Plans Underway For Partnership for Patients Implementation In NC

In April 2011, the Centers for Medicare and Medicaid Services launched the Partnership for Patients, a campaign to improve the quality, safety and affordability of health care for all Americans. The Partnership for Patients (PfP) brings together leaders of major hospitals, employers, health plans, physicians, nurses, and patient advocates along with State and Federal governments in a shared effort to make hospital care safer, more reliable, and less costly. CMS estimates the Partnership will help save 60,000 lives by stopping millions of preventable injuries and complications in patient care over the next three years and has the potential to save up to $35 billion, including up to $10 billion for Medicare.

The goals of the Partnership for Patients are focused on keeping patients from getting injured or sicker in the hospitals and improving transitions between care settings. The goals are:

- By the end of 2013, preventable hospital-acquired conditions would decrease by 40 percent.
- By the end of 2013, preventable complications during care transitions would decrease so that all hospital readmissions would be reduced by 20 percent.

Although the Partnership’s aim is reducing all harm, it has identified 10 initial areas of focus:

- Adverse drug events
- Catheter-associated urinary tract infections
- Central line-associated blood stream infections
- Injuries from falls and immobility
- Obstetrical adverse events
- Pressure Ulcers
- Surgical Site infections
- Venous Thromboembolism
- Ventilator-associated pneumonia
- Preventable readmissions

To achieve the goals of the Partnership, CMS sought to contract with large health care systems, state hospital associations and organizations, or other interested parties to support hospitals in the work. Hospital Engagement Contractors (HEC) will provide intensive assistance to hospitals by designing and conducting various training events and learning sessions. All educational activities should be designed to achieve reductions in the 10 core harm events, produce measureable improvements in quality measures associated with the 10 core events and build hospital-wide capacity in improvement. The training should include establishing and measuring ongoing improvement projects in each participating hospital. Specifically the HEC will:

- Design a PfP hospital Based Campaign
- Conduct training
- Provide technical assistance and support to the hospitals
- Measure and track hospital performance
- Provide ongoing status and quarterly updates
- Partner and collaborate with other PfP participants
- Submit a final report to CMS
Funding for the HEC will be provided by the Center for Medicare and Medicaid Intervention through CMS. $500 million was designated to fund the HEC and three other contracts in support of the PfP. In July 2011, CMS released the RFP for the HEC. CMS anticipates awarding 100 HEC contracts. NCHA submitted a contact proposal to CMS in August 2011. The NC Quality Center and the NC Center for Rural Health will be responsible for implementing the initiatives in all 10 of the core events.

Additionally, NCHA will partner with the Virginia Health and Hospital Association as a regional HEC. Together the associations and other HEC partners will offer either collaborative learning programs, learning networks, educational sessions or a statewide campaign for the 10 core events. Additional partners include the Carolinas Center for Medical Excellence, the NC Division of Public Health, Virginia Health Quality Center, the Medical Society of Virginia, Virginia HealthCare Association, Virginia Department of Health, and Healthcare Team Training. By joining together in collaboration the organizations will combine resources and expertise to deliver superb training, leadership, assistance and evaluation of improvement efforts across a region.

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<tr>
<th>Core Event</th>
<th>Initiative</th>
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<tr>
<td>CAUTI</td>
<td>Statewide (HEC wide) campaign</td>
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<tr>
<td>CLABSI</td>
<td>Collaborative</td>
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<tr>
<td>SSI</td>
<td>Collaborative</td>
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<td>VTE</td>
<td>Collaborative</td>
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<tr>
<td>ADE</td>
<td>Learning Action Network</td>
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<td>Falls</td>
<td>Learning Action Network</td>
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<td>Pressure Ulcers</td>
<td>Learning Action Network</td>
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<tr>
<td>VAP</td>
<td>Educational Programs</td>
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<td>OB Adverse events</td>
<td>Collaborative</td>
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<tr>
<td>Readmissions</td>
<td>Collaborative</td>
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In early October, NCHA received a letter from CMS stating that the HEC proposal was received as a competitive bid and the association was invited into written negotiations with CMS. CMS asked that the association answer a few questions and supply additional clarification on some of the proposal. NCHA staff is addressing the requests. The final proposal will be submitted on Oct 27. CMS will start notifying contractors around Nov. 15.

To date, 93 percent of NCHA member hospitals have signed the online pledge to join the Partnership for Patients. These hospitals will join a HEC for assistance in reducing harm in the organization and improving patient transitions between care settings. A hospital can join only one HEC. There are currently 72 NC hospitals that have pledged to join the NC/VA regional HEC. Once contracts are awarded hospitals will be assigned to one HEC and CMS will monitor for duplicative assignments. NC HEC project work is expected to start the first quarter of 2012.
NC Surgical Safety Checklist

Throughout the month of October, NCHA and the NC Quality Center have been encouraging CEOs of all NC hospitals performing surgery to commit by Oct. 31, to using the World Health Organization’s (WHO) Surgical Safety Checklist or a modified version of it, and to have implemented the checklist by June 30, 2012. As of Oct 28, 49 hospitals have committed to this goal, representing about 40 percent of the targeted facilities in the state.

To see if your hospital has made the commitment, go to: http://www.ncqualitycenter.org/wholist.lasso. If your hospital has not yet committed to this important goal, please encourage your CEO to complete the electronic pledge form sent to them by NCHA President Bill Pully. The NC Quality Center will follow-up with key staff at your organization to offer support and assist with full implementation of the checklist. If you have any questions, please contact Dean Higgins, Project Manager, at 919-677-4212 or at dhiggins@ncha.org.

Learning About Care Transitions in North Carolina

Care transitions are a top priority due to the penalties for hospital readmissions that take effect in 2012. Knowing that improving transitions across the continuum of care and preventing readmissions requires care coordination among multiple stakeholders, the NC Quality Center is assessing care coordination in communities across our state. The NC Quality Center convened its first stakeholder meeting on Sept. 29 to assess statewide efforts around improving care transitions and the organizational willingness to partner on a statewide effort to identify best practices around improving care transitions and decreasing avoidable hospital readmissions.

This first meeting began with a report from the NC Institute of Medicine’s Transitions of Care Subcommittee followed by a brief overview by each participant of their care transitions work, efforts to reduce readmissions, partnerships, challenges and lessons learned. Approximately 51 participants representing 32 organizations attended. Long term care, assisted living, home health, hospice, mental health, case management, insurance plans, aging and adult services, community care networks, health care systems, and others brought their perspectives to this challenging issue. The group felt it was valuable to continue meeting and networking to address potential solutions, and to better align efforts around this issue.

The stakeholders will meet again Oct. 31 to address gaps and challenges in care transitions, assess the use of metrics and outcomes, and develop the vision, mission and objectives for the group. For questions on this initiative contact Dean Higgins at 919-677-4212 or dhiggins@ncha.org.

NC Safe Surgery Collaborative Recruitment Webinars

Nov. 3, 10-11 am • Register at: https://www1.gotomeeting.com/register/752045849
Nov. 14, 3:30-4:30 pm • Register at: https://www1.gotomeeting.com/register/193683153

Please join the NC Quality Center for one of the upcoming webinars to learn more about the NC Safe Surgery Collaborative. This will be a great opportunity to learn more about collaborative components and expectations and to ask questions of faculty before joining.
Creating a Fair and Just Culture: An Introduction

Nov. 4 • NC Hospital Center in Cary

The NC Quality Center has designed this workshop to provide an introductory overview of the Just Culture model and concepts, in an effort to assist healthcare facilities with establishing a culture that supports safety. This workshop also includes instruction in basic event investigation, coaching and mentoring staff, and hands-on algorithm practice and instruction. For more details, view the program flyer at https://www.ncha.org/meetings/docs/QualityDocs/JustCultureFlyer111104.pdf. Register at: https://www.ncha.org/meetings/registration_index.lasso?e=1149. Interested participants may also contact the Latoshua LeGrant, Project Manager, at 919-677-4134 or llegrant@ncha.org.

Enhancing Caregiver Resilience: Burnout & Quality Improvement

Nov. 7-9 • Hilton Research Triangle Park in Durham

May 7-9, 2012 • Location TBD

This is a special course by the Duke Patient Safety Center. Quality improvement efforts frequently ignore the need to make sure that caregivers are ready for the next big initiative, and rarely do they first build up the resilience of staff before expecting even higher levels of quality and safety to be delivered. For some, jumping into innovation is a reasonable first step. But for many individuals and work units, there needs to be a focus on the caregivers, and their needs, to build capacity and bounce back from burnout, before providing the training and the tools to improve quality in a sustainable way. In this course, participants will be provided real-time feedback on burnout, depression, health behaviors, human limitations and human nature. Participants receive their individualized feedback in a confidential manner, and are given a structure with protected time to practice, and to work on themselves and their units. This is an intense and rewarding experience for participants, full of self reflection, validation, coaching, and recharging those nearly-dead batteries. Register at http://www.dukepatientsafetycenter.com/.

NC Safe Surgery Conference

Jan. 25, 2012 • The McKimmon Conference and Training Center in Raleigh

The NC Center for Hospital Quality and Patient Safety is sponsoring the NC Safe Surgery Conference to bring together all organizations and providers committed to making surgical care a safer experience for patients. This conference will focus on education and strategies for improving surgical safety throughout North Carolina. National and local experts will share key interventions designed to improve teamwork and communication in the perioperative environment and ultimately to reduce and eliminate surgical complications. Conference attendees will also learn benefits of joining the upcoming NC Safe Surgery Collaborative scheduled to kick-off in early March 2012. The NC Safe Surgery Conference will also mark the official launch of a statewide initiative focused on the implementation of the World Health Organization’s Surgical Safety Checklist or a modified version of it. Conference details are online at https://www.ncha.org/meetings/docs/QualityDocs/SSConferenceFlyer111012.pdf. Register online at https://www.ncha.org/meetings/registration_index.lasso?e=1159&pid=2368. Please contact Dean Higgins at dhiggins@ncha.org or 919-677-4212 or Laura Maynard at lmaynard@ncha.org or 919-677-4121 with any questions.

Making a Difference

Would you like to participate in a Focus Group to enhance the NC Quality Center educational and collaborative programs? If so, please contact Laura Maynard at lmaynard@ncha.org.
Quality Improvement 101: A Toolbox for Improvement
Feb. 21-22, 2012 • Charlotte AHEC Training Center
Charlotte AHEC, in collaboration with the NC AHEC Program and the NC Center for Hospital Quality and Patient Safety, is partnering to offer a training program to develop and improve skills in quality improvement. Quality Improvement 101 is an interactive learning opportunity for teams and organizations leading initiatives to improve health care quality. This program includes an action-oriented curriculum in which participants learn about systems improvement principles and immediately apply what they are learning to specific local projects. Space is limited so be sure to sign up soon. Download the brochure and/or register for the course at http://www.charlotteahec.org/continuing_education/registration/workshop.cfm?EventID=35572. For more information about the course or to be added to the interest list for future courses, contact Paulina Crass at paulina.crass@carolinashealthcare.org.

North Carolina Association for Healthcare Quality Conference
April 12 -13, 2012 • The Friday Center in Chapel Hill
The NC Association for Healthcare Quality Board of Directors would like to extend an offer for $5 off the registration fee for the NCAHQ Conference on April 12 -13, 2012 in Chapel Hill as a token of appreciation for your passion and dedication to quality each day. There are two ways to redeem this offer. At the time of conference registration, print and mail in the coupon below with your registration or register and pay online using the promotion code printed on the coupon. The discount will be applied to your registration fee at that time. If you are not currently a member of NCAHQ, learn more about the benefits of membership online at http://www.ncahq.org.

Career Opportunity
The NC Quality Center is seeking a Project Coordinator. For more details, download the full job description at http://www.ncqualitycenter.org/downloads/ProjectCoordinator.doc.

Have you been part of a project team that has made a significant improvement? Are you proud of the changes your hospital has made in improving patient care and safety? Do you have a best practice to share? Contact Carol Koeble, MD at ckoebel@ncha.org to share your story or for more information about the NC Quality Center.