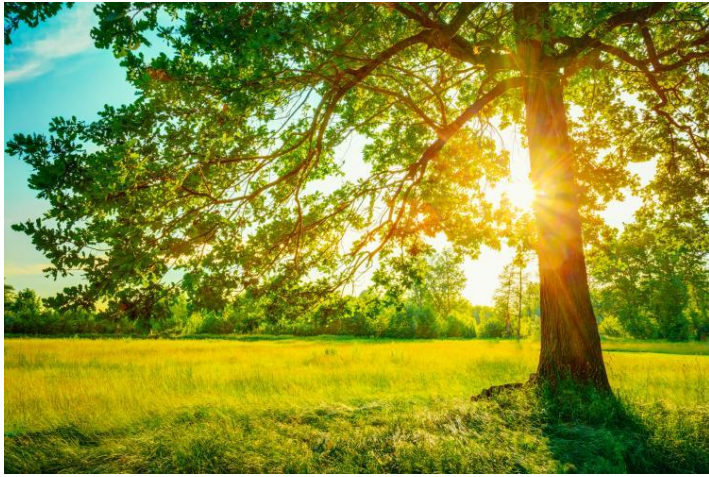


UAHQ: Your Healthcare Quality Resource

UAHQ News
Summer 2018



Brighten Your Days with UAHQ

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A Message from Our President

Dear UAHQ Members,

I hope that you are enjoying this beautiful summer with your family and friends. Nothing brings out fun like longer days filled with sunshine, making it the perfect time for barbecues, hiking, travel, and other exciting adventures. Like you, I have been busy working hard at my day job as a quality professional. I have also been enjoying my involvement in volunteer activities and my beloved hobbies like painting and walking my little pup. Your UAHQ Board has been busy collaborating to bring you another engaging annual conference. Please SAVE THE DATE! September 28th at Shriners' Hospital in beautiful downtown Salt Lake City!

In my current role as a Quality Coordinator, I am deeply involved with continuous accreditation readiness. I know that many of you are also involved with this challenging mission. Unannounced surveys from these deemed status agencies like The Joint Commission, CIHQ, DNV & others are always a stressful time for healthcare facilities, but they allow the organization the opportunity to shine with the outcome from all of the collective effort as well as discover areas that require improvement. The positive aspect in these observed deficiencies is that it allows us, as process improvement experts, to engage our peers and provide the structure and facilitation for the needed process improvement. I believe that this is a huge part of what really drives quality professionals...our passion to make processes better and safer for our patients, our peers, and the community. Thank you for the work that you do every day to support this mission.

Deb Widmer, BSRC, RRT, HACP, UAHQ President

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Hear ye! Hear ye! The Annual Conference is Coming Soon!

September 28th is just around the corner and we have worked very hard to prepare a full and diverse agenda for you. You can check out the conference brochure and register securely online at www.uahq.org. Here is just a sample of what you can expect: Dr. Chris Robison will talk about personal and organizational improvement capacity. Dr. Camille Collette will discuss end of life planning, and Dr. Eric Garland will tell you how Mindfulness Oriented Recovery Enhancement (MORE) works for pain management, addiction, and even stress. We have pharmacists, one of whom will discuss readmission prevention, the other who will discuss medication diversion. We'll hear about cancer epidemiology and hear a MHA student's perspective on healthcare and healthcare quality today. Of course we'll also have posters and prize drawings, including one for Q Solutions.

So mark your calendar for September 28th and join us at Shriners' Hospital for what will be an informative and interactive day.

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NAHQ Resources



Uses and Limitations of Claims-based Performance Feedback Reports: Lessons from the Comprehensive Primary Care Initiative

Understand the challenges and resources needed to design and use claims data to support quality improvement initiatives in primary care. [Read More](#)



Health Care Executives May Be More Vulnerable to Disruption Than They Think

As a change agent, how can you use your HQ toolkit to help your organization adjust to these changes? Start the conversation with your C-Suite today. [Read More](#)

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AHRQ Patient Safety: Opioid-Related Critical Care Resource Use in US Children's Hospitals

An AHRQ Views blog that highlights a study that retrospectively examined critical care unit hospitalizations for opioid ingestions among children between 2004 and 2015. Over this period, hospitalizations for opioid ingestion increased dramatically, and nearly half led to critical care unit admission. [Read More](#)

IHI Resources



What Matters Most to You?

The Institute for Healthcare Improvement (IHI), brings you the resources you need to address your organization's toughest challenges. Use their [interactive tool](#) to find the tools and content that will help you improve the things that matter most to you.

You can also check out IHI's new White Paper *The IHI Innovation System*

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By creating its own innovation system, IHI has developed dozens of health care delivery improvement ideas that are in practice around the world. A [new white paper describes IHI's innovation system](#) and details how a health care organization might create and manage its own system to improve health care delivery.

Psychological Safety as a Prerequisite for Improvement

For frontline staff, creating an environment for [psychological safety is necessary for improvement](#). When staff feel safe, they are more comfortable discussing how things are (or aren't) working. One graduate of IHI's [Improvement Coach Professional Development Program](#) describes how creating psychological safety begins when you meet teams where they are, both emotionally and physically.

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Workplace Aggression: How About Physical Safety as a Prerequisite?

While screaming obscenities, John* threw his bedpan across the room. As hospital staff rushed to clean up the ensuing mess, John spit, scratched, and fought anyone within reach, successfully landing more than one punch on more than one caregiver. Down the hallway, his screams could be heard by other patients who wondered about their own safety. This scenario was recounted by University of Utah Patient Safety Coordinator Connie Phelps to illustrate workplace aggression. How common is this scenario? You might be surprised.

According to the [American Nurses Association](#), 25% of nurses reported being assaulted by patients or family, but only 50% of those cases were reported. An International Association for Healthcare Security & Safety [report](#) found that healthcare workers are four times more likely to be exposed to workplace aggression than those in other industries. [OSHA](#) states that 75% of reported workplace assaults occur in healthcare or service industries.

Imagine trying to engage in a quality improvement effort when you are being physically attacked. Perhaps addressing workplace aggression would be an interesting and fruitful QI project in your organization.

According to Phelps, "most health care workers under-report workplace aggression because they think such conditions must be accepted as 'part of the job.' Or perhaps they feel that reporting is inconvenient. This reluctance to report events puts health care workers as well as patients and visitors at risk, while speaking up can lead to improvement and change." Think about this when you're looking for that next improvement project.

* NAME AND ACCOUNT HAVE BEEN CHANGED TO PROTECT PATIENT AND STAFF PRIVACY

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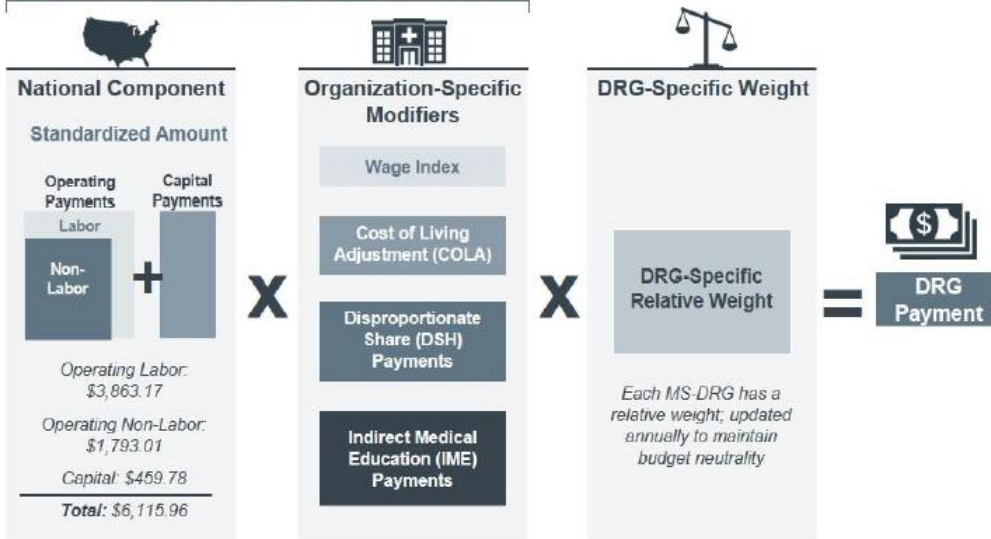
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How do MS-DRGs turn into payments?

Each MS-DRG has an associated payment weight, based on how resource-intensive it is to treat patients in that category. A given hospital's MS-DRG payment is based upon that relative weight, adjusted by various geographic and hospital-specific factors:

Hospital Base Rate (uses sample historical standardized amount)



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- ▶ More clinically-intensive cases are assigned MS-DRGs with higher relative weights, so hospitals receive higher payment for those cases than for cases assigned lower-severity MS-DRGs.
- ▶ Hospitals may receive higher or lower hospital base rates, depending upon factors like teaching status, location, or proportion of low-income inpatient stays.
- ▶ Hospitals' payment rates may be reduced if they receive a penalty under one of three mandatory inpatient Pay-for-Performance programs, or if they fail to report mandatory inpatient quality measures.

advisory.com

Source: CMS; Advisory Board interview and analysis.

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Buzzword: Population

Population health. Population management. Population health management. Population medicine. Just which population are we talking about? Although these buzzwords are sometimes used interchangeably, they are related but not necessarily the same. IHI's Niñon Lewis will help you decipher those terms and their relationship to the Triple Aim® in this [IHI blog](#).

Quote of the Quarter

"Relationships and connections matter a lot. Take care of them. It may be the most important thing you do today."

Jackie Buttaccio, QI Director, HealthInsight Nevada

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2018 UAHQ Board

President	Deb Widmer, BSRC, RRT, HACP	debra.widmer@mountainstarhealth.com 801-743-6707
President-elect	Heather Bloomfield, MSN, RN, OCN	heather.Bloomfield@mountainstarhealth.com 801-743-6707
Past President	Linda Johnson, MA, BSN, CPHQ	mnczech@gmail.com
Secretary	Trent Casper, PT, CPHQ	trent.casper@imail.org 801-413-9534
Treasurer	Karl Ludwig	karl.ludwig@imail.org 801-357-2482
Member at Large	Lynette Hansen, MS, CPHQ	lynette.hansen@molinahealthcare.com 801-347-3661
Education Task Lead	Shelly Rives, BS, CPHQ	srives@healthinsight.org 801-892-6651
Communications Task Lead	Linda Johnson, MA, BSN, CPHQ	mnczech@gmail.com
Legal/Legislative Task Lead	Linda Egbert, MS, RN, CPHQ	legbert@healthinsight.org 801-892-6670

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