



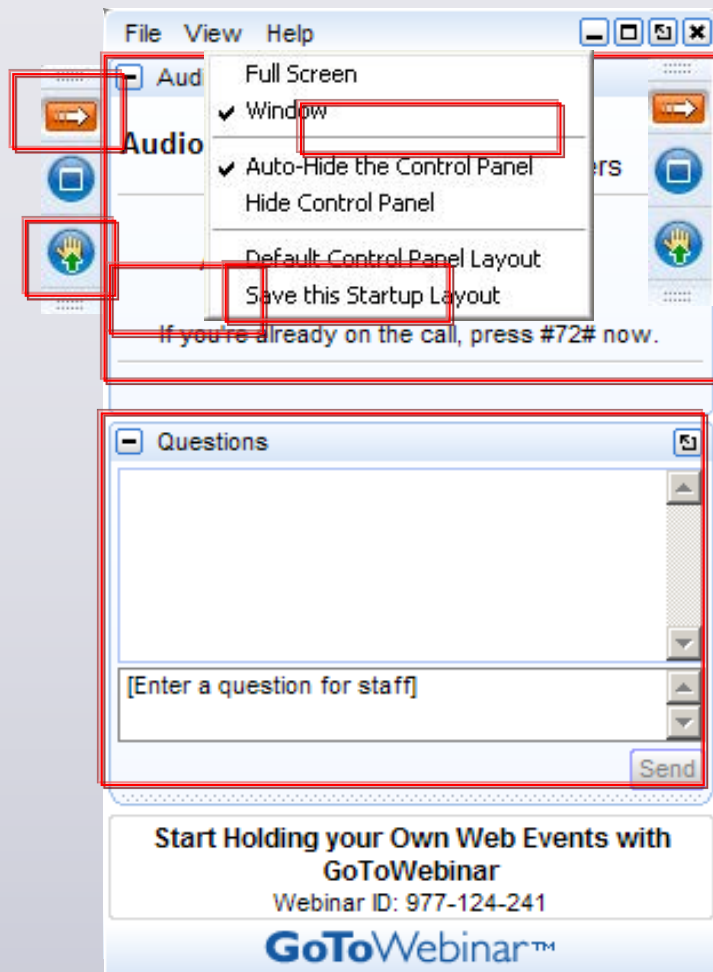
HCAHPS Care Transitions Rapid Improvement Project

Orientation Webinar
November 17, 2017



North Carolina
Quality Center

How to Participate Today



- Open and close your Panel
- View, Select, and Test your audio
- Submit text questions
- Raise your hand
- Q&A addressed at the end of today's session
- Everyone will receive an email within 24 hours with a link to view a recorded version of today's session

Whose Job Is It Anyway?

A word cloud centered around the phrase "care transitions". The words are arranged in a circular pattern, with "care transitions" at the bottom in a large, dark green font. Other prominent words include "community" (top left, dark blue), "empowerment" (top right, dark green), and "teamwork" (center, dark green). Smaller words include "outcomes", "partners", "care continuum", "patient-centered", "providers", "connections", "best practices", "activation", "smile", "healthy transitions", "rural", "patients", "engagement", "models", "success", "impacts", "collaboration", "cross-continuum", "partnership", "partners", "happiness", "strengthen", "team", "help", "assistance", and "teamwork".

community outcomes partners care continuum patient-centered providers empowerment connections
assistance happiness strengthen collaboration cross-continuum partnership best practices
team help impacts teamwork smile activation
models success engagement healthy transitions
patients rural

care transitions

Did You Know?

- 20% of patients discharged from the hospital experience an adverse event within 3 weeks?
- Within 30 days of discharge, approximately 2.6 million Medicare beneficiaries are re-hospitalized, at a cost of over \$26 billion every year?
- Medication errors harm 1.5 million people each year in the US at an annual cost of at least \$3.5 billion?

Survey Says...

A graphic of a clipboard with a blue handle and a yellow notepad. The notepad contains text about the HCAHPS survey.

HCAHPS Survey Composite Measure 7

Understanding your care
when you left the hospital

Q23: During this hospital stay, staff took preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left

Q24: When I left the hospital, I had a good understanding of the things I was responsible for in managing my health

Q25: When I left the hospital, I clearly understood the purpose for taking each of my medications.

As of Q1 2017, the
HCAHPS Care
Transitions measure
scored **51% in North
Carolina** and **52% in
the US.**

Rapid Improvement Project

Goal: Improve HCAHPS score on Care Transitions

Project Objectives:

- Provide opportunity for collaboration with peers to make measurable improvement in a targeted measure
- Transition from “data to doing” by providing educational support, tools and networking opportunities to facilitate a rapid-cycle improvement project

Project Format

Series of five virtual meetings and one in-person workshop over a 3-month period.



February – April, 2018

Virtual Sessions

- Last 1-2 hours, depending on topic and discussion
- Occur every 3 weeks
- Expect “homework” assignments between sessions
- Include all team members
- Work as a cohort
- Participate, and have fun!



In-Person Workshop

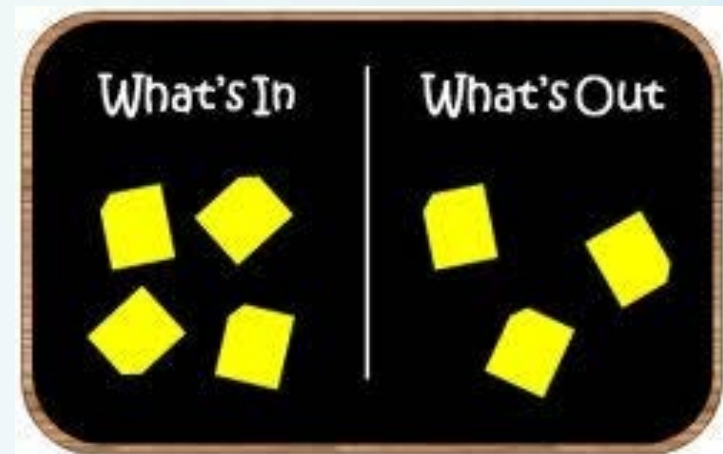
- 10:00 – 3:00, convenient location(s)
- Include all team members
- Opportunity to network and share
- Hands-on learning



Virtual Session 1: Defining the Project Scope

OBJECTIVES

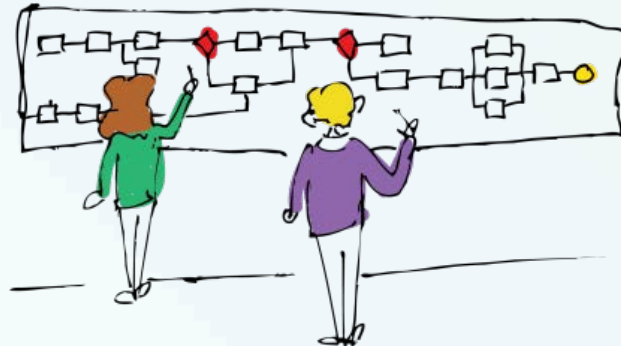
- Review process improvement methodologies
- Understand the importance of project scoping
- Use project scoping tools to create a project scope document



Virtual Session 2: Analyzing the Current State

OBJECTIVES

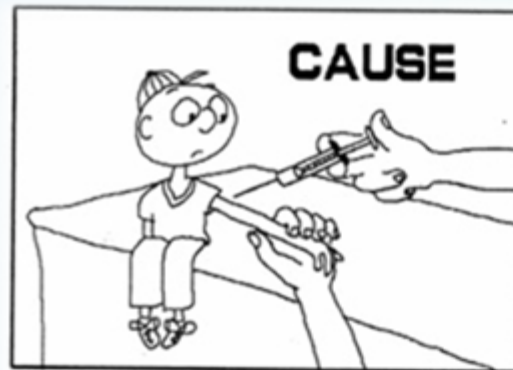
- Review Lean Rules of Engagement
- Understand the importance of the patient perspective
- Use process mapping and observation tools to create a visualization of the current state
- Develop a user-friendly method for data collection



In-Person Workshop

OBJECTIVES

- Review Cause & Effect Diagrams for opportunities identified in the current state
- Learn how to prioritize issues identified from cause and effect exercises



Virtual Session 3: The Right Side of the A3

OBJECTIVES

- Introduce A3 problem solving and the PDSA cycle
- Understand the importance of small tests of change and the development of countermeasures
- Develop a framework for the implementation plan

A3 PROBLEM SOLVING

PROBLEM	DATE	TIME
1. PROBLEM: WHAT HAPPENED?	2. CAUSE: WHY DID IT HAPPEN?	
3. GOAL: WHAT SHOULD HAPPEN?	4. IMPROVE: HOW DO WE KEEP IT FROM HAPPENING?	
	5. CHECK: HOW WILL WE KNOW IF IT WORKED?	



Virtual Session 4: Tools Review & Sharing

OBJECTIVES

- Review elements of the improvement process
- Learn about standardization vs. compliance and related tools
- Understand the importance of training and sustainment



Virtual Session 5: Share Successes

OBJECTIVES

- Learn from peers and share tools implemented
- Identify additional improvement opportunities



Dates to Remember



Orientation
Webinar
11/17

Project
Registration
Deadline
1/15

Rapid
Improvement
Project Cycle

NOVEMBER 2017							DECEMBER 2017							JANUARY 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4						1	2		1	2	3	4	5	6
5	6	7	8	9	10	11	3	4	5	6	7	8	9	7	8	9	10	11	12	13
12	13	14	15	16	17	18	10	11	12	13	14	15	16	14	15	16	17	18	19	20
19	20	21	22	23	24	25	17	18	19	20	21	22	23	21	22	23	24	25	26	27
26	27	28	29	30			24	25	26	27	28	29	30	28	29	30	31			
							31													

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FEBRUARY 2018							MARCH 2018							APRIL 2018						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3					1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28				25	26	27	28	29	30	31	29	30					

QUESTIONS?

