read.](#)

CMS Updates Hospital Compare

[Read.](#)

More news can be found in [MHA Today](#).

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