

Performance Improvement 102

Thursday, March 17, 2016



About the Alliance

- 501(c)(3) non-profit research foundation
- Mission: To support research and education on the value home health care can offer to patients and the U.S. health care system. Working with researchers, key experts and thought leaders, and providers across the spectrum of care, we strive to foster solutions that will improve health care in America.
- www.ahhqi.org

About VNAA

- 501(c)(3) non-profit research foundation
- VNAA is a national association that supports, promotes and advances mission driven providers of home and community-based healthcare, hospice and health promotion services to ensure quality care for their communities. VNAA members share a mission to provide cost- effective and compassionate care to some of the nation's most vulnerable individuals, particularly the elderly and individuals with disabilities.
- www.vnaa.org

Today's Speaker

Margherita C. Labson, RN

Executive Director, Home Care Accreditation Program, The Joint Program

Margherita C. Labson is Executive Director for the Home Care Program at The Joint Commission. In this role, she is responsible for coordinating the efforts of the Home Care Business Development team in identifying new markets, familiarizing organizations with the accreditation process, participating in new product development, and the strategic development and tactical operations of the Home Care Accreditation Program.

Ms. Labson is a veteran health care professional who has specialized in the provision of home care services since 1977 from both multioperational and academic perspectives. She has extensive knowledge in the legal, regulatory, and accreditation requirements for the scope of home care programs provided in the United States and Puerto Rico. She is an experienced lecturer, educator, a published author, and frequently serves as a technical expert in areas of home care and accreditation.

From 1995 until late 2007, Ms. Labson served as a home care surveyor for The Joint Commission. She has served as both faculty and preceptor for Surveyor Education. She was previously the Compliance Officer for AMS/CMS Corporations in Miami Lakes, Florida. In addition, Ms. Labson has headed her own consulting firm, held managerial positions at a variety of home care organizations, and taught at the University of Akron, College of Nursing.

Ms. Labson received a bachelor's degree in Nursing from Duquesne University in Pittsburgh, Pennsylvania, and a Master of Science degree in Health Care Administration from Nova Southeastern University in Davie, Florida. She is a certified Professional of Healthcare Quality and a Certified Case Manager, and was among the first wave of Green Belts certified by The Joint Commission in accordance with its enterprise-wide program of Robust Process Improvement.

Today's Webinar

- During the presentation submit questions to the moderator through the webinar chat box.
- Slides will be made available to participants following the webinar.

Customizing your QAPI to meet your strategic and operational objectives

Margherita C. Labson BSN, MS, CPHQ

Certified Green Belt

Executive Director, The Joint Commission

March 17, 2016

At the completion of the program participants will be able to:

- Identify the components of a Quality Assurance and Performance Improvement (QAPI) plan that targets VBP-related goals
- Describe strategies to meaningfully analyze data
- Explore how to focus on high priority areas that impact VBP goals

The foundational need for a Quality Assurance and Performance Improvement (QAPI) plan that targets VBP-related goals

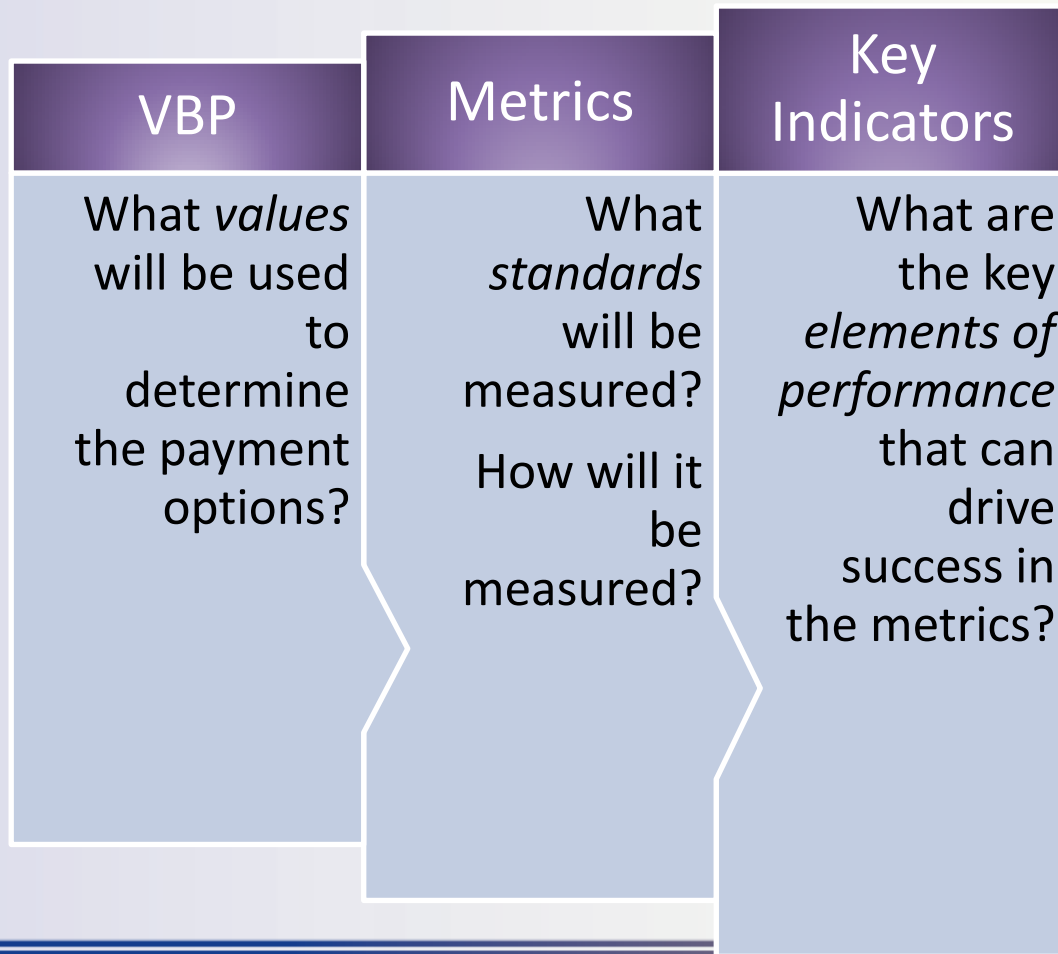


Value Based
Payments

Triple Aim

Affordable Care Act

Identify the components of a Quality Assurance and Performance Improvement (QAPI) plan that targets VBP-related goals



The Metrics of the VBP program

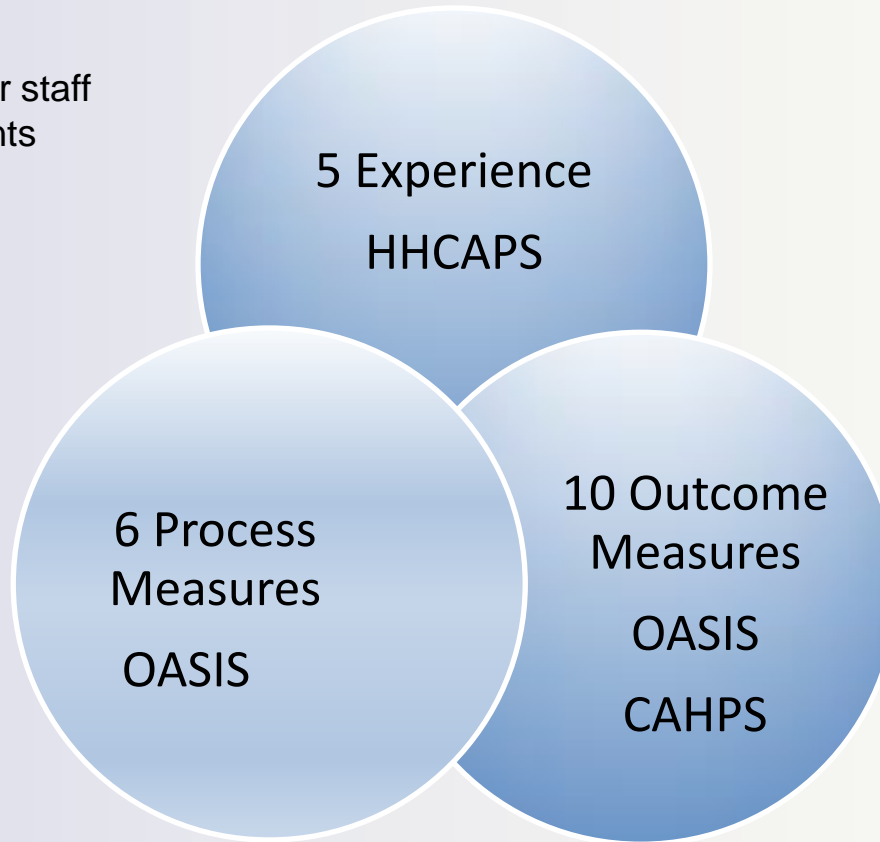
- Address the 6 priorities of National Quality Strategy:
 1. Clinical care
 2. Safety
 3. efficiency/cost reduction
 4. person centered experience/outcomes
 5. care coordination
 6. Population health
- Measures all equally weighted based on:

Clinical importance	Impact on Cost
Population size	Potential for improvement
- Rewarded for: Achievement and Improvement

Measures that will determine performance

3 new Measures

- Influenza vaccination for staff
- Herpes zoster for patients
- Advance care planning



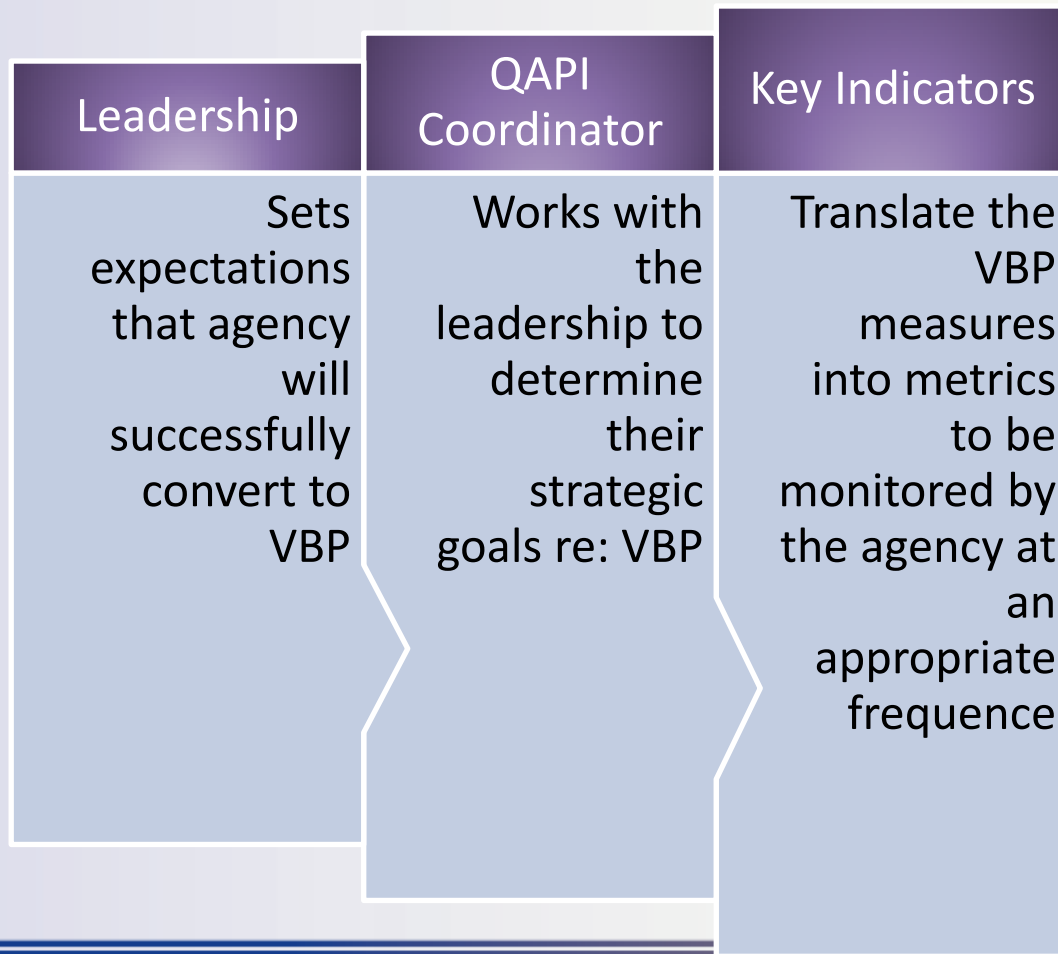
Measures come in 3 shapes:

- ❖ Direct process or outcome
 - ❖ Multi-factor risk assessment conducted (process)
 - ❖ Unplanned hospitalization w/in 60d (outcome)
- ❖ Composite measure
 - ❖ Communication between providers
 - ❖ Care of Patients
- ❖ Global
 - ❖ Patient overall rating
 - ❖ Likelihood to recommend

Setting up the Quality Assurance and Performance Improvement (QAPI) plan to target VBP-related goals

- Standard for leadership: Organization uses data & information to guide decisions
 - Set expectations for using data within the organization.
 - Use and support systematic data and information use
 - Use data in decision making, responding to environment
 - Evaluate how effectively data and information is used
- Leaders establish priorities for performance improvement.
 - Set priorities about patient outcomes
 - Give priorities to high risk, problem-prone processes
 - Reprioritize PI in response to changes in internal/external environment

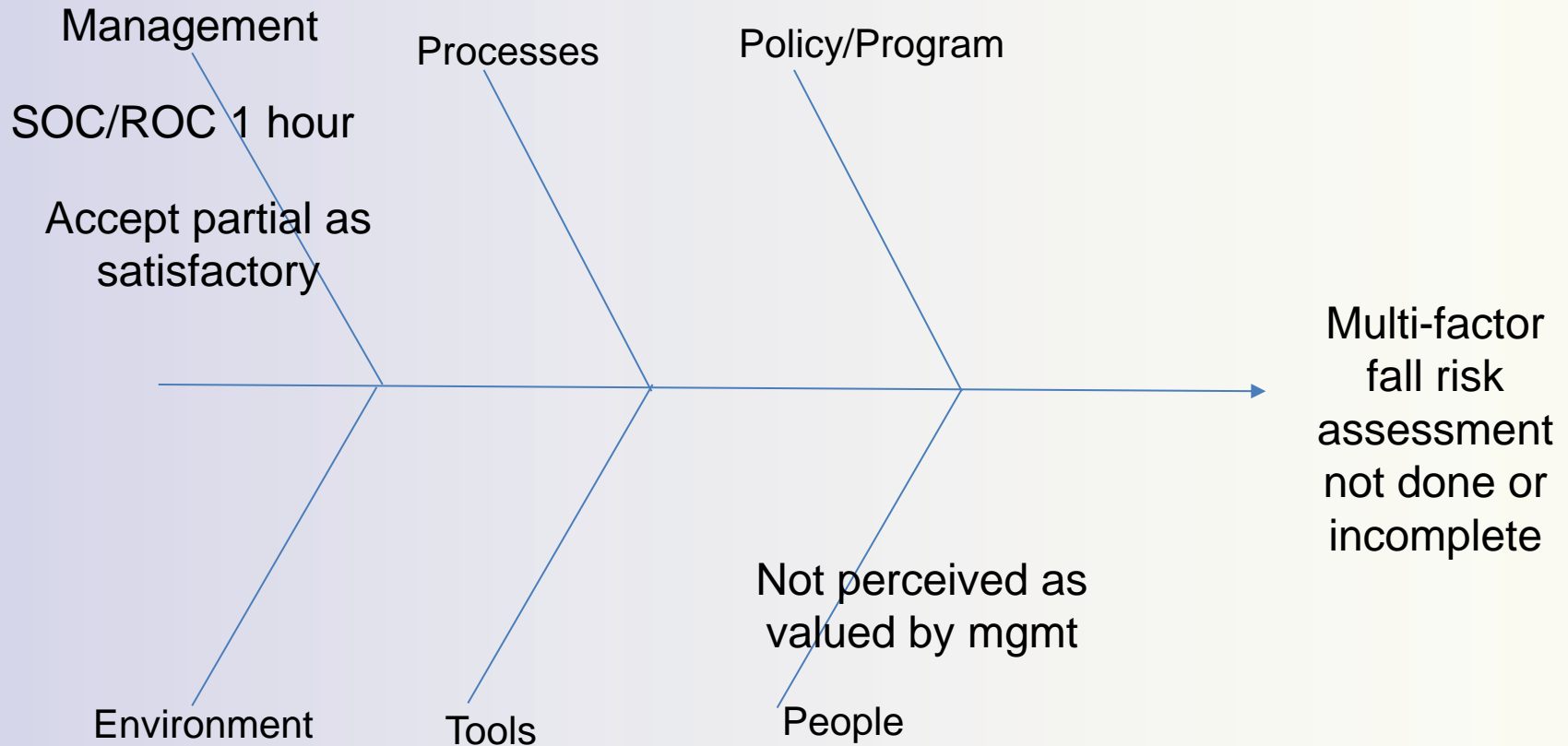
Identify the components of a Quality Assurance and Performance Improvement (QAPI) plan that targets VBP-related goals



Process based Measure

- ❖ Multi-factor fall risk assessment conducted
 - What are the elements of performance that will result in a multi-fall risk assessment being done?
 - Competent clinician
 - Defined process
 - Consistent orientation
 - Effective Supervision
 - Trace the process to identify gaps in process

Example: Multifactor Fall Risk



Outcome based Measure

❖ Unplanned Hospitalization

- Define the scope of the problem

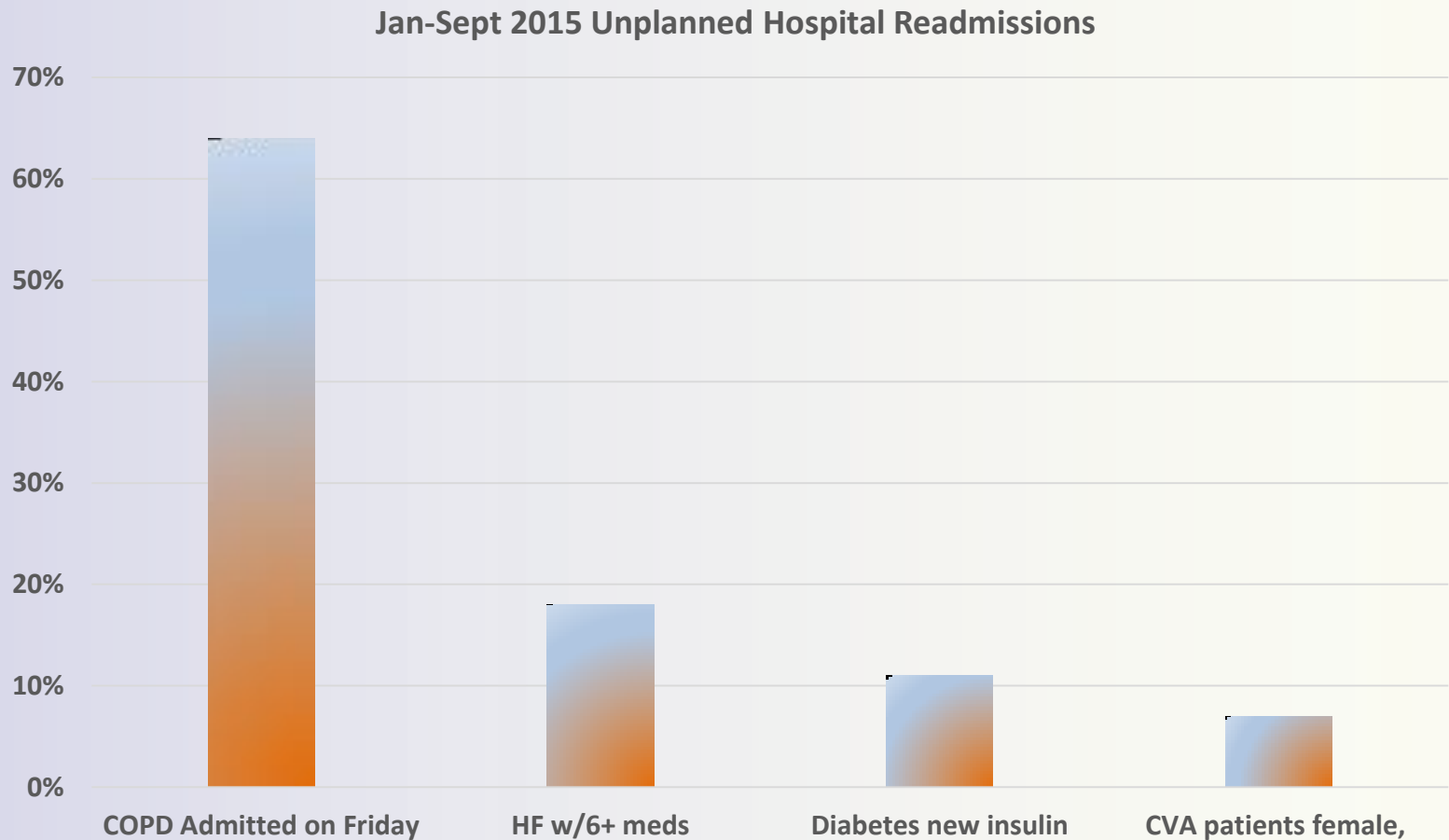
 - What type of patients are being rehospitalized?

 - When are they experiencing rehospitalization?

 - Use what you know about rehospitalization to drive inquiry

- Determine where you will put your efforts to work

Example: 60 day unplanned rehospitalization



3 Composite Measures

- ✓ Think about creating a scorecard for each
 - ✓ Care of Patients
 - ✓ Communications
 - ✓ Specific Care
- ✓ What are the component metrics of each measure?
- ✓ More Complex=drill to the root cause

Composite Measure: Communication between providers

- Medication orders are complete and accurate
- Hand-off communications
- Action on a complaint
- Response to a call or need expressed
- Home health aide assignment and supervision
- Discharge/transfer information
- Advance Care Planning*

*Double benefit: special measure

Global Metric



Negative Experiences



Positive Experiences



Guidelines for Global Metrics

- ✓ Work to understand the key leverage points
- ✓ Define the 'critical to have'
- ✓ Once defined, drill down to understand the root of the issue
- ✓ Voice of the customer surveys and focus groups can help
- ✓ Utilize the resources and expertise of your Pat-Sat company

Global Metric:

Likelihood to recommend

- Limitations of the population being surveyed
- Learn from those on the journey to High Reliability
- Beware of organizations with 99% satisfaction ratings.
- The bigger you are, the tougher it is to move the needle
- A measure of your patient centeredness?

Some NPS resources to check out:

- Net Promoter Score:
 - <https://www.netpromoter.com/dirty-secret-of-nps/>
 - <https://www.linkedin.com/topic/net-promoter-score>
 - http://www.huffingtonpost.com/john-lusk/the-value-of-measuring-net-promoter-score_b_4634107.html

High Reliability Resources

- ❑ <http://www.beckershospitalreview.com/quality/7-high-reliability-principles-for-healthcare-based-on-nuclear-industry.html>
- ❑ <http://blog.kainexus.com/improvement-disciplines/hro/5-principles>
- ❑ <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3790522/>
- ❑ http://www.centerfortransforminghealthcare.org/hro_portal_main.aspx

QAPI and Performance Improvement Resources

- ❑ <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/QAPI/downloads/PIPCharterWkshtdebedits.pdf>
- ❑ National Association for Healthcare Quality
- ❑ <https://innovation.cms.gov/initiatives/Home-Health-Value-Based-Purchasing-Model/faq.html>
- ❑ <https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/HomeHealthPPS/Downloads/Stage-2-NPRM.pdf>

*Thank you for your time and attention today.
It's my pleasure to address your questions....*

Margherita

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Discussion & Questions

- As a reminder, you may submit questions to the presenter through the webinar chat box.

Thank you!

