



**Quality Improvement
Organizations**

Sharing Knowledge. Improving Health Care.
CENTERS FOR MEDICARE & MEDICAID SERVICES

SUPERIOR HEALTH
Quality Alliance

Superior Health Update

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Superior Health Quality Alliance (Superior Health)

Member Organizations

- MetaStar, Wisconsin Quality Improvement Organization (QIO)
- Stratis Health, Minnesota QIO
- MPRO, Michigan QIO
- Midwest Kidney Network, End-stage Renal Disease (ESRD) Network
- Michigan Hospital Association, Hospital Improvement Innovation Network (HIIN)
- Wisconsin Hospital Association, HIIN
- Illinois Hospital Association, HIIN
- Minnesota Hospital Association, HIIN

Nursing Home Task

- Increase patient safety – reduce adverse drug events and health care related infections.
- Improve behavioral health outcomes.
- Increase quality of care transitions.
- Reduce emergency room visits and re-admissions.

Another opportunity for Nursing Homes - Community Coalitions

- Improve the health and health care for all individuals within the community.
- Collaborate and share best practices.
- Improve patient and resident satisfaction.
- Accelerate progress toward shared goals by working collaboratively.

Who can be involved in a coalition?

- Community agencies, health departments
- Hospitals
- Nursing homes, assisted living facilities
- Home health
- Hospice
- Behavioral health
- Primary care
- Statewide stakeholders/organizations
- Non-medical organizations

**Essentially, any
community organization
can be a member!**

Enrollment

- Currently in enrollment phase of work.
- 70% of Wisconsin Nursing Homes enrolled.
- Enrollment ends and Implementation begins November 2020.

Technical Assistance

- Mass emails
- Webinars
- Coronavirus Disease 2019 (COVID-19) Open Forum calls
- Resource sharing
- Quality Improvement Initiatives (QIIs)
- Centers for Medicare & Medicaid Services (CMS) “Hot Spots”

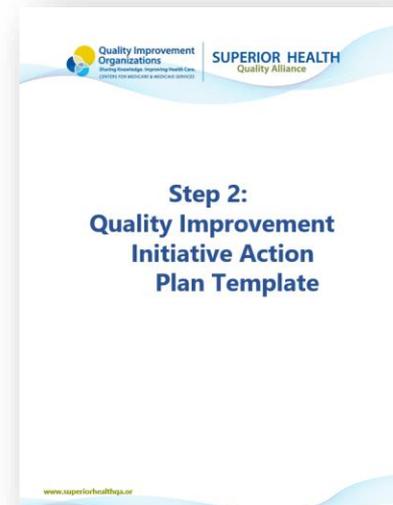
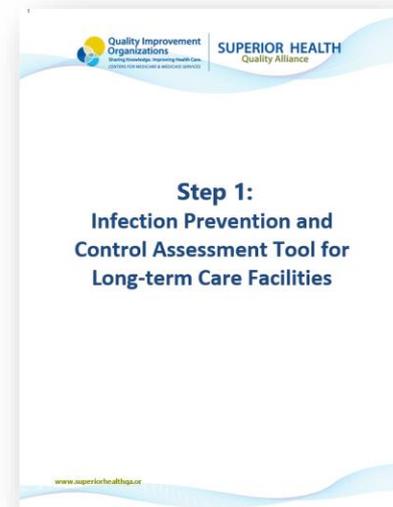
Quality Improvement Initiatives (QIIs)

- Nursing Home is identified by CMS as a QII nursing home.
- Reason for designation is not clearly defined, may be due to:
 - Infection Prevention citations on past surveys.
 - Number of COVID-19 cases in county.
 - Number of COVID-19 cases in nursing home.
 - Other...

QIIs Started in June 2020

Two Step Initial Process:

- Centers for Disease Control and Prevention (CDC) Infection Control Assessment and Response (ICAR) assessment, if not done previously.
- Identify opportunities for improvement from ICAR:
 - QII Action Plan
 - Root Cause Analysis (RCA) and other tools
 - Define interventions
 - Develop data measures



ICAR Tool Nine Domains

- Infection Control Program and Infrastructure
- Health Care Personnel and Resident Safety
- Surveillance and Disease Reporting
- Hand Hygiene (HH)
- Personal Protective Equipment (PPE)
- Respiratory/Cough Etiquette
- Antibiotic Stewardship
- Injection Safety and Point of Care Testing
- Environmental Cleaning

Approaches

- Focus on findings from ICAR and FOCUS surveys previously completed (avoid duplicating efforts).
- Utilize existing performance improvement activities.
- Reduce provider burden.
- Recognize additional issues and concerns (non-COVID-19).

QIIs

- 46 in Wisconsin (as of Sept. 11, 2020).
- Longer term quality project with data collection to show improvement.
- Plans for sustainment once goal(s) are met.

“Hot Spot” Nursing Homes

- CMS has identified facility for one-on-one technical assistance to support efforts managing COVID-19. They are referring to this designation as a ***Nursing Home Hot Spot***.
- First step is to complete an assessment as to your current COVID situation (five-minute survey) within five calendar days.
- Reason for designation is typically triggered by number of COVID cases in facility.

“Hot Spot” Nursing Homes

- Review ICARs and focus surveys that have been completed (not duplicate previous efforts).
- Superior Health assists with improvement efforts in the longer term.
- 30 in Wisconsin (as of Sept. 11, 2020).

QIIs and Hot Spots

- Facility may be QII and Hot Spot.
 - Sometimes identified together and sometimes a facility will be a QII and then become a Hot Spot.
- Similar processes but Hot Spot has a more immediate focus.
- Focus is to build on what you have already done, not repeat it.

Questions

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Empowering patients, families and caregivers to achieve health care quality improvement