

QI SCHOLARS INITIATIVE

CQI Forum

September 28, 2018

Objectives

- Launch QI Scholars Initiative - Cohort #2
- By the end of today's session, you will be able to:
 - Describe the QI Scholars Initiative
 - Enroll in IHI's Open School
 - Commit to completing on-line courses
 - Identify steps to success
 - Complete pre-course assessment
 - Begin your journey!

WHO IS IN THE ROOM?

26 2018-9 QI Scholars

12 Agencies

WHY THE INTEREST?

WHY the CQI Scholars?

Cohort 1 CQI Scholars - 2012

- Grew out of the CQI Forum activity
 - Assessed Strengths - Weaknesses – Opportunities - Threats
 - Revised Mission Statement
 - Set priorities
 - Shared documentation challenges & strategies
 - Assessed current knowledge & skills r/t QI
 - Began education r/t CQI Back to Basics
 - Identified resources for further education r/t QI

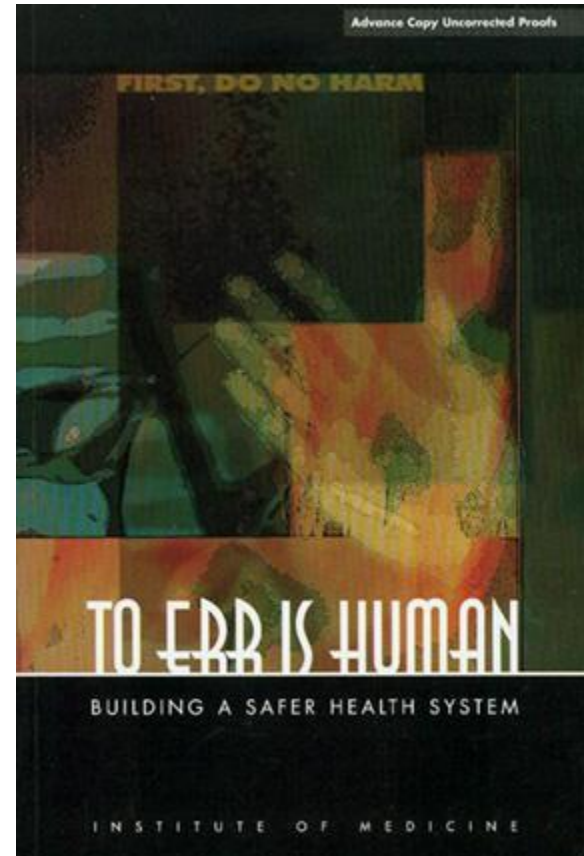
Why focus on improving care?

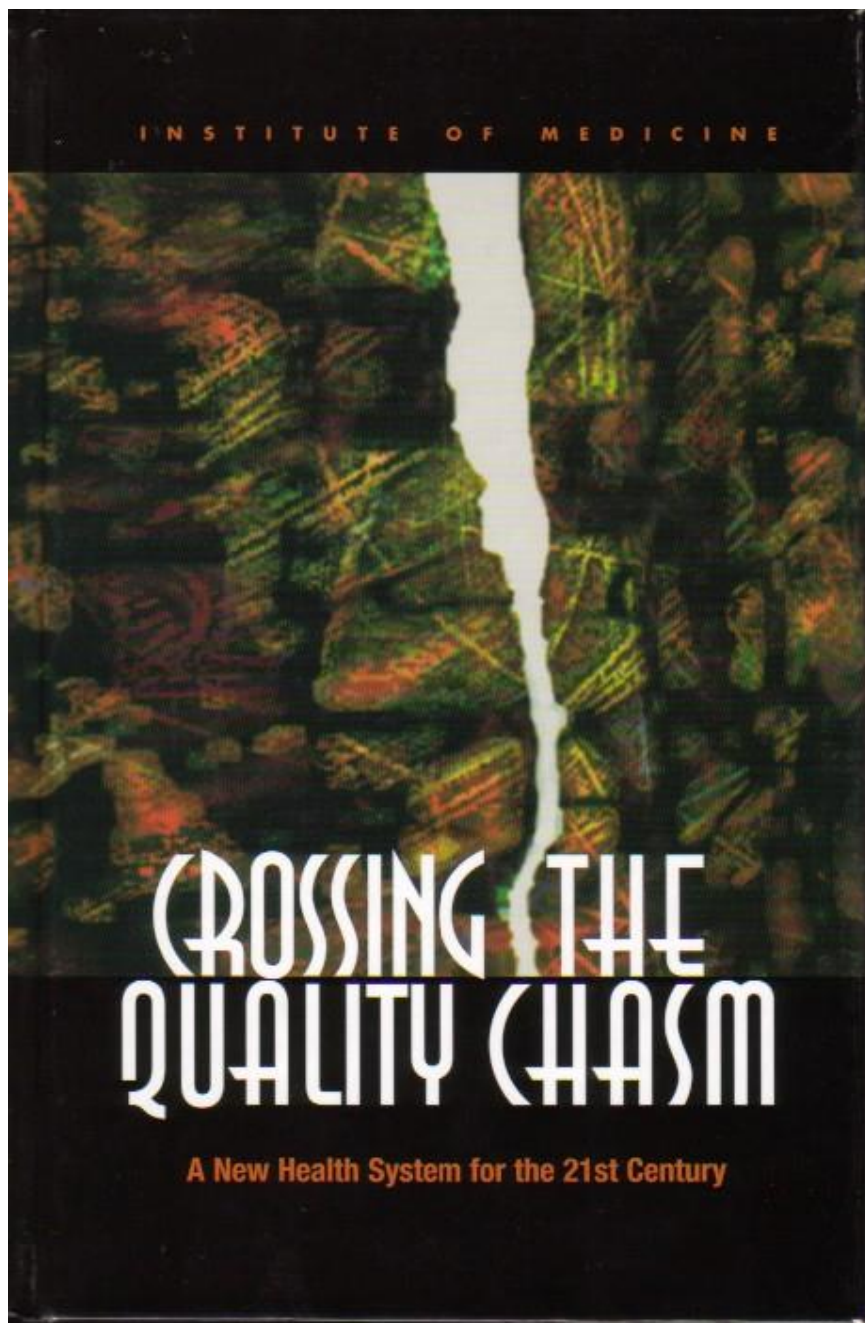
- Why do we care about making care better?



To Err is Human...

- 7% of hospitalized patients experience a serious medication error.
- 44,000-98,000 Americans die in hospitals each year from care injuries.





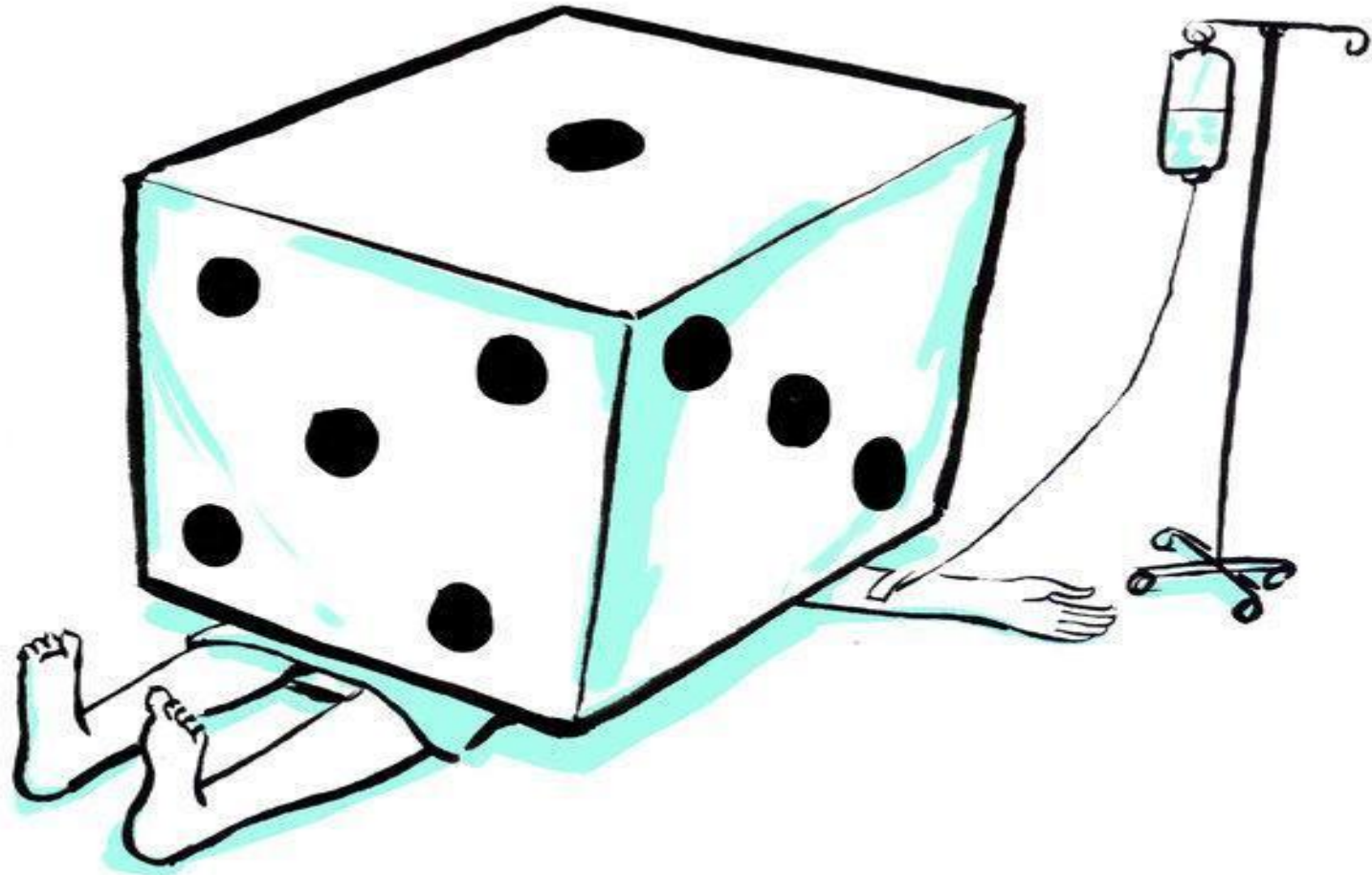
Quality care is:

- Safe
- Effective
- Patient centered
- Timely
- Efficient
- Equitable

“Between the health care we have and the care we could have lies not just a gap, but a chasm.”

Public Awareness

*Death by Medical Error: Adding
Context to Scary Headlines*



Public Awareness - 2018

The screenshot shows a web browser window displaying the Medicare.gov Home Health Compare website. The browser's address bar shows the URL: <https://www.medicare.gov/homehealthcompare/About/What-Is-HHC.html>. The page features the Medicare.gov logo and the title "Home Health Compare". A navigation menu on the left includes "About Home Health Compare", "What is Home Health Compare?", "The agencies listed", "Using the data", "What information can I get about home health agencies?", "Finding a home health agency", "About the data", "Resources", and "Help". The main content area is titled "What is Home Health Compare?" and contains the following text:

Home Health Compare has information about the quality of care provided by "Medicare-certified" home health agencies throughout the nation. "Medicare-certified" means the home health agency is approved by Medicare and meets certain federal health and safety requirements.

Home Health Compare can help you or your family or friends choose a quality home health agency that has the skilled home health services you need. The information on Home Health Compare:

- Helps you learn how well home health agencies care for their patients
- Shows you how often each agency used best practices when caring for its patients and whether patients improved in certain important areas of care
- Shows you what other patients said about their recent home health care experience

The information in Home Health Compare should be looked at carefully. Use it with the other information you gather about home health agencies. Talk to your doctor or other health care provider about the information on Home Health Compare. [Get more information about finding a home health agency.](#)

Home Health Compare was created through the efforts of the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (DHHS). NOTE: Medicare won't cover home health services provided by a home health agency that hasn't been Medicare-certified. [Learn more about how Medicare covers home health care.](#)

At the bottom of the browser window, a download bar shows a file named "CQJ-20180926T161...zip" and a "Show all" button.

Adverse events experienced by homecare patients: a scoping review of the literature

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Abstract

Purpose. The paper summarizes the results of a scoping review that focused on the occurrence of adverse events experienced by homecare patients.

Data sources. The literature search covered published and grey literature between 1998 and 2007. Databases searched included: MEDLINE, EMBASE, CINAHL and EBM REVIEWS including the Cochrane Library, AGELINE, the National Patient Safety Foundation Bibliography, Agency for Healthcare Research and Quality and the Patient Safety Net bibliography.

Study selection. Papers included research studies, review articles, policy papers, opinion articles and legal briefs. Inclusion criteria were: (i) homecare directed services provided in the home by healthcare professionals or caregivers; (ii) addressed a characteristic relevant to patient experienced adverse events (e.g. occurrences, rates, definitions, prevention or outcomes); and (iii) were in English.

Data extraction. A pool of 1007 articles was reduced to 168 after analysis. Data were charted according to six categories: definitions, rates, causes, consequences, interventions and policy.

Results. Eight categories emerged: adverse drug events, line-related, technology-related, infections and urinary catheters, wounds, falls, studies reporting multiple rates and other. Reported overall rates of adverse events ranged from 3.5 to 15.1% with higher rates for specific types. Few intervention studies were found. Adverse events were commonly associated with communication problems. Policy suggestions included the need to improve assessments, monitoring, education, coordination and communication.

Conclusion. A standardized definition of adverse events in the homecare setting is needed. Prospective cohort studies are needed to improve estimates and intervention studies should be undertaken to reduce the risk that homecare patients will experience adverse events.

Keywords: home care services, adverse events, medical errors, patient safety, falls, infections

Are there issues in home care?

- 14.1% pts. ≥ 65 with medication discrepancies [Coleman et al 2005]
- >Twice as many pts. with medication discrepancies are rehospitalized in 30 days
- 3.64 – 72% pts. experience adverse drug events [multiple studies]
- 43% pts. experience UTI with indwelling catheter [Newman 1998]
- 27% pts. fall at least once [Fletcher et al 2002]

Source: *Adverse events experienced by homecare patients: a scoping review of the literature.* Masotti, P. et al, 2010

No Place Like Home

**MAKING
HOME CARE
SAFER —
GUIDING PRINCIPLES**



- ✓ **Self-determination** and person-centeredness
- ✓ **Safety culture**
- ✓ **Learning** and improvement system
- ✓ **Team based care** and care coordination
- ✓ **Funding that drives quality** and avoids fragmentation

No Place Like Home

DRIVING FACTORS

THE RISE IN HOME CARE

- ▶ Aging population
- ▶ Advancing technology
- ▶ Hospital lengths of stay decreasing¹⁻²:

6.5
DAYS > **4.5**
DAYS

No Place Like Home

BENEFITS OF HOME CARE

LOWERS costs

PRESERVES autonomy

HELPS preserve social ties

ENCOURAGES patient-centeredness

REDUCES risk of some complications

ALLOWS FOR assessment of social determinants of health



No Place Like Home

INDIVIDUALS

WHO IS RECEIVING HOME CARE?

PEOPLE...

MANAGING chronic conditions

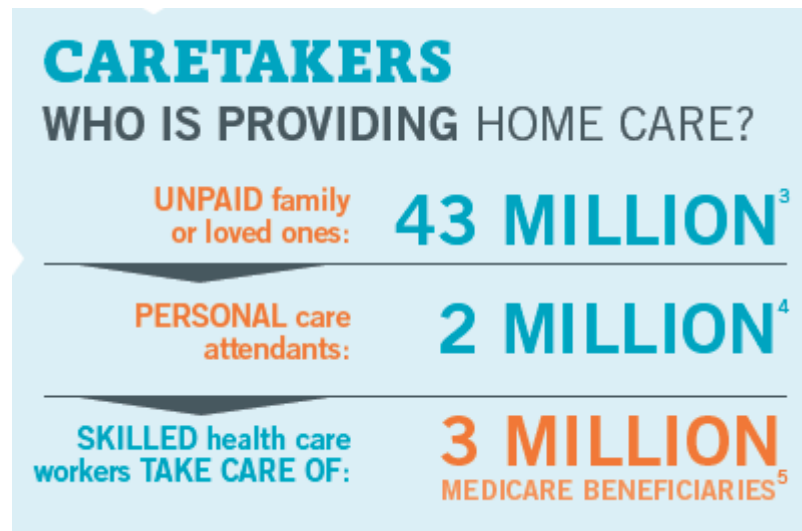
RECOVERING from acute illness

With **DEMENTIA**

Plus **OLDER ADULTS**



No Place Like Home



No Place Like Home

CHALLENGES IN HOME CARE

- ▶ Environmental hazards
- ▶ Communication breakdowns
- ▶ Lack of care coordination
- ▶ Caregivers dealing with isolation, stress, burnout



40% OF FAMILY
CAREGIVERS
Report high levels of burden/stress³

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HARM RISKS IN HOME CARE

- Falls
- Infection
- Poor nutrition
- Pressure ulcers
- Potential abuse/neglect
- Medication errors/
adverse events
- Injuries from equipment/
technology



To do this work...One needs

- Knowledge for improvement
 - Deming's system of Profound Knowledge
- Model for improvement/ Tools for improvement
 - Nolan/API/IHI Model for Improvement

Personal traits such as~

- Curiosity
- Passion to do the right thing
- A patient / client focus
- Commitment
- Team player
- High motivation
- Others?

Ice Breaker

QI SCHOLARS INITIATIVE!!!

- Approved by Home Care, Hospice & Palliative Care Alliance of NH Board
- Supported by Clinical Directors & Quality Managers



Plan for the year

- Ten monthly meetings of CQI Forum – starting today
- Complete assigned courses on-line between meetings
 - Time commitment ~ three hours/month
 - Each course broken into shorter lessons
 - Brief “test” following each lesson
- Attend monthly meetings to discuss:
 - Applicability to home care
 - Muddy points
 - Key lessons learned
 - Outstanding questions

The Schedule

**Subject to change with notice*

Date	Topic
9/27	Initiative launch
10/25	QI 101, QI 102 Introduction to Health Care Improvement, How to Improve with the Models for Improvement
11/29	QI 103, QI104 Testing and Measuring Changes with the PDSA Cycles Interrupting Date: Run Charts, Control Charts and Other Measurement Tools
12/20	QI 105 Leading Quality Improvement
1/ 24	PS 101 Introduction to Patient Safety
2/28	PS 102, PS 103 From Error to Harm, Human Factors and Safety
3/28	PS 104, PS 105 Teamwork and Communication in a Culture of Safety, Responding to Adverse Events
4/25	TA 101, PFC 101 Triple Aim for Populations Introduction to Person & Family Centered Care
5/23	L101 Intro to Healthcare Leadership
6/27	MHO 101 Achieving Breakthrough Quality, Access and Affordability

Benefits

- New knowledge!
 - Quality Improvement
 - Patient Safety
 - Leadership
 - Patient- and Family-Centered Care
 - Managing Health Care Operations
- CEUs
- Certificate of Completion (with 16 courses completed)

IHI OPEN SCHOOL FOR HEALTH PROFESSIONALS

Let's look at the site.....



Open School

- Overview
- Online Courses
- Community
- Project-Based Learning

Inviting Others to Lead: Lessons from the Open School

Based on 10 years of learning, the IHI Open School shares five practical ideas for engaging the next generation of health professionals as leaders and change agents.

Open School

The IHI Open School brings you essential training and tools in an online, educational community to help you and your team deliver excellent, safe care. When you engage with the Open School courses and Chapters, you join more than 500,000 learners from universities, organizations, and health systems around the world in building core skills in improvement, safety, and leadership.

QUICK LINKS

- Take a Course
 - Spanish / Portuguese
- Experiential Learning
- Join a Chapter
- Subscribe to the Weekly Newsletter
- Browse Activities
- Make a Donation

<h4>SUBSCRIPTION</h4> <p>Subscribe to the IHI Open School courses. Learn how you or your organization can gain access to our growing catalog of online courses.</p>	<h4>VIDEO LIBRARY</h4> <p>Browse the IHI Open School video library. Choose from more than 150 videos full of bite-sized pearls from health care leaders around the world.</p>	<h4>PRACTICUM</h4> <p>Complete a QI project. Are you ready to apply your improvement and safety knowledge in your own health care setting? Let us guide you.</p>
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Open School

Login Instructions

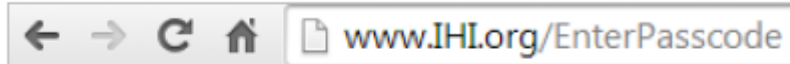
How to Access the IHI Open School Online Courses

Step 1: Log in to IHI.org.

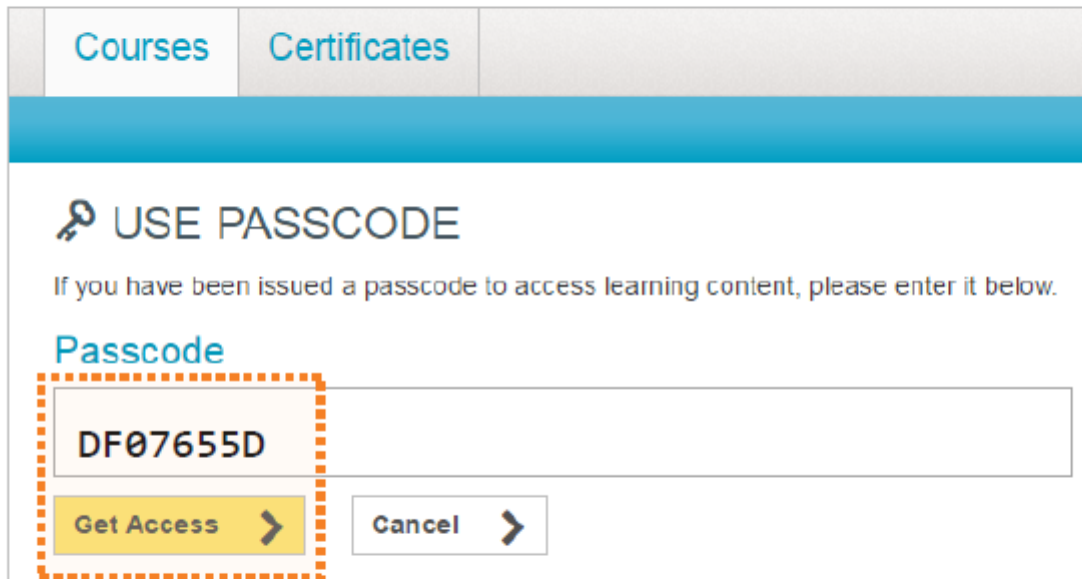
- Log in to IHI.org [here](#).
 - If you are not yet registered, do so at www.IHI.org/RegisterFull.

Step 2: Enter your group's passcode.

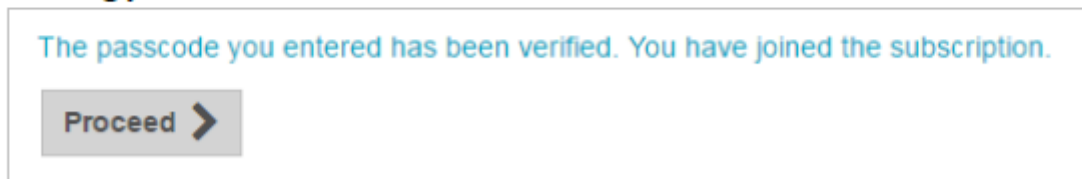
- After you have successfully logged in, go to www.IHL.org/EnterPasscode.



- Enter your group's 8-digit passcode **DF07655D** and click the "Get Access" button.

A screenshot of a web form titled "USE PASSCODE". The form has a header with "Courses" and "Certificates" tabs. Below the header is a blue bar. The main content area has a key icon and the text "USE PASSCODE". Below that is the instruction "If you have been issued a passcode to access learning content, please enter it below." The label "Passcode" is in blue. There is a text input field containing "DF07655D", which is highlighted with a dashed orange border. Below the input field are two buttons: "Get Access" (yellow) and "Cancel" (white), both with right-pointing arrows.


- A confirmation message will appear, indicating you have joined your group and inviting you into the courses.

A screenshot of a confirmation message box. It contains the text "The passcode you entered has been verified. You have joined the subscription." in blue. Below the text is a grey button labeled "Proceed" with a right-pointing arrow.

Step 3: Take courses.

- Now that you are registered for the courses, return directly to your learning using the following link: www.IHL.org/OnlineCourses. Bookmark the link for easy access.

Please contact openschool@ihi.org if you have any questions.

The logo for ihi.org, consisting of a teal circle with the text "ihi.org" in white lowercase letters inside.

Next Steps

- Complete Knowledge and Skills Assessment (today)
- Enroll in IHI Open School
- Complete first two courses
 - QI 101 Introduction to Healthcare Improvement
 - QI 102 How to Improve with the Models for Improvement
- Next meeting: October 25

My role

- Facilitator
- Coach
- Cheerleader
- Connector
- Collaborator
- Trouble shooter
- Problem solver (with you)

Questions???

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