Feedback from Network Members

“I have to honestly say that after my experience with the CAH survey it reiterated my pride in being a North Dakotan. The support and assistance that all my colleagues offered not only warmed my heart but calmed my soul. I do not think many states have this kind of collaboration and I feel honored to be part of such an awesome team”, Patricia Dirk, CEO Hillsboro Medical Center.

“Thanks for helping us put quality into people’s lives!”

“You know, this whole thing is great! Just being able to call the Network on the new swing bed form that is needed was so helpful”

“I very much appreciate the Network as a resource for networking— I find the information useful!! Thank you!”

“I have been receiving the emails and I think it is a WONDERFUL idea”

“Thanks for getting all of this set up and getting us all "connected" electronically!”

History of ND CAH Network

Presenters:

*Doris Vigen*, DON, Union Hospital
Network Executive Committee

*Jody Ward*, RN, BSN, ND CAH Quality Network Coordinator

*Cathy Swenson*, CEO, Nelson County Health System
Network Chair
2004 – MeritCare CAH Network funded

2005 – Attended National Conference
• Identified successful statewide networks
• Examples: Montana, Nebraska, Illinois

2006 – Statewide Survey
• Identified interest in support for QI activities
• Need for “one-stop” answers to CAH questions
• NDHCRI presentation – CAH indicators lagging

2007 – Statewide meeting
• BTWAN – Right Place, Right Skills, Right Now!
• April Meeting
• Montana Performance Improvement Network
• Statewide interest
• Formation of executive committee/advisory committee

2007 – Presented prior to Quality Forum in October
2008 – Worked on formation of network
• Funding sources
• Development of job description for coordinator
• Hiring of coordinator

2009 – Here we are!

Underlying premise: The critical access hospitals want to do the right thing!!

1 YEAR!!!
37 Rural and Strong

ND CAH Members
(37 Rural & Strong!)

Ashley Medical Center  Linton Hospital
Carrington Health Center  Lisbon Area Health Services
Cavalier Co. Memorial  McKenzie Co. Memorial
Cooperstown Medical  Mercy Hospital-Devils Lake
First Care Health Center  Mercy Hospital-Valley City
Garrison Memorial  Mercy Hospital-Williston
Heart of America Medical Center  Mountrail Co. Medical
Hillsboro Medical Center  Nelson County Health System
IHS Ft. Yates  Northwood Deaconess
Jacobson Memorial Hospital  Oakes Community Hospital
Jamestown Hospital
ND CAH Members  (continued)

Pembina Co. Memorial
Presentation Medical Center
St. Aloisius Medical Center
St. Andrew’s Health Center
St. Joseph’s Hospital
St. Luke’s Hospital
Sakakawea Medical
Southwest Health Care

Tioga Medical Center
Towner Co. Memorial
Trinity Kenmare Community
Turtle Lake Community
Union Hospital
Unity Medical Center
West River Regional
Wishek Community Hospital

Executive Committee Members

First Care Health Center
Louise Dryburgh, CEO
Ph: 701.284.7500
stald@polarcomm.com
Term: 1 year term expires 8/31/2009

Southwest Healthcare Services
Charlene Hansen, QI Coordinator
Ph: 701.523.3214
chansen@swhealthcare.net
Term: 1 year term expires 8/31/2009

Kenmare Community Hospital
Shawn Smothers, CEO
701.385.4296
shawn.smothers@trinityhealth.org
Term: 2 year term expires 8/31/2010

Sakakawea Medical Center
Bert Speidel, QI Coordinator
701.748.2225
bspeidel@sakmedcenter.org
Term: 3 year term expires 8/31/2011

Nelson County Health System
Cathy Swenson, CEO
701.322.4328
cswenson@gondtc.com
Term: 3 year term expires 8/31/2011

St. Aloisius Medical Center
Candie Thompson, DON
701.324.4651
cthompson@staloisius.com
Term: 1 year term expires 8/31/2009

Union Hospital
Doris Vigen, DON
701.786.3800
Doris.Vigen@meritcare.com
Term: 2 year term expires 8/31/2010
Advisory Committee Members

North Dakota Health Care Review, Inc.
Barb Groutt, CEO
Quality Improvement Organizations
Flex Steering Committee
bgroutt@ndqio.sdps.org  - 701.852.4321

Center for Rural Health/Flex, SHIP
Marlene Miller, Program Director/Interim Co-Director
Chair Flex Steering Committee
marlenemiller@medicine.nodak.edu
701.777.4499

North Dakota Healthcare Association
Tim Blasl, Vice President
Flex Steering Committee
tblasl@ndha.org  - 701.224.9732

North Dakota Department of Health
Darleen Bartz, Health Resources Section Chief
Bridget Weidner,
Program Manager/Division of Health Facilities
dbartz@state.nd.us
bweidner@state.nd.us
701.328.2352

Network Communication Site Visit
ruralhealth.und.edu/projects/cahquality/

E-mail
jward@medicine.nodak.edu

Newsletter Quality News
BTWAN

Brochure

Newsletter Quality News
(701) 858-6729

Newsletter Quality News
ND CAH Quality Network Website

Listserv Topics of Discussion
(Shared policies and guidelines)

- Blood Transfusion/Admin Adverse Drug Reactions
- Durable Medical Eqmt
- Infections FAQ’s
- Methacholine
- Peer Review
- Practice Privileges
- Pressure Ulcers
- Red Flag Alert
- Respite Care
- RN/LPN IV Therapy
- Wellness Centers
- Fire Safety
- Dismissal Policies
- Grievance Policies
- Heparin Protocol

- Incident Reporting
- Insulin
- Versed/IV Conscious Sedation
- Observation Vs Inpatient
- Procrit Medicare Billing
- Medication Administration Policy
- Docs on Board
- Medical Staff Bylaws
- Sample letter Nursing Ed
- Loan Repayment Program
- OTC Medications
- Using Patient’s Own Medications
- Catheter Associated UTI
- Med-Watch program
Listserv Topics of Discussion (continued)

- Benchmarks discussion on falls, medication errors nosocomial
- Durable Medical Equipment (DME) Fact Sheet
- Medication Administration Policy
- Infection Control Program
- IP vs. Observation
- Medication errors
- Annual Reviews
- Magnet Pacemakers
- Critical Values- Radiology Department
- In-patient Medication

Quality Newsletter
Building Capacity

- Priority for CAH Quality Network
- Network in collaboration with ND Health Care Review, Inc. - offered TeamSTEPPS training
- Network in collaboration with ND Department of Health and MT Performance Improvement Network - development of CoP Checklist
- Network in collaboration with Clarity – ND CAH’s pilot the Health Care Safety Zone Software

TeamSTEPPS Framework

- ND TeamSTEPPS training has been offered on several occasions over the last year by NDHCRI and CAH Network
- 25 ND hospitals have participated in TeamSTEPPS training
- 40 Master Trainers (2.5 day training)
- 40 train the participant (1 day training)
TeamSTEPPS

- TeamSTEPPS concepts provide specific tools and strategies
- TeamSTEPPS is composed of a core framework (Leadership, Mutual Support, Situation Monitoring, Communication)
- TeamSTEPPS is based on evidence
ND CAH Quality Network Initiative

Data Collection
Benchmarking
Sharing
Best Practices
14 Pilot Group Participants

- Cooperstown Medical Center
- First Care Health Center - Park River
- Heart of America Medical Center - Rugby
- Hillsboro Medical Center
- McKenzie County Memorial Hospital - Watford City
- Nelson County Health System - McVille
- Northwood Deaconess Health Center
- St. Aloisius - Harvey
- Southwest Health Care Services - Bowman
- Tioga Medical Center
- Towne County Medical Center - Cando
- Trinity Kenmare Community Hospital
- Union Hospital - Mayville
- Unity Medical Center - Grafton

What the Pilot Project Attempted to Accomplish
Role of the Portal in the Data Management Strategy of the ND CAH Quality Network

- Comparative Reports
- Medication Errors Events
- Employee Exposure Events
- Fall Events
- Knowledge Management Library
- Code Blue Events
- Equipment Events
- On-Line Forum for Idea & Info Exchange
- CAH Health System
Network optimizes use for sharing information
Examples: library, policies, users, data

The Healthcare SafetyZone® Portal

Immediate notification to and follow-up by key people who need to know...based on User Rules to assure security

Easy and integrated analysis
Pilot Program Schematic – Data Submission from each facility
ND Quality Network Healthcare Safety Zone Initiative

Health System Implements the Portal Templates

Events are reported into the Portal

Reviewers notified for follow-up

Data enters secured database - access via password

Analysis performed by Health System staff for facility use

Analysis performed by Quality Network for benchmarking

Example of Event Types in Portal

- Dietary
- Employee Incident
- Equipment
- Facility/Security
- Falls
- Infection Report
- Medication Event
- Patient/Family Concerns Event
- Miscellaneous
75% of events are Medication, Falls, or Infections. All medication events are medication errors.

78% of falls were unobserved.

25% infections were healthcare associated.
Sample Shared Report: CAH Q Network Portal Pilot Project

Type of Patient Medication Errors
4Q2008

Community Forum

- Direct Access off the Portal Home Page
- Enables dialogue among CAH Members
- Provides access to shared resources and best practices
Success Indicators - What We Learned

• CAHs find it usable and of value
• Costs savings (staff time, eliminate other system subscriptions, no need to website maintenance and staff time to manage website)
• Reduces duplication of QI data entry and tracking
• Gives CAHs one stop to look for info and post questions
• Opportunity to post and benchmark data
• Increased CAH engagement around quality/patient safety (e.g. run reports for board members, others)
• Build data set(s) to inform grant opportunities
• Improvement in regulatory compliance with CoP

ND pilot started September 2008 and ends March, 2009 … April, 2009 inviting new members!

ND CAH Pilot – What We Learned

Pilot Project Evaluation Results – Examples of Positive Comments

“ Our participation in this program has been beneficial for our facility as there is immediate notification to all staff members and practitioners that need to review and document the incident. Submitting the report is user-friendly, making the process less intimidating for staff.”

“I like the fact that I don’t have to input all the data; the staff find it easy to use; there is no searching for forms and applicable departments and/or personnel can use the information without duplication. I think it is a very good program and I hope to continue.”
Health Care Safety Zone Portal Project Members

- First Care Health Center - Park River
- Heart of America Medical Center - Rugby
- Hillsboro Medical Center - Hillsboro
- McKenzie County Memorial Hospital - Watford City
- Nelson County Health System - McVille
- Northwood Deaconess Health Center - Northwood
- St. Aloisius Medical Center - Harvey
- Sakakawea Medical Center - Hazen
- Southwest Health Care - Bowman
- Tioga Medical Center - Tioga
- Towner County Medical Center - Cando
- Union Hospital - Mayville
- Unity Medical Center - Grafton

ND CAH Portal Initiative Moving Forward

**Things to Address***

- Report Template Modifications
  - Falls Template to include more information used in CAH Surveys
  - Include severity of the event; corrective action
  - Medication Error template for potential harm
  - Infection Reports template
- Incorporate some additional forms
- Work with Nursing Homes to gain benefit from the report forms
- Potential for face-to-face meetings with other users
- Additional Analysis training for individual system benefit

**Working Solutions**

- Work with User Group to determine modifications to templates that will meet the Group’s need
- Work with Nursing Home users to ensure issues are addressed
- Plan to incorporate face to face or BTI Polycom sessions
- Individual analysis introduced – training to continue

*Based on Pilot Project Evaluation Comments*
Union Hospital Software Experience

• Introduced March 2008
• Began use August 2008

Benefit to our hospital:
• Ease of use – any point with internet access
• Minimal training
• Worked to tailor to meet the needs of CAH user group
• Able to compare to other facilities
• Broke out by long term care and acute care
• Ability to generate reports for QA/QI activities
• Example: Community Acquired Infections

How to Join the Program

• Contact Jody Ward CAH Q Network Coordinator

• Talk to others who are currently using software

• To help defer the cost of the software, the ND Flex Program is supporting each hospital’s subscription in the amount of $1,500. All ND CAH’s have the opportunity to subscribe and receive this offer until June 29th, 2009.
A way to expand strategic patient safety and healthcare quality data management across North Dakota!

WHERE DO WE GO FROM HERE?
HRSA GRANT

• $85,000 AWARD
• Three main goals:
  Develop a Network Strategic Plan
  Develop a Communication Plan
  Develop a Sustainability Plan

Supported Activities

• Strengthened membership and partnerships
• Improve information sharing of QI efforts between Network members
• How can we sustain ourselves?
CORE AREAS OF FOCUS

• Network development
• Shared resources
• Reduced duplication
• Transparency
• Less competition
• Open Communication
• Sustainability

Based on:

• The surveys & evaluations
• Your input
• Your facilities needs
• Looking at Quality & not only collecting data, but using it.....
AUSTRALIAN FAIRY PENGUIN