HCAHPS Care Transitions
Rapid Improvement Project

Orientation Webinar
November 17, 2017
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?

community care transitions

outcomes partners

empowerment
care continuum

patient-centered providers

connections
collaboration
cross-continuum

partnership best practices

smile activation

success healthy transitions

models engagement

rural

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

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.
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
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
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**: starting in February 2018.
QUESTIONS?