


**ACM IPG Close Out**

**October 10, 2007**

**Lane Harrigan**

**Israel (Butch) Miller**

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**ACM IPG**

- Today's session is being recorded
- Recorded file will be available for download generally within two weeks at:  
<http://www.fmqai.com/Professionals-Providers/hospital/Events/Archived-Webinars/2007-Archived-Webinars/>
- All lines are in listen only mode
- Q&A and comments at the end of the presentation

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**ACM IPG**

- 37 hospitals participated
- 37 hospitals had a + reduction in failure rate
- 7 hospitals had ACM Scores in the 90's at the remeasurement period.

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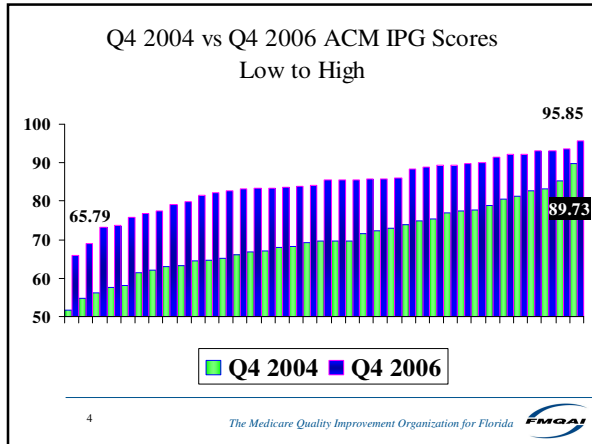
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## ACM IPG

- 32/37 had a RFR of > 25%
- 15/37 had a RFR of > 50%

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Percent of ACM IPG Hospitals with RFR >=25% as of Q4-06

State	# of ACM-IPG Hosp	Numerator includes providers (IPG and Extra-Credit) that achieved validation >=80% and RFR >=25%**	
		#	Pct
WI	11	15	136.36
IA	6	8	133.33
MS	9	11	122.22
OR	6	7	116.67
TX	36	42	116.67
WV	6	7	116.67
IN	13	15	115.38
OK	13	15	115.38
FL	26	29	111.54
AR	9	10	111.11
MA	9	10	111.11
MN	9	10	111.11
NJ	11	12	109.09
ID	4	4	100.00
KY	11	11	100.00
LA	11	11	100.00
MT	7	7	100.00
NE	8	8	100.00
NH	6	6	100.00
OR	21	24	100.00
UT	7	7	100.00
VA	15	15	100.00
WA	7	7	100.00
WY	7	7	100.00

Florida came in number 9 in the nation for % of improvement by RFR

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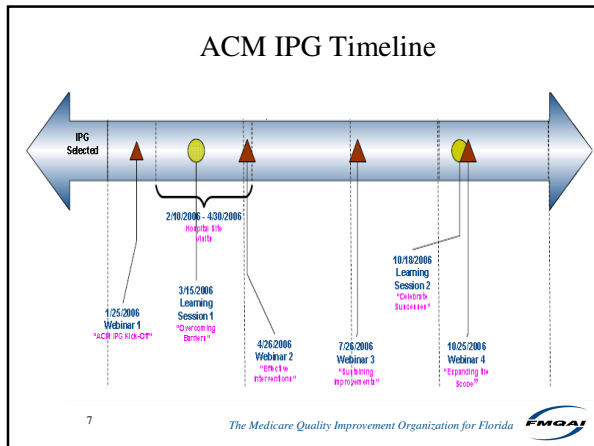
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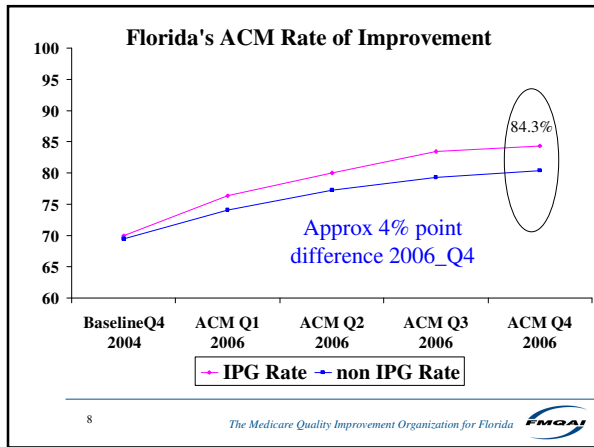
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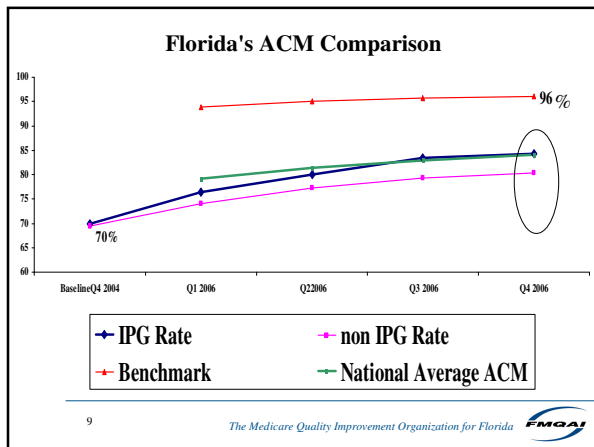
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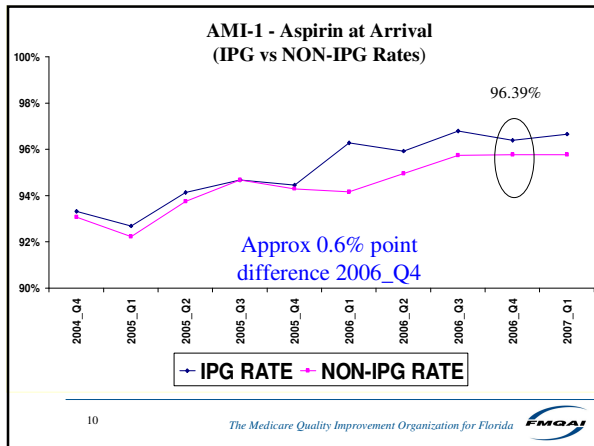
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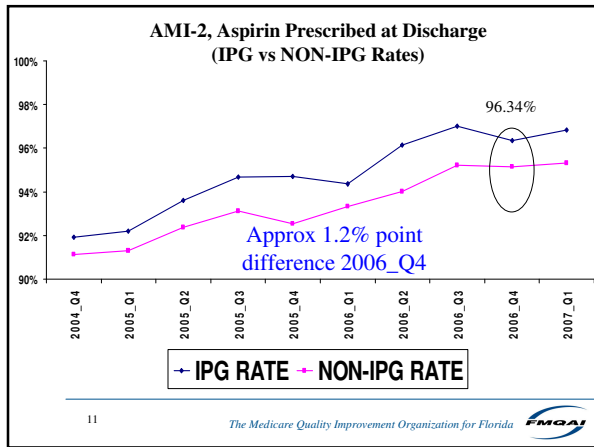
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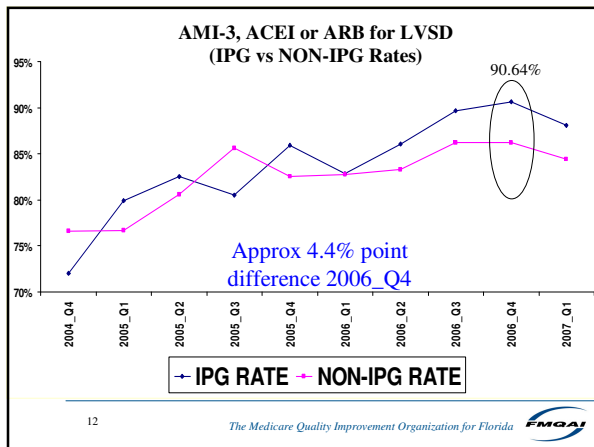
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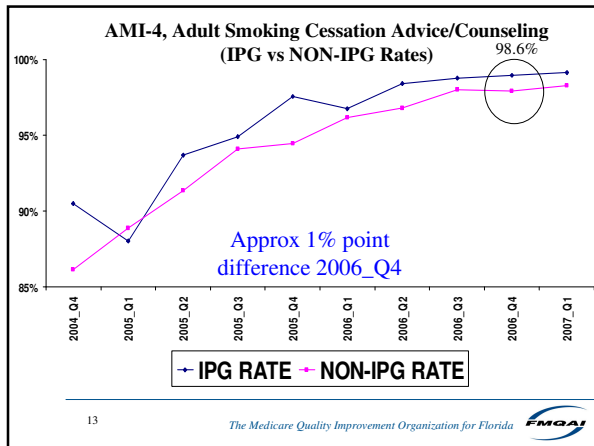
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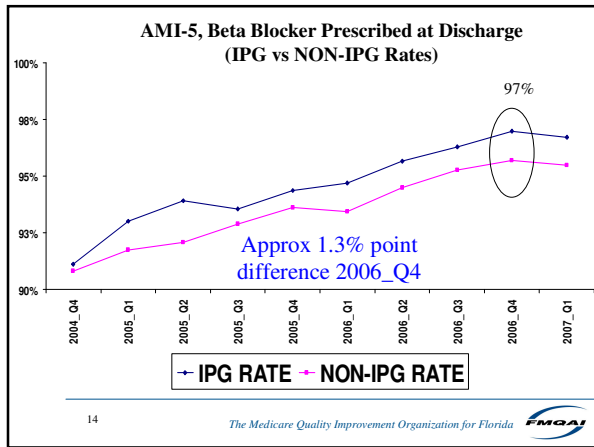
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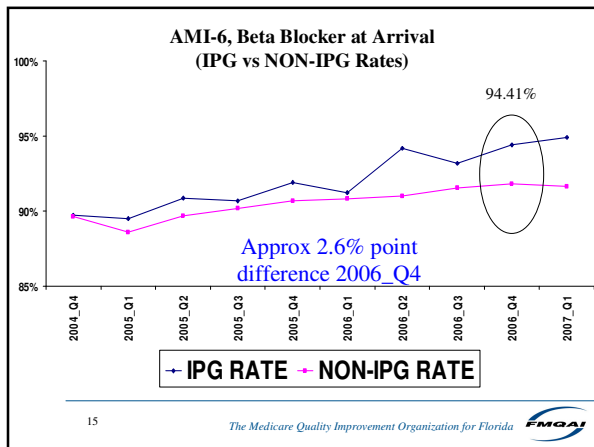
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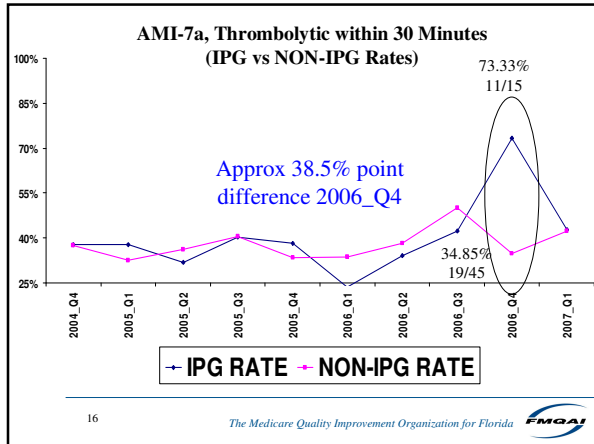
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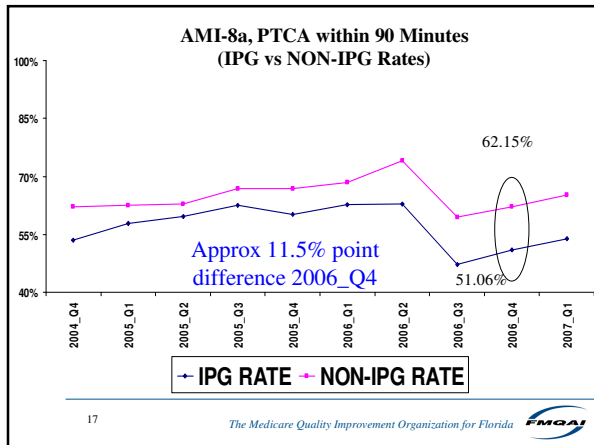
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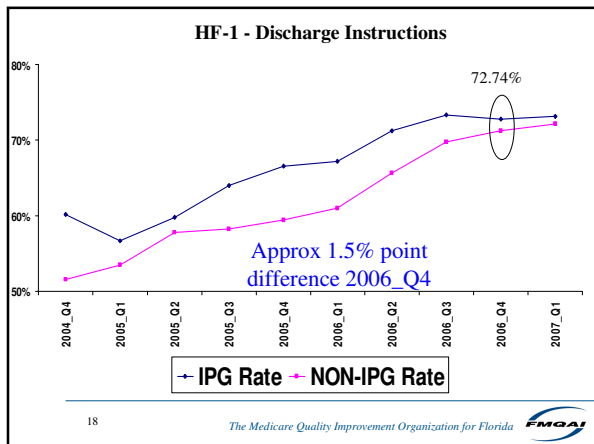
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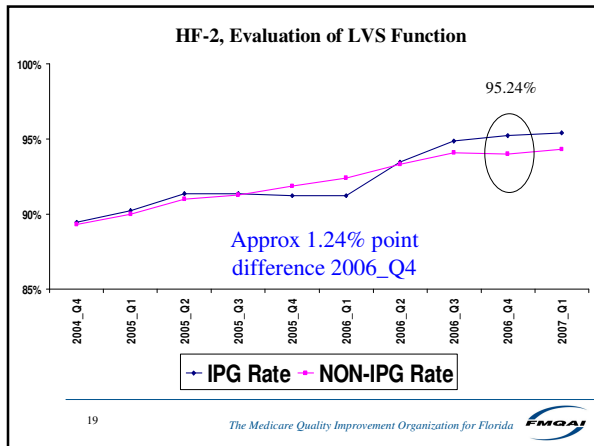
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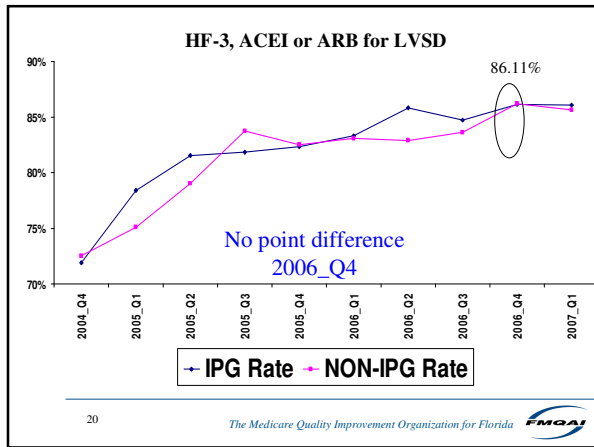
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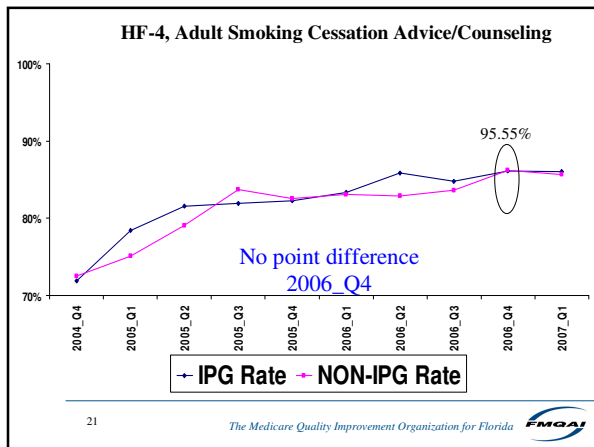
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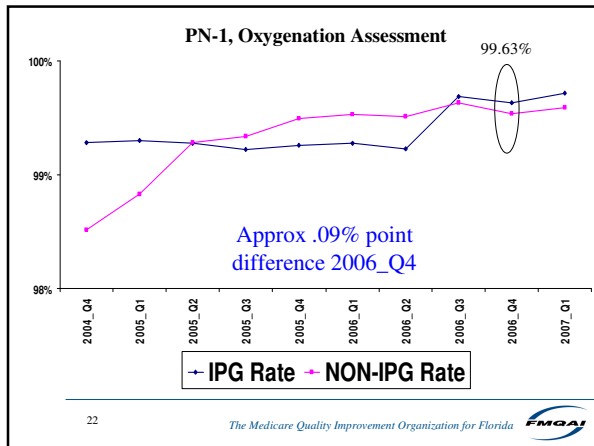
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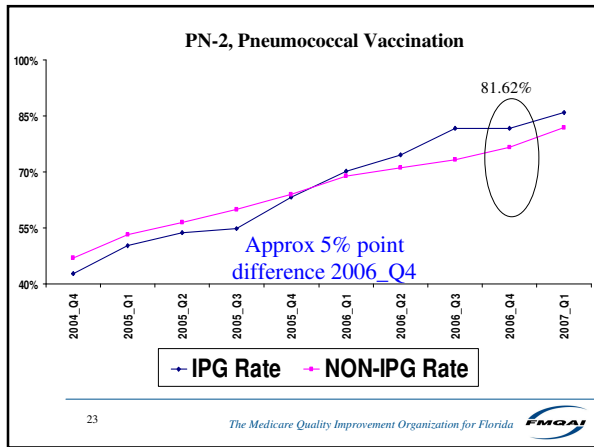
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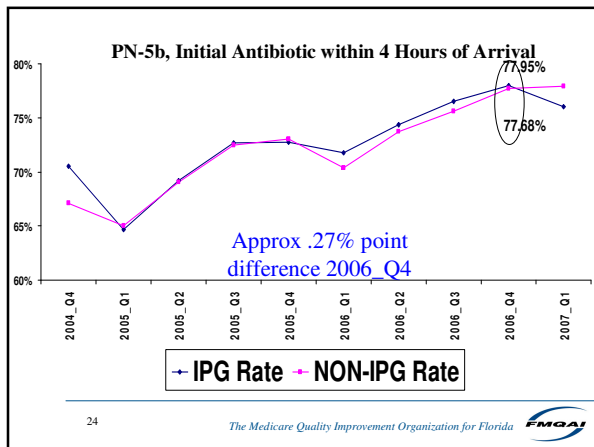
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## ACM IPG

HF 2	Concurrent review, education, chart reminders, review of ECHO, Automatic request for previous ECHO
HF 3	Concurrent review, education, preprinted orders, chart reminders, discharge timeout.

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## ACM IPG

PN-1	5 <sup>th</sup> vital sign in ED or on admission
PN-2	Standing Orders, not PRN on the MAR, letters from case review to physicians
PN-5b	Triage protocols, education

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## ACM IPG

### Feedback Data

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Senior hospital leaders supported the project	Strongly Agree 43.2% (16) 86.4%	Agree 43.2% (16)	Neutral 10.8% (4)	Disagree 2.7% (1)	Strongly Disagree 0.0% (0)
The entire team was committed to the project time line	18.9% (7) 83.8%	64.9% (24)	8.1% (3)	8.1% (3)	0.0% (0)
Organizational resistance or conflicts created a barrier in accomplishing tasks	8.1% (3)	37.8% (14)	35.1% (13) 54%	18.9% (7)	0.0% (0)

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The estimated time required each week to work on the project was accurate	Strongly Agree 0.0% (0)	Agree 48.6% (18) 91.8%	Neutral 43.2% (16)	Disagree 8.1% (3)	Strongly Disagree 0.0% (0)
Other obligations took precedence over work on this project	8.1% (3)	37.8% (14) 70.2%	32.4% (12)	21.6% (8)	0.0% (0)
The estimated time to implement specific process changes was accurate	2.7% (1)	27.0% (10) 83.8%	56.8% (21)	13.5% (5)	0.0% (0)

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Please rank the effectiveness of the following means of communication						
Communication	Most Effective				Least Effective	N/A
Spontaneous telephone interaction	27.0%	10.8%	16.2%	16.2%	13.5%	16.2%
Spontaneous e-mail interaction	24.3%	40.5%	13.5%	8.1%	8.1%	5.4%
Spontaneous e-mail updates	27.0%	24.3%	27.0%	10.8%	5.4%	5.4%
QIP tool feedback	5.4%	8.1%	13.5%	32.4%	32.4%	8.1%
FMQAI email list	8.1%	10.8%	24.3%	24.3%	27.0%	5.4%

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**Please rank the effectiveness of the following methods of education**

<b>Education</b>	Most Effective				Least Effective	N/A
Webinars	24.3%	51.4%	5.4%	10.8%	5.4%	2.7%
Site Visits	27.0%	8.1%	27.0%	16.2%	13.5%	8.1%
HQC Newsletter and updates	18.9%	16.2%	27.0%	24.3%	8.1%	5.4%
Learning Sessions	21.6%	13.5%	32.4%	18.9%	5.4%	8.1%
Online learning modules	2.7%	8.1%	5.4%	21.6%	29.7%	32.4%

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**Please rank the effectiveness of the following types of support**

<b>Support</b>	Most Effective				Least Effective	N/A
Data Abstraction	16.2%	27.0%	13.5%	16.2%	8.1%	18.9%
Validation and appeal	8.1%	10.8%	13.5%	24.3%	24.3%	18.9%
Qnet Exchange	21.6%	18.9%	29.7%	5.4%	10.8%	13.5%
Public Reporting	2.7%	16.2%	18.9%	24.3%	27.0%	10.8%
PI Initiatives	37.8%	18.9%	13.5%	16.2%	5.4%	8.1%

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**Please rank the effectiveness of the following types of resources**

<b>Resources</b>	Most Effective				Least Effective	N/A
FMQAI web site	24.3%	24.3%	21.6%	13.5%	10.8%	5.4%
Links to resources from FMQAI web site	2.7%	27.0%	16.2%	29.7%	16.2%	8.1%
Leaning modules online	5.4%	13.5%	32.4%	21.6%	18.9%	8.1%
Forms and tools	18.9%	21.6%	13.5%	21.6%	13.5%	10.8%
Subject matter experts	43.2%	8.1%	10.8%	5.4%	24.3%	8.1%

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Select the interventions that contributed the **MOST** to improving the reliability of clinical performance processes at your hospital

	Response percent	Response count
Implementing discharge time out rule	16.2%	6
Implementing electronic notification for reports from previous admissions	16.2%	6
Adopting formal QI model (Baldrige, six sigma, etc)	16.2%	6
Board of Directors Education	13.5%	5
ED Discharge check list	10.8%	4
Implementing a computerized process that reduces human error	8.1%	3

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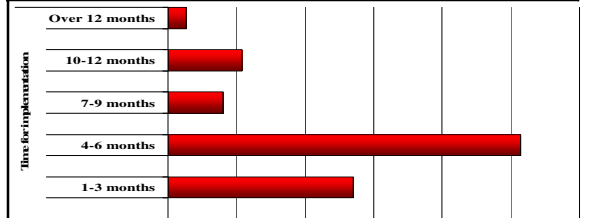
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Time for implementation	
1-3 months	27.0%
4-6 months	51.4%
7-9 months	8.1%
10-12 months	10.8%
Over 12 months	2.7%



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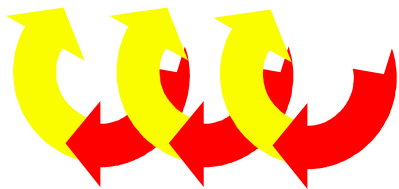
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## Questions and Comments



**Improvement Never Ends...**

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# FMQAI

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This material was prepared by Florida Medical Quality Assurance, Inc. under contract with the Centers for Medicare & Medicaid Services (CMS). The contents presented do not necessarily reflect CMS policy FL20071CF1C012710494.

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