



## MT FLEX/PIN QUALITY AWARD PROGRAM 2019-2020 GRANT YEAR AWARD CRITERIA

The MT Flex/PIN Quality Award was developed by the MT Performance Improvement Network (PIN) to recognize MT Critical Access Hospitals (CAH) and their efforts in improving quality within their organization. By meeting the criteria outlined in this document, MT CAHs demonstrate leadership, community, willingness to share with peers, and a commitment to improvement.

Hospitals must meet all criteria during the grant year to qualify for an award. The Flex Grant Year is September 1, 2019 through August 31, 2020. MT Flex team will track each hospital's progress in meeting criteria.

### CAH QUALITY PROGRAM OF THE YEAR

- ◆ Awarded to the Critical Access Hospital with highest overall participation and improvement in Flex supported quality initiatives and projects.

### AWARD RECOGNITION

- ◆ Announcement at MHA Fall Convention
- ◆ Plaque with facility name and date of award. Plaques distributed and pictures taken at the DON/QIC Regional Meetings held in October.
- ◆ Recognition in the PIN Newsletter, PIN Website, and MHA Weekly Newsletter.
- ◆ Press kit, press release and photos taken at regional meetings provided for hospital marketing.
- ◆ Quality Program of the Year recipient will receive on-stage recognition by MHA President and photo op during the MHA Fall Convention General Session.

### TRACKING

- ◆ Use the checklist on the last page to help track your progress.
- ◆ Official tracking done by MT Flex. Status updates provided quarterly.

### Please contact the MT Flex Team with any questions or needs for assistance:

Jack King  
Flex Director  
406.457.8016  
jack.king@mtha.org

Jamie Schultz  
Rural Hospital Improvement Coordinator  
406.457.8002  
jamie.schultz@mtha.org

Jennifer Wagner  
Flex Project Specialist  
406.457.8000  
jennifer.wagner@mtha.org



## MT FLEX/PIN QUALITY AWARD PROGRAM CRITERIA INFORMATION AND DETAILS

### CRITERIA #1: PERFORMANCE IMPROVEMENT

Submit baseline and outcomes data and show improvement targeted to at least one (1) MBQIP or PIN Benchmarking measure/topic listed below. **Facilities must complete the project report (page 5) and return to MT Flex no later than August 5<sup>th</sup>.** You may use M2O, Flex Projects, or any other projects in your facility targeting measures noted below. Refer to the PIN Website at [www.mtpin.org](http://www.mtpin.org) for complete measure definitions and resources.

Performance improvement does include sustaining of high improvement or sustaining scores exceeding national benchmarks. On the project report, please provide insight into work done during the course of the year to ensure high performance.

*Example: 2017/18 OP-27 was 99%, 2018/2019 OP-27 was 97%. Performance dropped, but scores remained above the national benchmark of 90%. Interventions could have been implementing or enforcement of policy, staff education, etc.*

| MBQIP   | PIN Benchmarking   |
|---|--|
| Inpatient ED Throughput (ED-1, 2)   | Return to ED (72-hour rate for all cause)                          |
| Outpatient Cardiac Care (OP-2, 3, )   | Sepsis Care  |
| Outpatient ED Throughput (OP-18)  | First Time C-Section Rate  |
| Healthcare Worker Immunization (OP-27: Use flu season 2018-2019 for baseline) | Billable Observation Hours as a percent of Total Observation Hours |
| Emergency Department Transfer Communications (EDTC)                           | Skin Risk Assessment on Admission (Acute and/or Swing)             |
| HCAHPS  | Fall Risk Assessment on Admission (Acute and/or Swing)             |
| Readmission Rate (30-day all cause)   | Days Cash on Hand  |
| Adverse Drug Events   | Days in Accounts Receivable  |
| Hospital Acquired Infections  | Operational Cost per Adjusted Patient Day                          |
| Falls   |  |

### CRITERIA #2: COMPLETE AND CONSISTENT DATA REPORTING

Meet data reporting requirements for both MBQIP and PIN Benchmarking data programs.

| Program          | Quarters                      | Due Dates                                 | Measures  |
|------------------|-------------------------------|---|---|
| MBQIP            | 2Q-2019<br>3Q-2019<br>4Q-2019 | Nov 1, 2019<br>Feb 1, 2020<br>May 1, 2020 | Complete reporting of <u>all</u> measures for MBQIP domains for all quarters indicated (visit <a href="http://mtpin.org">mtpin.org</a> for detailed MBQIP info!)<br>Care Transitions—ED Transfer Communications (3Q, 4Q, 1Q)<br>Patient Engagement—HCAHPS<br>Inpatient & Patient Safety—HCW Immunizations, IP ED throughput<br>Outpatient—Outpatient AMI/Chest pain, and OP ED throughput |
| PIN Benchmarking | 3Q-2019<br>4Q-2019<br>1Q-2020 | Dec 1, 2019<br>Mar 1, 2020<br>Jun 1, 2020 | Complete reporting for all quarters indicated.  |

## MT FLEX/PIN QUALITY AWARD PROGRAM

### CRITERIA #3: ENGAGEMENT AND SHARING WITH MT CAHS

Participate in at least 4 points of Engagement and Sharing Activities. Points are noted in the far left column; the larger the time and effort commitment, the larger the point value.

*Engagement and sharing participation above what is required counts towards Quality Program of the Year Criteria!*

| <b>ACTIVITY POINTS</b> | <b>ACTIVITY</b>                                    | <b>Dates</b>         | <b>Completion Requirement</b>   |
|------------------------|--|----------------------|---|
| 1                      | Facility Spotlight in the PIN Quarterly Newsletter | Nov, Feb, May, Aug   | Submit article relating to project, event, or process that other CAHs can learn from and implement                          |
| 1                      | PIN Quality Calls                                  | Jan 2020 & Jul 2020  | Present and share facility quality improvement projects with background, measures, interventions, outcomes & follow-up plan |
| 2                      | Stroudwater Swing Bed Project                      | All Year             | Participate in and complete reporting requirements set forth by Stroudwater and Associations.                               |
| 2                      | Balanced Scorecard Development                     | Nov 2019             | Participate in development work group for a MT CAH Balanced Scorecard.  |
| 3                      | Regional Meetings                                  | Oct 2019             | Present and share facility quality improvement projects with background, measures, interventions, outcomes & follow-up plan |
| 3                      | QI Showcase at the MHA Health Summit               | Apr 2020             | Present and share facility quality improvement projects with background, measures, interventions, outcomes & follow-up plan |
| 3                      | MBQIP 2 Outcomes                                   | Spring & Summer 2020 | Meet specified project completion requirements  |
| 3                      | Infection Prevention Certification (CIC)           | All year             | Participate in all cohort review courses (webinar) <u>and</u> test for certification.                                       |
| 3                      | Lean for Leaders                                   | Tentative            | Participate in all cohort review courses (webinar; details to be determined).   |

## MT FLEX/PIN QUALITY AWARD PROGRAM

### TRACK YOUR PROGRESS

#### CRITERIA #1: PERFORMANCE IMPROVEMENT

- Criteria Complete! I have checked all requirements for at least one project on MBQIP measures.**
- Submission form completed and sent to MT Flex team by Aug 5, 2020

#### CRITERIA #2: COMPLETE AND CONSISTENT DATA REPORTING

- Criteria Complete! I have checked all data reporting requirements.**

| Due Date    | Measures/Domains   |
|-------------|--|
| Nov 1 2019  | 2Q 2019 MBQIP Outpatient [CART/QualityNet]<br>3Q 2019 MBQIP ED Transfer Communications [MT Flex] |
| Nov 15 2019 | 2Q 2019 MBQIP Inpatient [CART/QualityNet]  |
| Dec 1 2019  | 3Q 2019 PIN Benchmarking [MT Flex]   |
| Feb 1 2020  | 3Q 2019 MBQIP Outpatient [CART/QualityNet]<br>4Q 2019 MBQIP ED Transfer Communications [MT Flex] |
| Feb 15 2020 | 3Q 2019 MBQIP Inpatient [CART/QualityNet]  |
| Mar 1 2020  | 4Q 2019 PIN Benchmarking [MT Flex]<br>2019 NHSN Facility Annual Survey [NHSN]                    |
| May 1 2020  | 4Q 2019 MBQIP Outpatient [CART/QualityNet]<br>1Q 2020 MBQIP ED Transfer Communications [MT Flex] |
| May 15 2020 | 4Q 2019 MBQIP Inpatient [CART/QualityNet]<br>2019/2020 Healthcare Worker Immunization [NHSN]     |
| Jun 1 2020  | 1Q 2020 PIN Benchmarking [MT Flex]   |

#### CRITERIA #3: ENGAGEMENT AND SHARING WITH MT CAHS

**Criteria complete! I've completed at least 4 points of Engagement and Sharing Activities**

| Points                     | Activity   |
|----------------------------|--|
| <input type="checkbox"/> 1 | Facility Spotlight in the PIN Quarterly Newsletter |
| <input type="checkbox"/> 1 | PIN Quality Calls                                  |
| <input type="checkbox"/> 2 | Stroudwater Swing Bed Project                      |
| <input type="checkbox"/> 2 | Balanced Scorecard Development                     |
| <input type="checkbox"/> 3 | Regional Meetings                                  |
| <input type="checkbox"/> 3 | QI Showcase at the MHA Health Summit               |
| <input type="checkbox"/> 3 | MBQIP 2 Outcomes                                   |
| <input type="checkbox"/> 3 | Infection Prevention Certification (CIC)           |
| <input type="checkbox"/> 3 | Lean for Leaders                                   |



# MT FLEX/PIN QUALITY AWARD PROGRAM

## CAH Performance Improvement Project Submission Report

### **CRITERIA #1: PERFORMANCE IMPROVEMENT**

Project must be completed during the grant year and be related to MBQIP or PIN Benchmarking measures to qualify. The grant year is September 1 – August 31. Complete the form below and attach any tools/documentation (i.e. completed A3, value stream map, presentation report etc).

Submit to Jennifer Wagner ([Jennifer.wagner@mtha.org](mailto:Jennifer.wagner@mtha.org)) by August 5, 2020.

Facility: \_\_\_\_\_

Contact: \_\_\_\_\_

Measure/Topic(s): \_\_\_\_\_

Specific Outcome or Process Measure: \_\_\_\_\_

Baseline data & timeframe: \_\_\_\_\_

Outcome data & timeframe: \_\_\_\_\_

How did you identify this measure to build an improvement project around?

Please describe your project development and format (i.e. A3, PDSA, RIP (Rapid Improvement Project) etc, interventions, and all departments/staff involved.

Please describe any successes and barriers of this project.

Would you be interested in presenting on this project at the QIC/DON Regional Meetings, MHA Summit QI Showcase, or MT Flex Quality Calls?