



**KHC Office Hours
for Compass HQIC
July 24, 2024**

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Agenda

- + Welcome and Announcements
- + Data Review, Updates, and Reminders
- + Presentation- High Reliability Organizing: A High Priority for Hospitals
- + Wrap up- upcoming events and next steps

July 24, 2024

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KHC Compass HQIC Team and Presenters:



Mandy Johnson
Program Director of Quality Initiatives



Erin McGuire
Quality Improvement Advisor



Julia Pyle
Quality Improvement Advisor



Eric Cook-Wiens
Data & Measurement Director



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Compass HQIC Data Review, Updates, & Reminders



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Data Updates

+ Data is due at the end of the month—reflecting the previous month

+ Data Refresh

- Administrative Claims and NHSN transferred to QHi
- QHi data are sent to Compass (except for NHSN)
- Current Data Refresh: 5/9/2024
- Next Refresh: Monday **August 6, 2024**

*Please try to have your data submitted to QHi by **Friday August 2.***

EARLIER THAN NORMAL

+ Reports – Emailed from your QIA (Erin or Julia)

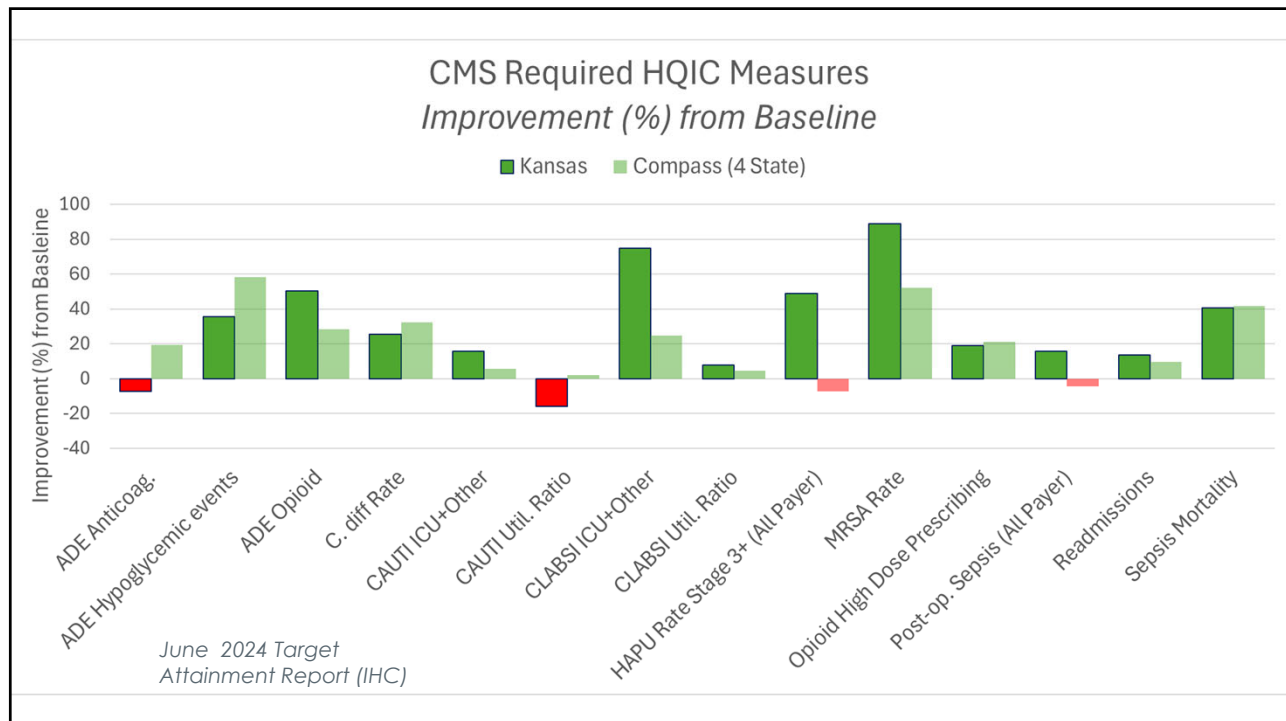
- Compass HQIC Data Completeness Report
- KHC Compass Data Snapshot Report
- Dashboard style report



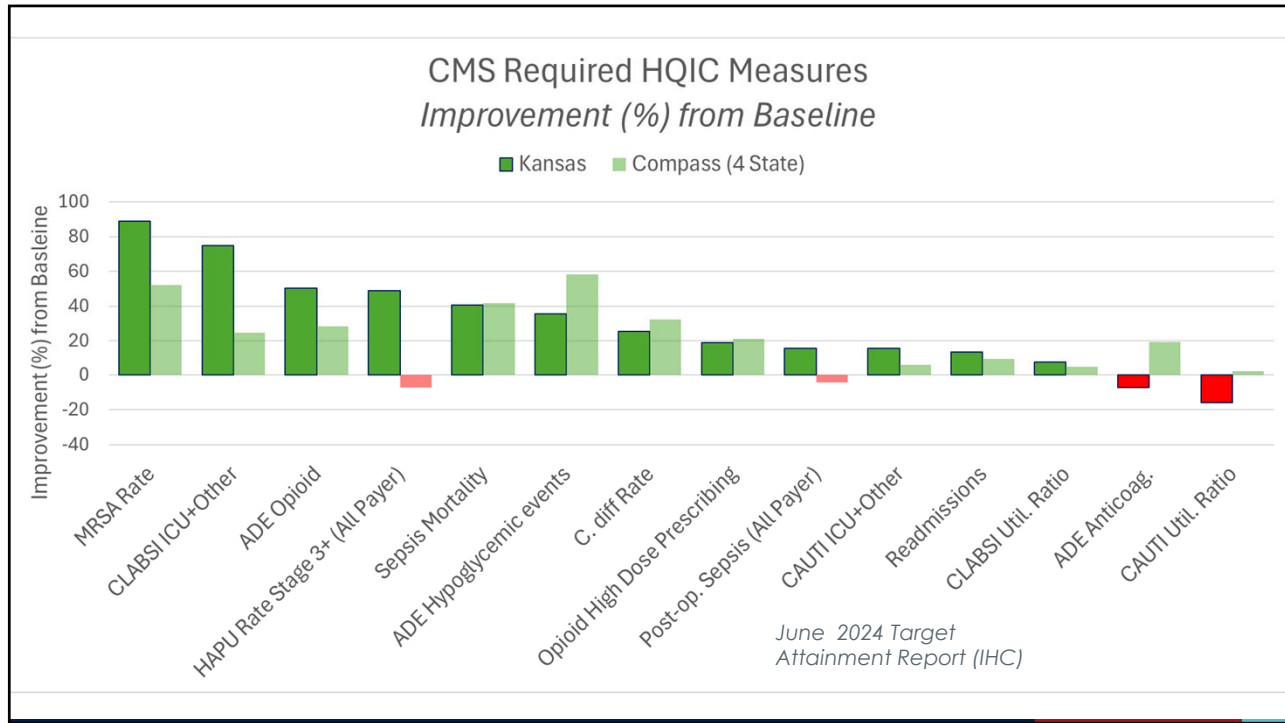
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**High Reliability Organizing:
 A High Priority for
 Hospitals**

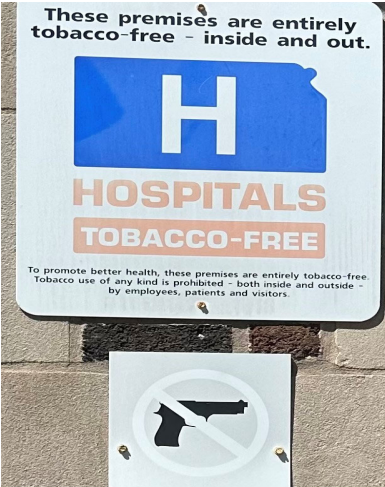
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Learning Objectives

- + Articulate the 'state of affairs' in healthcare today
- + Define High Reliability Organization (HRO)
- + Review best practices for implementing HRO concepts





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25 years later...

- + Medical errors serious public health problem
- + 86% of patient safety incidents go unreported



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From Tom Nolan: Assets for Change

- + Will
- + Ideas
- + Execution

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High Reliability Organizing

High Reliability Definition

- + Improved reliability
- + Intervene to prevent errors and failures before they happen
- + Cope and recover quickly when errors do happen

Barriers to Adoption

- + Complex systems with competing priorities
- + Shrinking revenues
- + Fee-For-Service and Value-Based-Payment environments
- + "The way we've always done it" mindset

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High Reliability Healthcare

HRO Framework



Domains

- Creating a healthy culture
- Harnessing Knowledge
- Building Learning Systems
- Transforming Leadership
- Managing the Work

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Creating Healthy Cultures

HRO Principle: Commitment to Resilience

Personal Accountability

Teamwork and Collaboration

Healthy Work Environment

Connections and Alignment

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Practical Application

Strategies	Resources
+ Standardized work	+ EBP Guidelines/Protocols
+ Checklists	+ Just Culture
+ Just Culture/Restorative Just Culture	+ Restorative Just Culture
	+ Peer Support Programs
	+ Second Victim Programs


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Harnessing Knowledge



HRO Principle: Preoccupation with Failure



Transparency



Data and Assessment





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Practical Application

<h3>Strategies</h3> <ul style="list-style-type: none">+ Implement learning boards+ Track and display near misses on visual management boards+ Expect reporting of near misses+ Share data with staff-keeping it simple	<h3>Resources</h3> <ul style="list-style-type: none">+ Visual Management Boards+ Learning Boards
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Building Learning Systems

HRO Principle: Reluctance to Simplify

-  Learn and Design
-  Improve and Deploy
-  Implement and Sustain



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Practical Application

<h3>Strategies</h3> <ul style="list-style-type: none">+ Choose improvement models the organization will use+ PI work communicated across organization<ul style="list-style-type: none">· Quality and Safety Dashboards· HRO Dashboards	<h3>Resources</h3> <ul style="list-style-type: none">+ IHI Improvement Tools+ CANDOR Tool (Patient and Family Engagement)
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Transforming Leadership

HRO Principle: Deference to Expertise



- Leadership Skills
- Leadership Activities and Accountabilities
- Leadership Behaviors

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Practical Application

Strategies	Resources
+ Effective and structured communication tools	+ IHI SBAR Tools
+ Safety briefs/huddles	+ TeamSTEPPS
+ Frontline decision-making	+ Leadership and Staff Rounding Tools
+ Leadership rounds	+ AHRQ Daily Huddle Kit
+ Validation monitoring (observation)	

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Managing Work

Sensitivity to Operations

Standard work

Role Clarity

Visibility

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Practical Application

Strategies

- + Disseminate learnings from adverse events/RCA
- + Analyze events and near misses to find common cause
- + Include safety threats in safety huddles, briefs, rounds, and meetings
- + Complete a survey of Patient Safety Culture annually or every two years

Resources

- + Patient Safety Network-Reporting Patient Safety Events
- + Patient Safety Authority- Good Catch Program
- + AHRQ's Survey on Patient Safety Culture


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Role of Hospital Quality Improvement Contractor Program

-  Training/Education: Executive leadership
Middle management
Frontline staff
-  Executive leadership buy-in and support of quality
-  Technical assistance to develop infrastructure to help organizations "transform"

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Think BIG, start SMALL, start NOW!



The destination is worth the journey!

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References:

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- + Chassin M. To Err is Human: The next 20 years. *The Joint Commission High Reliability Healthcare* blog. Available at: www.jointcommission.org/resources/news-and-multimedia/blogs/high-reliability-healthcare/2019/11/to-err-is-human-the-next-20-years/. Accessed December 30, 2019.
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- + Oster, C. Braaten, J. *High Reliability Organizations: A Healthcare Handbook for Patient Safety and Quality, Second Edition*: 2021.



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Safety Culture Survey

Starting Point!



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Safety Culture Survey(s)

What widely used to measure safety culture within a healthcare organization

How Survey hospital staff- experience and perspective of all staff

Purpose to gain a better understanding of how employees perceive the culture and to identify areas where the culture needs improvement

Press Ganey

Qualtrics

AHRQ

Joint Commission

Glint's Healthcare Survey

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AHRQ Survey on Patient Safety Culture (SOPS)

- + Supported pt safety culture in healthcare setting since 2001
- + 5 SOPS surveys available: Hospitals, Nursing Homes, Medical Offices, Community Pharmacies, Ambulatory Surgical Centers
- + Organizations can use survey assessment tools to:
 - Raise Awareness
 - Assess status
 - Identify strengths and areas for improvements
 - Examine trends
 - Evaluate cultural impact
- + Voluntary SOPS database
- + All related materials are FREE and available for public use.

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AHRQ Survey on Patient Safety Culture (SOPS)

+ Topics covered:

- Teamwork
- Staffing
- Organizational learning
- Response to Error
- Supervisor/Manager/Clinical Leader Support for Pt. Safety
- Communication about Error
- Communication Openness
- Reporting Pt Safety Events
- Hospital Mgmt. Support for Pt Safety
- Handoffs and Information Exchange



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Getting Started with SOPS- Resources

- + Hospital Survey on Patient Safety Culture Version 2.0 Users Guide 2.0
 - <https://www.ahrq.gov/sites/default/files/wysiwyg/sops/surveys/hospital/AHRQ-Hospital-Survey-2.0-Users-Guide-5.26.2021.pdf>
- + Overview of SOPS for New Users Webinars (check the AHRQ website)
 - <https://www.youtube.com/watch?v=65d4cVMKYVE>



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Questions?



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**KHC & Compass
Resources, Updates, and
Upcoming Events**

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Health Equity Organizational Assessment (HEOA) and Patient Family Engagement (PFE) Metrics

Reporting is now open

Please log into the Compass Data Portal to update both HEOA and PFE

Link to log in: <https://compassdataportal.ihconline.org/Account/Login?ReturnUrl=%2f>

*We are asking for your quick response in completing these metrics as we
want to share with your advancements with CMS!*

Completion TARGET: August 1, 2024



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Upcoming Compass HQIC Education

Implementing Patient and Family Engagement in Rural and Critical Access Hospitals: Finding Solutions and Strategies | July 23

[Register Here](#) (Link)

[Event Brochure](#) (PDF)

Reducing Readmissions Using a Team Approach | July 30

[Registration](#) (Link)

[Event Flyer](#) (PDF)

Fighting Antimicrobial Resistance | August 1

[Registration](#) (Link)

[Event Brochure](#) (PDF)

Compass Infection Prevention Office Hour Call | August 7

[Registration](#) (Link)

[Event Flyer](#) (PDF)



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Have you Registered for the Quality on Summit?



Registration Closes July 25th! Register Today!

August 8th
Wichita State University Campus
Rhatigan Student Center
Wichita, KS
8:30 to 3:45 p.m.

[Register Here](#)

Audience
Clinicians, Nurse Leaders, Hospital and Clinic Leaders,
Infection Preventionists, Pharmacists and Quality Leaders

The Summit on Quality is an educational event drawing health care leaders from across Kansas. Now in its 15th year, Summit programming is designed to engage and connect a wide range of health care professionals—including physicians (particularly residents), nurses, clinic managers, hospital CEOs and other senior management, quality improvement professionals, risk managers, infection preventionists, long-term care providers and other interested health care professionals — practicing in both urban and rural settings throughout our state.

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KHC Office Hours

Two sessions remain:

- **September 25th, 2024-** HQIC Wrap Up and Celebration
- **October 23rd, 2024-** Applying Area-based Measures Data in You Improvement Efforts

Both sessions will be held from 10:00am- 11:00am

Reminder: NO OFFICE HOURS in August, November or December

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Next Steps

- Ensure data entry is current and timely
- Log into iCompass Forum and iCompass Academy to engage and learn
- Watch your inbox for the Compass Navigator coming June 1st



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Have Questions, Need Help?

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→ Find contact info and more at:
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