

Center *for* Rural Health



Sharing Regional Rural Quality Improvement Success Stories

Dakota Conference on Rural and Public Health
2013



Center *for*
Rural Health

The University of North Dakota
School of Medicine & Health Sciences

Center *for* Rural Health

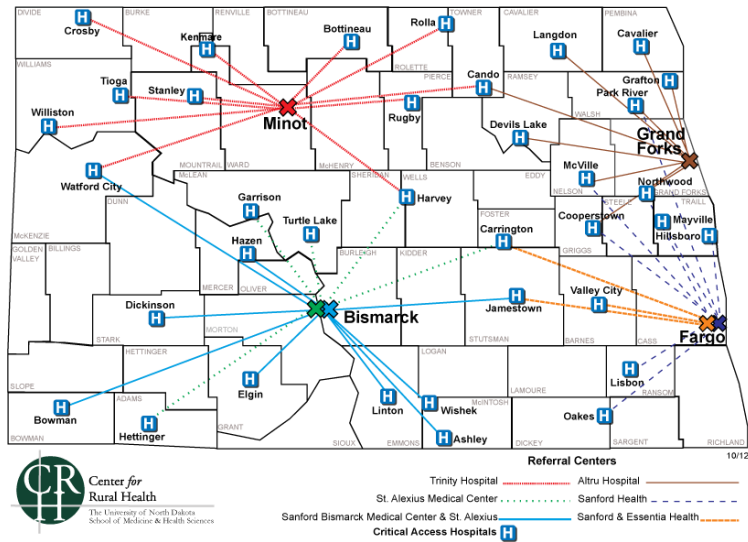
- Established in 1980, at The University of North Dakota (UND) School of Medicine and Health Sciences in Grand Forks, ND
- One of the country's most experienced state rural health offices
- UND Center of Excellence in Research, Scholarship, and Creative Activity
- Home to seven national programs
- Recipient of the UND Award for Departmental Excellence in Research

Focus on

- Educating and Informing
- Policy
- Research and Evaluation
- Working with Communities
- American Indians
- Health Workforce
- Hospitals and Facilities

ruralhealth.und.edu

ND CAH Quality Network



North Dakota Health Engagement Network

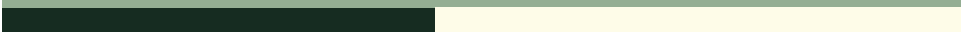
Doris Vigen, RN
 Sanford Medical Center, Mayville

SOUTHEAST REGION CAHs

Hillsboro Medical Center, Hillsboro	Nelson County Health System, McVile
Mercy Hospital, Valley City	Carrington Health Center, Carrington
Jamestown Hospital, Jamestown	Northwood Deaconess Health Center, Northwood
Sanford Medical Center, Mayville	Cooperstown Medical Center, Cooperstown
Oakes Community Hospital, Oakes	Lisbon Area Health Services, Lisbon


HEN Readmission Project

Reducing Inpatient Readmissions

- Benefits of Collaboration
 - Within Facility
 - Outside Facility
 - HEN calls
-
- 

Reducing Inpatient Readmissions

Lessons Learned

- Medication Reconciliation remains a huge issue
 - Opportunity to get ideas not only from our state but other states
 - Learned from LTC facilities what data is important for them – doing transfer calls
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Compliance Review

**Marcie Schulz, RN, Director of Patient Care
Sakakawea Medical Center, Hazen**

SOUTHWEST REGION CAHs

Jamestown Regional Medical Center, Jamestown	West River Regional Medical Center, Hettinger
Jacobson Memorial Hospital, Elgin	Linton Hospital and Medical Center, Linton
Sakakawea Medical Center, Hazen	Garrison Memorial Hospital, Garrison
Ashley Medical Center, Ashley	St. Aloisius Medical Center, Harvey
Carrington health Center, Carrington	Southwest Healthcare Services, Bowman
St. Joseph's Hospital, Dickinson	Community Memorial Hospital, Turtle Lake
	Wishek Community Hospital, Wishek

Compliance Review Office of Civil Rights Update

- Contract with a language service – if no contract available through company, need a Business Associate Agreement.
 - Policy on language services and process
 - Policy for complaints and grievances (handout in admission packet)
 - Policy and patient handout on Patient's Rights and Visitation
 - Clarity now has an option under complaints for language and discrimination
-

Compliance Review Office of Civil Rights Update

(continued)

- EMR or paper form at registration that allows each patient to be asked language preference.
- Interpretation Services Available at each patient registration location.
- Recommendation to go to schools and local businesses to find language needs in the community yearly. Need to write up findings.
- Community Health Needs Assessment should address language needs.
- Job description of person handling language needs and discrimination should have a bullet in it reflecting this duty.

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Compliance Review Office of Civil Rights Update

(continued)

- Example One enclosed – Non Discrimination example should be given to each patient upon admit.
 - Example One should also be on your Webpage along with a statement that you offer language services. This should also be on Facebook.
 - Example Two enclosed – Should be on all publications, links, marketing material, job postings. There is NO size or font requirement for this.
 - List of places per OCR (recruitment material or publication containing general info that is available to participants, beneficiaries, applicants, or employees.)
 - Yearly documented education on Language Services and Discrimination to all staff.
-

Compliance Review Office of Civil Rights Update

Website showing current contact info:

<http://www.hhs.gov/ocr/office/about/rgn-hqaddresses.html>

Website has links to the regulations (which you can print out if you need):

<http://www.hhs.gov/ocr/civilrights/resources/laws/index.html>

- Title VI Regulations at 45 CFR Part 80 (Notice provision at 45 CFR 80.6(d))
 - Section 504 Regulations at 45 CFR Part 84 (Notice provision at 45 CFR 84.8)
 - Age Discrimination Act Regulations at 45 CFR Part 90 (Notice provision at 45 CFR 90.43)
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Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Shawn Smothers, CEO

Trinity Kenmare Community Hospital, Hettinger

NORTHWEST REGION CAHs

St. Aloisius Medical Center, Harvey	Presentation Medical Center, Rolla
Mercy Medical Center, Williston	Towner County Medical Center, Cando
Tioga Medical Center, Tioga	Heart of America Medical Center, Rugby
Mountrail County Medical Center, Stanley	McKenzie County Healthcare System, Watford City
St. Luke's Hospital, Crosby	St. Andrew's Health Center, Bottineau
	Trinity Kenmare Community Hospital, Kenmare

HCAHPS

Benefits of Network Vendor

- Benchmark
- Resource sharing

Levels of Collaboration

- Other RCCN vendor CAHs
- State of ND
- Across departments on QI activities

Lessons Learned



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Hospital Event Reporting – Using the Data

Terry Demester, Risk Management

Louise Dryburgh, CEO

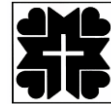
First Care Health Center, Park River

NORTHEAST REGION CAHs

Nelson County Health System, McVille	First Care Health Center, Park River
Cavalier County Memorial Hospital, Langdon	Unity Medical Center, Grafton
Northwood Deaconess Health Center, Northwood	Towner County Medical Center, Cando
Pembina County Memorial Hospital, Cavalier	Mercy Hospital, Devils Lake

Healthcare SafetyZone Portal


First Care Health Center
Park River, ND




Event Reporting Made Easy

The screenshot shows a web browser window displaying the Healthcare SafetyZone Portal. The browser's address bar shows the URL <https://events.healthcaresafetyzone.com/EventsModuleWeb/>. The page header includes the "ND CAH Quality Network" logo on the left and the "Healthcare SafetyZone Portal" title on the right. A central navigation menu on the left contains icons for "Ask a Question", "Library", "My Review", "Analysis", and "Administration". The main content area is divided into several sections: "ND CAH QI Training Video" with a link to "Training Video"; "NDCAH Newsletter 5/12" with a link to "NDCAH Newsletter"; a large blue "SUBMIT EVENT" button; "CMS Falls Definition" with a red warning text: "*Fall refers to unintentionally coming to rest on the ground, floor or other lower level, but not as a result of an overwhelming external force."; "Program Coordinator" information for Shawinda Schroeder, MA (701-777-0787); "Help Desk" information (773-864-8298, thawkins@claritygrp.com); and "Resources" with links to "ND CAH Quality Network" and "List of Users".

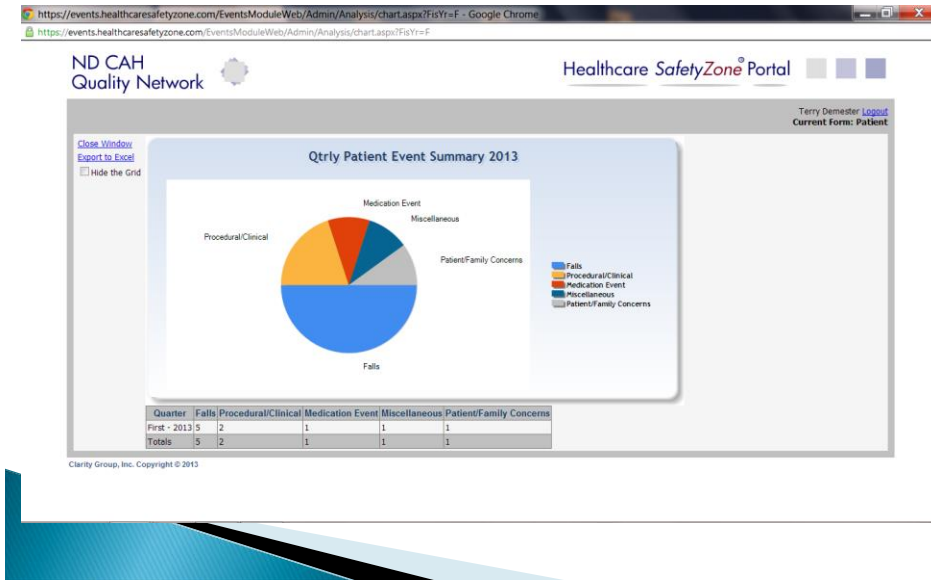
Features & Benefits

- ▶ Our Philosophy
 - ▶ Easy Access – Portal Link
 - ▶ Useful Tool
 - ▶ One Stop Shop
 - ▶ User Friendly
 - ▶ Generate Refined Reports
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Features & Benefits

- ▶ Create at-a-Glance Graphs
 - ▶ Mirror Reporting
 - ▶ Event Trending
 - Review and Identify
 - Outcome comparison
 - Corrective Actions
 - Proactive Measures – Specific Event Reduction
- 

Graphing



Collaboration

- ▶ Core Group Review
- ▶ Departmental Collaboration
- ▶ CAH Collaboration
- ▶ Interstate Collaboration
- ▶ Clarity Group Leaders



First Care
Health Center

Event Review Committee Minutes

Date: _____

Present:

- CEO DON Pharmacy Coordinator QI Coordinator Safety & Risk Mgr.
 Infection Ctrl/Clinical Coordinator Other _____

Old Business:

Event Review –

Other Business (Risk Mgmt, Safety & Quality) -

New Business:

Event Review –

Other Business (Risk Mgmt, Safety & Quality) -

Lessons Learned

- ▶ On-going Education
- ▶ Need for Core Group Review
- ▶ Incremental Achievements
- ▶ Process and/or Policy Changes
- ▶ Promote and Educate Various Components

Questions?



Contact us for more information!

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