Ask the Expert

October 2018

Quality Role

• Were you prepared for your job? Basically, did you know what you were “getting in to”?

• Was your job description accurate enough to assist in your decision making to take the role?
Quality Role

- What makes you good at your job?
- What are good traits for someone in a quality role?

Typically in Kansas we have approximately 20 folks new to quality each year. Why do you feel turnover is that high?
- What could we do to help lower the turnover?

Quality Role
Resources

Medicare Beneficiary Quality Improvement Project (MBQIP)
Hospital Data Submission Deadlines
Reporting quarters applicable to SHP 2018-2019 Grants

<table>
<thead>
<tr>
<th>Measure ID</th>
<th>Measure Name</th>
<th>Reported To</th>
<th>Q4 / 2017</th>
<th>Q1 / 2018</th>
<th>Q2 / 2018</th>
<th>Q3 / 2018</th>
<th>Q4 / 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Population &amp; Sampling Submission (inpatient and outpatient)</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>02</td>
<td>Median time to hemolytic therapy received within 30 minutes</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>03</td>
<td>Median time to transfer to another facility for acute care intervention</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
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<tr>
<td>04</td>
<td>Asystole at Arrival</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
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<tr>
<td>05</td>
<td>Median time to DCO</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>06</td>
<td>ED arrival time to ED discharge time for discharged ED patients</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>07</td>
<td>Door to diagnostic evaluation by a qualified medical professional</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>08</td>
<td>Median time to pain management for long bone fractures</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>09</td>
<td>Patient left without being evaluated by a qualified medical professional</td>
<td></td>
<td>May 1, 2018</td>
<td>(Aggregate based on full calendar year 2019)</td>
<td></td>
<td></td>
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<tr>
<td>10</td>
<td>Influenza vaccination coverage among healthcare personnel</td>
<td></td>
<td>May 1, 2018</td>
<td>(Aggregate based on Q4 2018/Q1 2019)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>11</td>
<td>Inpatient satisfaction for influenza</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Door to ED discharge time for admitted ED patients</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>13</td>
<td>Door to ED discharge time for admitted ED patients</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
<td></td>
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<tr>
<td>14</td>
<td>Emergency department transfer communication</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
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<tr>
<td>15</td>
<td>Hospital Consumer Assessment of Healthcare Providers and Systems</td>
<td></td>
<td>May 1, 2018</td>
<td>August 1, 2018</td>
<td>November 1, 2018</td>
<td>February 1, 2019</td>
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</table>

* Although the denominator for W8K2 is limited to inpatient discharges during October through March (Q4 and Q1), data submission is also expected for Q2 and Q3.

Updated: 10/9/18
Under Development

• Checklist for those new to the quality role
  – Who you need to contact (quality programs and
    their contacts in Kansas)
  – What program/website you need access to
• Short ‘how to’ videos

Website

www.krhop.net
“Go To” Documents

• PfP Strategic Vision Roadmap for Person and Family Engagement (PFE)
• Implementation Guide of Antibiotic Stewardship
• HCAHPS Overview: Vendor Directory
• Summary - HCAHPS Best Practices in CAHs
• IHI QI Essentials Toolkit
• QI Implementation Guide and Toolkit
• QI Measure Summaries for MBQIP
• MBQIP Quality Reporting Guide

ListServ

• SHIP – general updates/announcements
  – We enrolled all primary contacts
  – SHIP (ship@krhop.net)

• Quality – questions/networking
  – You must join
  – Quality Reporting (quality@krhop.net)
Webinars

• 2018 SHIP Informational Webinars
  – December 20
• 2019 SHIP Informational Webinars
  – March 20, June 20, September 20, and December 20
• Quality Corner Calls
  – November 13 – best practices from YOU

MBQIP Report Review Site Visits

IF SELECTED – Susan R. will contact you
• MBQIP Patient Safety and Inpatient/Outpatient Care Quality Report
• MBQIP Care Transitions Quality Report
• MBQIP Improving Care through HCAHPS Report
• MBQIP Hospital Reporting Deadlines – Applicable to SHIP 2018 – 2019
Upcoming Projects

• Revenue Cycle Assessment Project (onsite consultation)
• Efficient Revenue Cycle Processes/LEAN
  – Kick Off October 30 in Wichita
• PFE/HCAHPS – Patient Satisfaction Learning Community
  – Informational Webinar December 4 at noon
  – Kick Off in January 25 in Wichita

Upcoming In-Person Education

• MBQIP Basics
  – October 26 – Salina
• Rural Health Symposium
  – November 15 – Salina
• State Survey Gap Analysis
  – TBD
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