

Medicare Beneficiary Quality Improvement Project



A publication for Flex Coordinators to share with their critical access hospitals

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Contact your Flex Coordinator if you have questions about MBQIP.

Find your state Flex Coordinator on the [Technical Assistance and Services Center \(TASC\) website](#).

Find past issues of this newsletter and links to other MBQIP resources on TASC's [MBQIP Monthly](#) webpage.

Use Healthcare Quality Week To Show That Quality Matters Every Day



[Healthcare Quality Week](#) (HQW) is October 16-21! Organized by the National Association for Healthcare Quality (NAHQ), the week is a dedicated time to celebrate and raise awareness of health care and quality professionals' positive influence on their organizations and communities. Lessons from the pandemic show that quality continues to take center stage. With more health care professionals being called upon to do this critical work, it is clear that quality matters now more than ever.

In this month's feature, several of the 2021-2023 [national Virtual Quality Improvement Mentors](#) describe how they recognize and celebrate HQW at their critical access hospitals (CAHs) using a wide range of events and activities that highlight the focus of quality, acknowledge staff for their efforts to improve patient care and quality, and have fun celebrating.

Jenifer Monzo, RN, BAS, CPRHM, director of quality and risk management at [McKenzie Health System](#) (MHS) in Sandusky, Michigan, shared that they have offered games and activities that blend quality and safety. For example, one game is [Dice of Fortune](#), where teams solved a puzzle with four quality and safety words and then used them in a sentence. The Quality Committee then judged the team's sentences and named a champion.

Patient Quality and Safety Week Dice of Fortune Sentences

1. You must have a **United Culture** for good **Communication** and **Teamwork**.
2. With **Teamwork** and **Communication**, we will be **United** with all **Cultures**.
3. MHS nurses are **United** in providing a **Culture** of patient safety through **Teamwork** and **Communication**.
4. Our **United Teamwork** provides the best **Communication** and **Culture**.

Dice of Fortune game example sentences

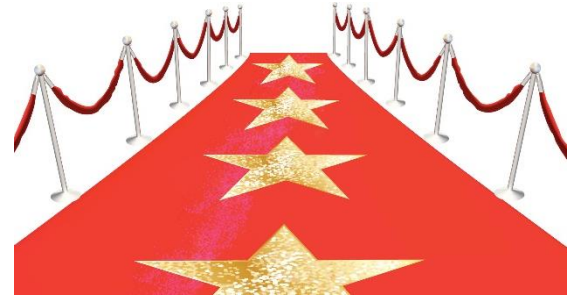
MHS also presented a "fortune teller" activity. They decorated a room with curtains and faux candles to set the mood. Staff members dressed up as fortune tellers using cards and a magic eight ball told staff their fortunes



MHS Fortune Teller and Lip-Reading activities

after they answered a quality or safety-themed question. Going with a similar idea, they held a lip-reading competition using a quality or safety phrase another year. Staff put on noise-blocking headphones decorated with oversized ears and had to lip-read the phrase to get a prize. “Staff, leadership, and clinicians have readily engaged and enjoyed the activities, which are done at the hospital and the provider offices to engage as many people as possible,” Jenifer said. “These activities are both educational and good team builders.”

The five-star rating is a new focus for [Harrison County Hospital](#) (HCH) in Corydon, Indiana. Gloria Barth, RN, performance improvement/quality assurance manager, said their ‘2022 Quality Academy Awards’ tie-in promotion for HQW will make it a contest with the five-star themes of mortality, readmissions, timely and effective care, patient experience, and safety of care.” Each department has been asked to decorate with its favorite star or movie. The winning department will receive a



free lunch. HCH will also have a photo booth incorporating the five-star measure groups with red carpet and many gold stars. Staff will write their names on a gold star and have their photos taken. This fun activity is designed to highlight HCH’s desire to improve its star rating.

While some of the QI mentors’ hospitals celebrate other health care-related weeks or incorporate celebrations into one week, such as during National Hospital Week, Katrina “Kitty” Strowbridge, BSN, RN, CPHQ, performance improvement manager, [Clark Fork Valley Hospital](#) (CFVH), in Plains, Montana shared their plans for this year include using the Recipe for a Successful [Performance Improvement Experience](#) (PIE), developed by the 2021-2023 QI Mentors, as an underlying component to their Healthcare Quality Week recognition and celebration that includes activities with daily winners, and prizes distributed on Friday at the PIE social.

Clark Fork Valley HQW daily activities include:

- Monday: Celebration kick-off, poster signing, and new [Quality Corner Newsletter](#) distribution. The poster will include the CFVH mission/vision/values and quality statement. All staff will be invited to sign it to demonstrate their commitment to quality. The poster will be available in the cafeteria the entire week.
- Tuesday: Crossword puzzle focused on the event reporting program, e.g., where to find forms, what is reportable, near-miss definition, etc.
- Wednesday: [Process Improvement Drawing game](#)
- Thursday: Scavenger hunt - each department will create a Performance Improvement (PI) board about their PI project or something related to quality and post it on their unit. The scavenger hunt will have participants go from department to department and answer department-specific questions about quality initiatives. Completed forms will be turned in for the prize drawing the next day.
- Friday: PIE social, where real pie will be served and awards handed out for those who competed in the daily challenges.



All health care workers and professionals greatly influence the quality of health care in their communities. Recognizing and celebrating their efforts during HQW is a terrific way to help your staff feel valued. For additional ideas listen to our recorded Quality Time: Sharing PIE conversation: [Making Quality Improvement Fun](#).

Data

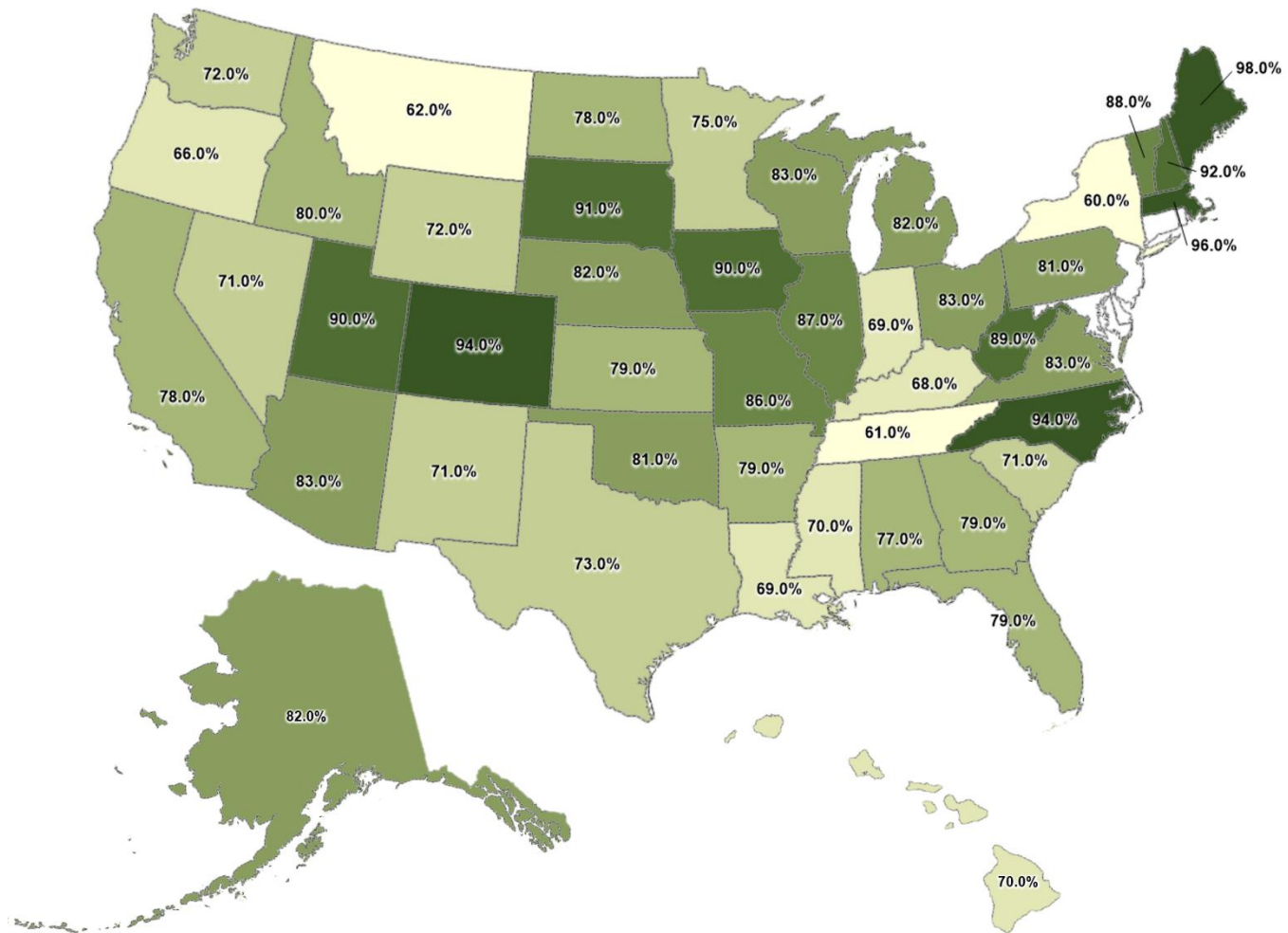


CAHs Measure Up: Influenza Vaccination Coverage Among Healthcare Personnel

We're already in the midst of the 2022-2023 influenza season! Receiving an influenza vaccination is essential both for patients and health care professionals. Two influenza-related measures have been part of MBQIP:

- IMM-2, or influenza immunization for patients, was reported through Q4 2018 encounters. It was retired/removed from CMS reporting after Q4 2018 data was submitted. After Q4 2018, IMM-2 rates are unavailable on MBQIP Data Reports because the measure is no longer reported. However, immunizing patients is still important, and we encourage you to track this data on your own!
- HCP/IMM-3, or influenza vaccination coverage among healthcare personnel, is reported annually via NHSN – the Centers for Disease Control and Prevention’s National Healthcare Safety Network. The most current IMM-3 rate is on the fifth page of your Q4 2021 MBQIP Patient Safety and Outpatient Data Report. The numbers represent vaccinations given during the 2021-2022 influenza season.

The map below shows the 2021-2022 influenza season state rates for HCP/IMM-3. (CAHs that did not report do not contribute to the state rates). HCP/IMM-3 had a 79% national average immunization rate; 983 CAHs reported.



Tips



Robyn Quips - tips and frequently asked questions


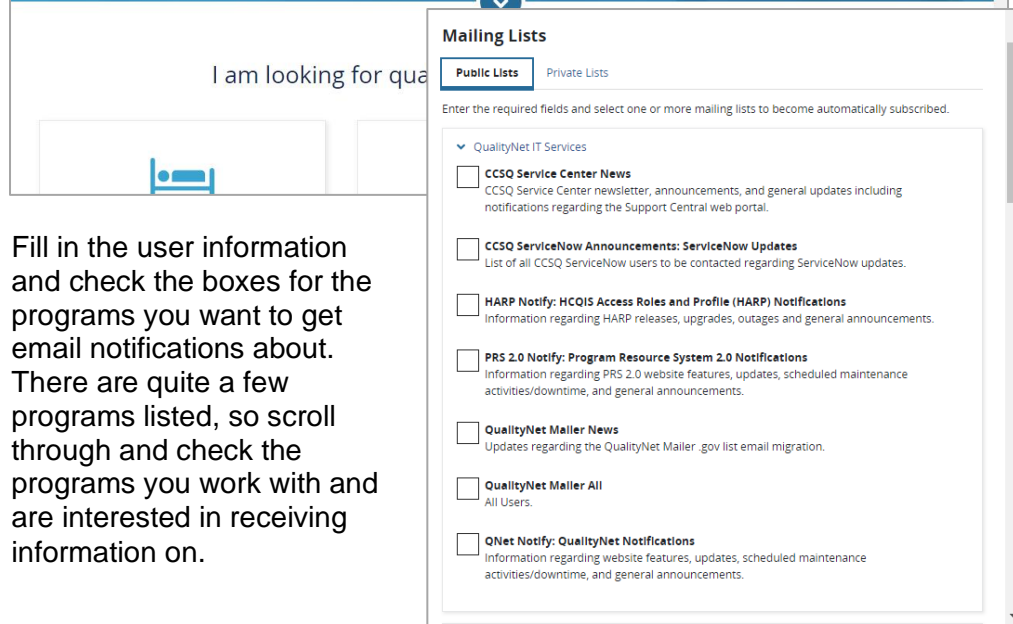
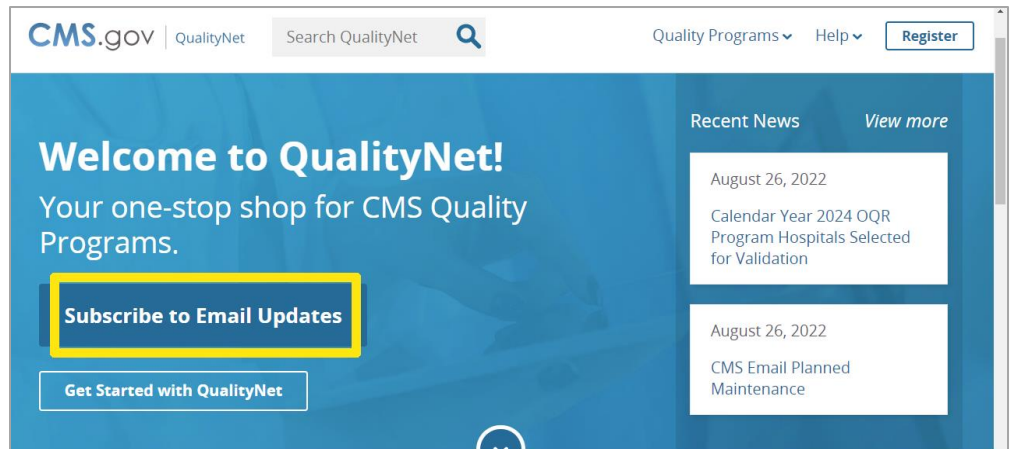
CMS Quality Program Emails

To get email notifications regarding CMS QualityNet programs, you must sign up to join the program Listservs. Emails are CMS’s method of communicating to us what’s happening in their various programs. For example, this is how we find out when CMS reports are available and where to find them, when new Specification Manuals and CART version updates are out, if changes have been made to reporting due dates, etc.

To sign up for the emails, go to the main page of QualityNet <https://qualitynet.cms.gov/> and click on **Subscribe to Email Updates**

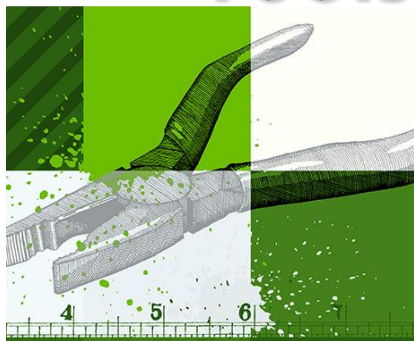
Go to Guides

- [Hospital Quality Measure Guides](#)
- [MBQIP Quality Reporting Guide](#)
- [Emergency Department Transfer Communications](#)
- [Inpatient Specifications Manual](#)
- [Outpatient Specifications Manual](#)

Fill in the user information and check the boxes for the programs you want to get email notifications about. There are quite a few programs listed, so scroll through and check the programs you work with and are interested in receiving information on.

Tools



COVID-19 Information

Resources to support health care providers in responding to coronavirus disease 2019 (COVID-19) are continually updated. The Rural Health Information Hub and National Rural Health Association are regularly updating and adding links for Rural Response to COVID-19:

- [Federal and National Response Resources](#)
- [State Response Resources](#)
- [Rural Healthcare Surge Readiness](#)
- [COVID-19 Vaccine Rural Resources](#)

[One-Stop Online COVID Prevention and Treatment in Every County.](#)

Enter your county to find local COVID-19 guidance and resources.

MBQIP and Rural Health Resources

Ask Robyn – Quarterly Open Office Hours Calls for Data Abstractors

Tuesday, October 25, 2022, 2:00 – 3:00 p.m. CT – [Register](#)

Sometimes it just helps to talk to someone! Quality Reporting Specialist Robyn Carlson will be offering open office hour calls to discuss your MBQIP abstraction questions. Sessions are free of charge, but registration is required. For more information about the Ask Robyn calls, contact Robyn Carlson, rcarlson@stratishealth.org.

[CDC Project Firstline Training Toolkits](#)

Need to lead an infection control training? Use Project Firstline's new training toolkits to help your team learn to recognize infection control risks throughout their workday, so they can take action to protect their patients, themselves, and their coworkers.

October is Health Literacy Month

- [AHRQ Health Literacy Tools](#)
Agency for Healthcare Research and Quality (AHRQ) has created a one-stop-shop for a variety of improvement tools, including [Ten Attributes of a Health Literate Health Care Organizations](#), the [AHRQ Health Literacy Universal Precautions Toolkit](#) and the [Pharmacy Health Literacy Center](#), as well as training programs, including [The SHARE Approach](#).
- [Always Use Teach-back! Training Toolkit](#)
This toolkit is for clinicians, staff, and others who want to confirm that their health messages are understood. Learn to use teach-back every time it is indicated. Modules include developing skills and resources for managers and supervisors to empower and support staff in using teach-back methods.

U.S. Antibiotic Awareness Week is November 18-24, 2022

4 Moments of Antibiotic Decision Making in Critical Access Hospitals

Wednesday, November 16, 2022, 2:00 – 3:00 p.m. CT – [Register](#)

In this online session, co-hosted by CDC and HRSA's Federal Office of Rural Health Policy, Drs. Sara Cosgrove and Pranita Tamma from Johns Hopkins will discuss the four Moments of Antibiotic Decision Making in Critical Access Hospitals using AHRQ's Toolkit to Improve Antibiotic Use. Topics covered will include:

- Recognizing technical and adaptive changes needed to implement and sustain a successful antibiotic stewardship program.
- Identifying the four moments of antibiotic decision-making.
- Identifying evidence-based tools and resources to enhance your antibiotic stewardship program.

Continuing education for pharmacists, nurses, and physicians is pending.



MBQIP Monthly is produced by Stratis Health to highlight current information about the Medicare Beneficiary Quality Improvement Project (MBQIP). This newsletter is intended for Flex Coordinators to share with their critical access hospitals.

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