Special Innovation Project:
Emergency Department
Transfer Communication

TASC 90 Webinar
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Mary Lou Haider, MBA
VP, Contract Management & Internal Quality
Project Goal

Pilot project to build the capacity and infrastructure of the QIO program for supporting CAHS in measurement, reporting, and improvement related to the ED Transfer Communication Measures.
Project Partners

Eight QIOs:

- Iowa
- Missouri
- Nebraska
- Maine
- Oklahoma
- West Virginia
- Wisconsin
- Wyoming

- HRSA/ORHP and State Flex Programs
- University of MN Rural Research Center
- Stratis Health, Lead/Support QIO
Background

• Emergency Department Transfer Communication Measure developed by U of MN and Stratis Health in 2005 as part of a CMS Special Study to identify rural relevant measures.

• National Quality Forum Approval led by U of MN in 2007

• Sporadic/periodic use of measure nationally
Background (cont.)

- Inclusion in Phase III of MBQIP for all CAHs nationally
- CMS SIP - Pilot project to build the capacity and infrastructure of the QIO program for measurement, reporting, and improvement work related to the ED Transfer Communication Measure
Federal Office of Rural Health Policy: MBQIP Implementation

Phase 1:
- Inpatient Hospital Compare Measures

Phase 2:
- Outpatient Hospital Compare Measures
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

Phase 3:
- Pharmacist CPOE / Verification of Medication Orders within 24 Hours
- Outpatient Emergency Department Transfer Communication
## Emergency Department Transfer Communication Quality Measure Set

<table>
<thead>
<tr>
<th>Measure ID #</th>
<th>Measure Short Name</th>
<th>NQF Measure Number</th>
</tr>
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<tbody>
<tr>
<td>EDTC-1</td>
<td>Administrative communication</td>
<td>0291</td>
</tr>
<tr>
<td>EDTC-2</td>
<td>Patient information</td>
<td>0294</td>
</tr>
<tr>
<td>EDTC-3</td>
<td>Vital signs</td>
<td>0292</td>
</tr>
<tr>
<td>EDTC-4</td>
<td>Medication information</td>
<td>0293</td>
</tr>
<tr>
<td>EDTC-5</td>
<td>Physician or practitioner generated information</td>
<td>0295</td>
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<tr>
<td>EDTC-6</td>
<td>Nurse generated information</td>
<td>0296</td>
</tr>
<tr>
<td>EDTC-7</td>
<td>Procedures and tests</td>
<td>0297</td>
</tr>
</tbody>
</table>
Emergency Department Transfer Communication Quality Measures

- NQF Measure set updated in spring of 2013 to include transfers to all health care facilities (not just acute care transfers)
- Updated data collection guide now available
- “Paper” tool and a list of data elements included as appendices
QIO Project Timeline

• August/September: QIOs recruit CAHs
• Early October: Stratis Health train QIOs on data collection tools/processes
• October/November: QIOs train CAHs
• January 2014: Initial Data Submission from CAHs
• February 2014 – Initial Comparison Data Reports Available
QIO Project Timeline – Cont.

- March/April 2014 – Data submission and reports
- June/July 2014 – Data submission and reports
- February to June 2014: QIOs work with CAHs on Action Plans.
- July 2014 – Final Reports to CMS
Pilot Resources/Exploration

• Sample recruitment materials/messages
• Updated Data Collection Guide/Specs
• Excel Data Collection Tool and User Guide
• Improvement Tools
• Working with vendors to align data elements
• Potential EMS connections
Recruitment Messages (1)

• Critical Access Hospitals are increasingly in the spotlight of federal policy makers.

• It is more important now than ever to participate in efforts that help demonstrate the quality and value that CAHs provide to rural residents.
Recruitment Message (2)

• Improved transitions of care is a key component of increasing the quality, effectiveness, and efficiency of health care services.

• Effective transfer of patient information from the Emergency Department to the next site of care can foster continuity of patient care and help to reduce errors, improve outcomes, and increase patient and family satisfaction.
Recruitment Messages (3)

• Stabilization and transfer of patients in emergency situations is a fundamental role of Critical Access Hospitals in the health care safety net for rural communities.

• This project allows CAHs to evaluate and improve the effectiveness of that important role.
Q&A
Stratis Health Contact:

Karla Weng, Rural Program Area Lead
kweng@stratishealth.org
(952) 853-8570
Stratis Health is a nonprofit organization that leads collaboration and innovation in health care quality and safety, and serves as a trusted expert in facilitating improvement for people and communities.