

# SHIP Learning Collaborative

Week 3

April 12, 2021

Final Session

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# Learning Outcomes

- \* Review of one-on-one calls
- \* Deeper dive into tracking data and demonstrated success
- \* Create any tools/resources for tracking
- \* Establish communication tools/techniques for hospital engagement

This session is a lot of group participation (anyone interested in note taking besides myself?)

After today a recap of all discussion points and suggestions will be put into a file for your use

# Recap of One-on-One Calls

- \* Loved our individual chats!
- \* Mix of consortium and individual grants (primary utilization)
- \* Several contract out the Small Rural Hospital Improvement Grant (SHIP) projects (subcontractor requirements)
- \* Various levels of needs and skill sets
- \* Greatest Gap: Hospital Engagement in Reporting Data

# Some 'asks'...for discussion

- \* Anyone willing to share their 'favorite' subcontractor project?
  - \* Outcome from the project
  - \* How you shared this project with others
  - \* How did you decide on subcontractor? Request for Proposal (RFP)? By prior experience?
- \* Anyone willing to share their favorite hospital project?
  - \* Outcome from project
  - \* How you shared this project with others
- \* Your State Website for Project Sharing?
  - \* How you designed your resource site
  - \* Any feedback on it's value for others?

# Pre-Assessment/Environmental Scan

- \* Seek current needs and any identified potential consortium projects
  - \* While majority use funds at individual hospitals, consider same vendor for suggestion on some training/resource development options
  - \* Look at current trends from previous grantees and consultants
- \* During evaluation in next year, ask participants their input for next grant cycle
- \* Lessons learned

# Let's Get Into Data

- \* Everyone has challenge getting data from hospitals
- \* So let's get into some brainstorming ideas
  
- \* Remember last time we talked about our measure development and process vs outcome measures...now we are going a bit deeper with the hospitals

# Let's start with Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Value-Based Purchasing (VPB) Investment Activities						
Activities that support improved data collection to facilitate quality reporting and improvement.	Hospital Activity(s):	Activities Progress FY2020 (June 1, 2020 - May 31, 2021)				
A. Quality reporting data collection/related training or software	<input type="checkbox"/>	Hospital Name	Select activities hospitals participated in during FY 2020. (When clicking a cell, use the drop-down selection menu via the small arrow on the right)	Describe the specific activity selected in Column B such as type of equipment, software, or training.	FY2020 Progress: Select the level of progress to date, for the activities selected in Column B. (When clicking a cell, use the drop-down selection menu via the small arrow on the right)	Based on progress, list lessons learned and investment impact. Please detail information on progress made during the FY 2020 budget period (June 1, 2020 – May 31, 2021).
B. HCAHPS data collection process/related training	<input type="checkbox"/>	EXAMPLE: County General Hospital	Value-Based Purchasing (VBP) Investment Activities			
C. Efficiency or quality improvement training in support of VBP related initiatives	<input type="checkbox"/>		Value-Based Purchasing (VBP) Investment Activities			
D. Provider-Based Clinic quality measures education	<input type="checkbox"/>		E. Efficiency or quality improvement training/project in support of ACO or shared savings related initiatives	Team Steps for discharge planning & communication provided to 20 nurses.	Completed	To Date: * Prior to initiative, 38% of patients discharged to home reported that they had questions or concerns with discharge home medication lists upon their next doctor visit. That number has since been reduced by more than half.  * Seventy-four percent of patients surveyed stated they had a good understanding of their discharge.
E. Alternative Payment Model and Quality Payment Program training/education	<input type="checkbox"/>		C. Disease registry training and/or software/hardware	Purchased software to support development and implementation of a disease registry.  <i>(If only one activity was selected by County General Hospital under the ACO/Shared Savings category, then you would leave this cell blank.)</i>	Started	To Date: County General Hospital is in the beginning stages of examining the automation of continuity of care records for use in patient referrals, hospital admissions and discharge, and disease registries for managing preventive care interventions and chronic diseases.
			Payment Bundling (PB) or Prospective Payment Systems (PPS) Investment Activities			
		Payment Bundling (PB) or Prospective Payment Systems (PPS) Investment Activities				

# HCAHPS

- \* Trend data over time to demonstrate the value
- \* If hospital uses for vendor fees let's look at the data to identify quality outcomes
- \* Baseline to Present
- \* If we start now, we have timeline to trend for next three years

## Baseline

- \* Vendor
  - \* How long been using
  - \* Current contract expiration
  - \* Current baseline scores and prior year scores (prior can come from MBQIP)
    - \* Don't suggest star rating
    - \* Don't use MBQIP for current
- \* Education/Training
  - \* # Staff
  - \* # Resources/Toolkits

Just because they purchased software doesn't mean it was effective in changing quality of care outcomes.



# Quality Reporting Data Collection/Reporting/Software

- \* What was purchased?
  - \* Currently using and money to support this purchase?
  - \* How long? Any prior baseline data for timeline?
- \* Any QI projects initiated? Finalized? Outcome of these projects?
- \* Any prior deficiency in reporting that now meets reporting requirements?
- \* # Staff trained
- \* # Education Resources/Toolkits etc.

# Provider-Based Clinic Quality Measure Education

Hospital data to report:

- \* Select one quality measure to report
- \* Baseline (may be 0 if no data prior)
- \* # education sessions; # staff/providers trained;
- \* Toolkit or change identified (if possible) to share as best practice with others



# Hospital Engagement

## Discussion Time

- \* But Angie, hospitals are not reporting now...how can we ask for more?
- \* How to make reporting easier? That was the goal...
- \* What can hospital's report now on data they have?
  - \* Remember we have some old data to provide a baseline and look-back
  - \* Keep it simple
  - \* Best mode to communicate with hospitals?
  
- \* Let's look at measures on next slides to go through the 'ask' from above

# Discussion cont.

Accountable Care Organization (ACO) or Shared Savings Investment Activities								
A. Computerized Provider Order Entry	B. Pharmacy Services	C. Disease Registry/Pop Health/SDOH	D. Social Determinants of Health Screening Software and Training	E. Efficiency or QI Training/Project	F. System Performance Training	G. Telehealth/Mobile Health	H. Community Paramedicine	I. Health Information Technology Training for Value and ACOs

Payment Bundling (PB) or Prospective Payment Systems (PPS) Investment Activities				
A. ICD-10 Software	B. ICD-10 Training	C. Efficiency or QI Training	D. S-10 Cost Reporting training	E. Pricing Transparency Training and Software

# Changing Gears...Guide for Quality Discussion Time Again

- \* Do hospitals know how to identify if they have a Quality Improvement (QI) project?
- \* Method to help them identify a QI project
- \* What is Required vs Voluntary Reporting
  - \* Can we create a list?
  - \* How do you help your hospitals report currently?
- \* QI: problem identification – drill down – work through problem – small tests of change – adapt, adopt or abort the change
- \* List of potential vendors used by others

# Consortium Suggestions

## Last Discussion Session

- \* Earlier we talked about subcontractors and best practices...now let's look at consortium work
- \* What projects could be moved to consortium?
- \* How to get hospitals to participate in group?
- \* What would help move the bar to group participation?

# Final Thoughts



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