

We will get
started at 10am
EST...turn those
cameras on 😊



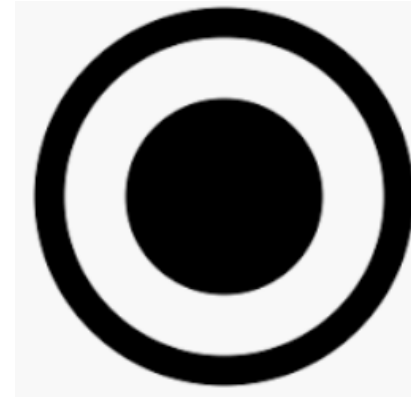
Using Zoom



All lines are UNMUTED upon entry, you can MUTE yourself as needed

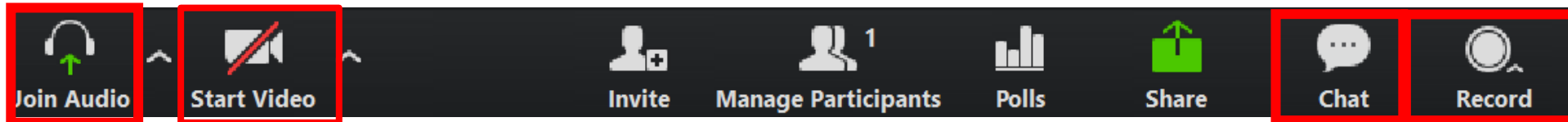


Click “chat” to open the chat box



Session is being recorded

Would love to see you on video - please turn on your camera!





MBQIP Virtual Event: Spring 2021

Barbara DeBaun, MSN, RN, CIC

Cynosure Health

West Virginia

April 22, 2021

Learning Objectives

Describe

Describe 3 key barriers to improving care transitions in West Virginia CAH's

Discuss

Discuss 2 approaches to improving discharge planning/care transitions

Describe

Describe the impact the COVID pandemic has had on patient/family engagement



Report from
Barb's virtual
road trip around
West Virginia



Welcome and
Update from
Dianna

Discussion questions

How has your most recent MBQIP data informed your PI focus?

How has the focus on COVID impacted your ability to get traction in 'good old quality stuff'?

What topic(s) would you be most interested in discussing?

Any thoughts about how to improve our ability to cross pollinate best practices across the state of West Virginia and beyond

Key Themes

- Feeling hopeful but not out of the woods yet
- Giddiness about state-wide COVID vaccine progress has dulled
- Miss being together
- Impact of COVID on other quality outcomes (e.g., falls with injury, CAUTI)
- Bummed that progress in quality outcomes was being made but now feel stalled
- Need to dig in and focus on improving discharge planning/care transitions
- Impact of 'no-visitor' policies and how to re-engage family
- Staff engagement
- Impact on workforce staffing and wellness



Not out of the
woods

Last time we 'met'

The screenshot shows a web browser window displaying a news article. The browser's address bar shows the URL: https://www.register-herald.com/health/covid-19-vaccination-clinics-planned-across-west-virginia-for-residents-65-and-older/article_28044.... The website's navigation menu includes links for Menu, E-Paper, Local Events, Celebrations, Obituaries, Public Notice, BUY PHOTOS, Contact Us, Subscribe, and a green Login button. The article title is "Covid-19 vaccination clinics planned across West Virginia for residents 65 and older", dated Jan 25, 2021. The main image is a 3D model of a coronavirus particle, showing its characteristic red and white surface proteins. To the right of the main image is a "LATEST PHOTOS" section featuring a photo of a woman holding a sign that reads "the answer is 50 greater 98 > 97". Below this is a "WEEKLY POLL" section with the question: "Do you support a \$2,000 direct payment to individuals for pandemic relief?". The Windows taskbar at the bottom shows the search bar, task view, and various application icons, with the system tray displaying the time as 5:05 PM on Tuesday, 1/26/2021.

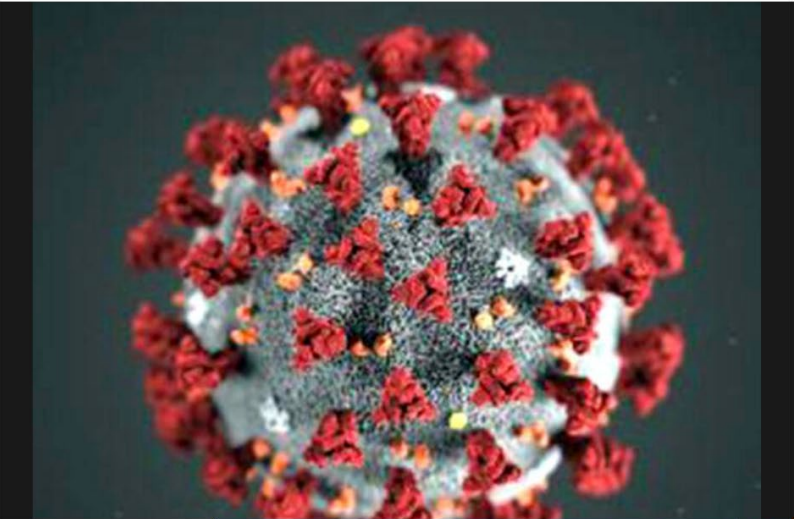
city college covid vaccine - Bing x drive through covid 19 vaccine v x Covid-19 vaccination clinics plan x +

← → × https://www.register-herald.com/health/covid-19-vaccination-clinics-planned-across-west-virginia-for-residents-65-and-older/article_28044... Not syncing

Menu E-Paper Local Events Celebrations Obituaries Public Notice BUY PHOTOS Contact Us Subscribe Login


Covid-19 vaccination clinics planned across West Virginia for residents 65 and older

Jan 25, 2021



PREV

LATEST PHOTOS



NEXT

To view or purchase photos, visit photos.register-herald.com.

WEEKLY POLL

Do you support a \$2,000 direct payment to individuals for pandemic relief?

Waiting for www.register-heral...

Type here to search

5:05 PM
Tuesday
1/26/2021

West Virginia Vaccinations Slow Down as Fewer Step Forward

West Virginia's coronavirus vaccination drive is slowing down as fewer people come forward to get shots.

By [Associated Press](#) | April 16, 2021, at 1:52 p.m.



Vaccine risk/benefit balance



Virtual
togetherness
fatigue



Impact on
other quality
outcomes



Fall with injury,
CAUTI, other
harm

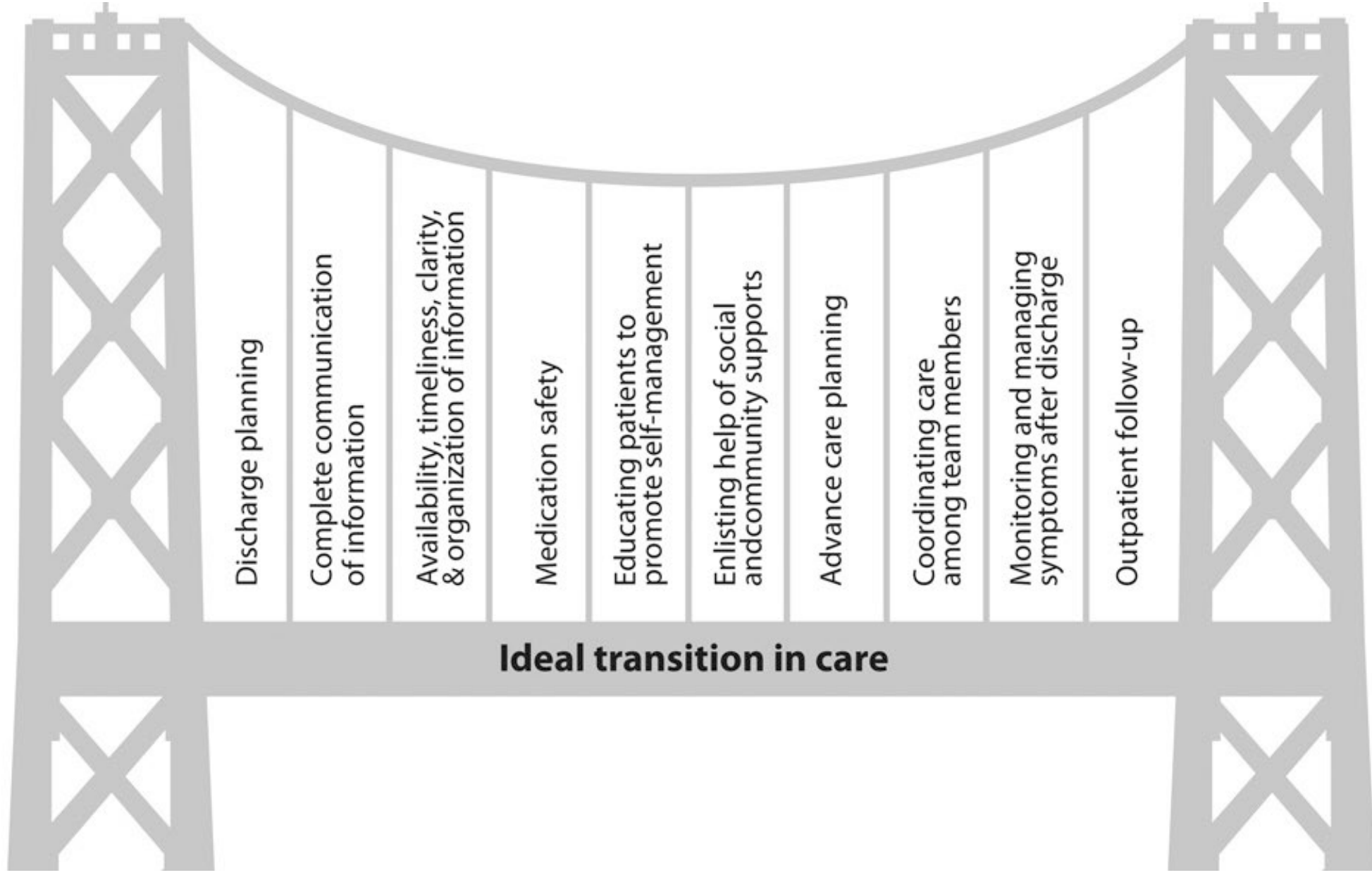





Underwater
and stalled



Need to dig in
and focus on
discharge
planning/care
transitions





How do we measure care transitions?



HCAHPS



Readmissions



Other ways?

Any updates
or progress
to report?

- Which survey question is dragging you down the most?
 - During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left
 - When I left the hospital, I had a good understanding of the things I was responsible for in managing my health
 - When I left the hospital, I clearly understood the purpose for taking each of my medications



Scripting for success



Scripting for HCAHPS Care Transitions

PREFERENCES

Do you have a “PREFERENCE” in home health providers?

Do you have a “PREFERENCE” in which pharmacy you use?

Do you have a “PREFERENCE” in times or days we can schedule your follow-up visit?

RESPONSIBILITIES

You are “RESPONSIBLE” for taking your medicines and following up with your doctor as scheduled.

MEDICATION UNDERSTANDING

ALWAYS provide the name, dose, purpose and side effects of each medication every single time!

I want to go over your medications again so when you get home you will “UNDERSTAND THE PURPOSE FOR TAKING EACH MEDICATION”. Pharmacy will also speak with you about your medications before you are discharged.

(



Impact of 'no visitor' policies and how to re-engage family



Baby steps




Impact on
workforce
staffing and
wellness



2021
Commitment to
Excellence
Honors Program

2021 WVHA Honors Program Topic Areas

- Alliance for Innovation on Maternal Health (AIM)
- Antibiotic Stewardship
- Care Transitions
 - Measurement component to be Level 2
- EDie (Emergency Department Information Exchange)
- HQIC (eligible hospitals only)
- Influenza Vaccination
 - Measurement component to be Level 2
- Opioid Stewardship
- Patient Family Engagement (PFE)
- Workplace Violence *new*
- WVHA Discharge Data Program



Attestations are
due by August
31, 2021

2020 WVHA Honors Program Awardees



Gold Honors

Boone Memorial Hospital
Cabell Huntington Hospital
Davis Medical Center
Grafton City Hospital
Grant Memorial Hospital
Hampshire Memorial Hospital
Minnie Hamilton Health System
Mon Health Medical Center
Mon Health Preston Memorial Hospital
Mon Health Stonewall Jackson Memorial Hospital
Princeton Community Hospital
Roane General Hospital
St. Mary's Medical Center
War Memorial Hospital
WVU Medicine Berkeley Medical Center
WVU Medicine Braxton County Memorial Hospital
WVU Medicine Camden Clark Medical Center
WVU Medicine J.W. Ruby Memorial Hospital
WVU Medicine Jefferson Medical Center
WVU Medicine Potomac Valley Hospital
WVU Medicine Reynolds Memorial Hospital
WVU Medicine St. Joseph's Hospital
WVU Medicine Summersville Regional Medical Center
WVU Medicine United Hospital Center



Silver Honors

Charleston Area Medical Center Silver
Pleasant Valley Hospital Silver
Saint Francis Hospital Silver
Thomas Memorial Hospital



Bronze Honors

Wheeling Hospital Bronze



Silver lining

BRN Contact Hours

- **To earn 1.0 BRN contact hours for attending today's webinar:**
 - Complete and submit the post webinar Survey Monkey. A link to the survey will be sent via email after the webinar concludes.
 - You must participate on the webinar for at least 50 minutes.
 - Certificates will be issued via email within one week after submitting the survey.

<https://www.surveymonkey.com/r/69FTGHN>.



*Provider approved by
the California Board of
Registered Nursing,
Provider number CEP
15958 for 1.0 contact
hours*

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