



*Oregon*  
*Rural Healthcare*  
*Quality Network*

## *08-09 Highlights*

Oregon Rural Healthcare Quality Network

Annual Meeting

Nov. 5, 2009



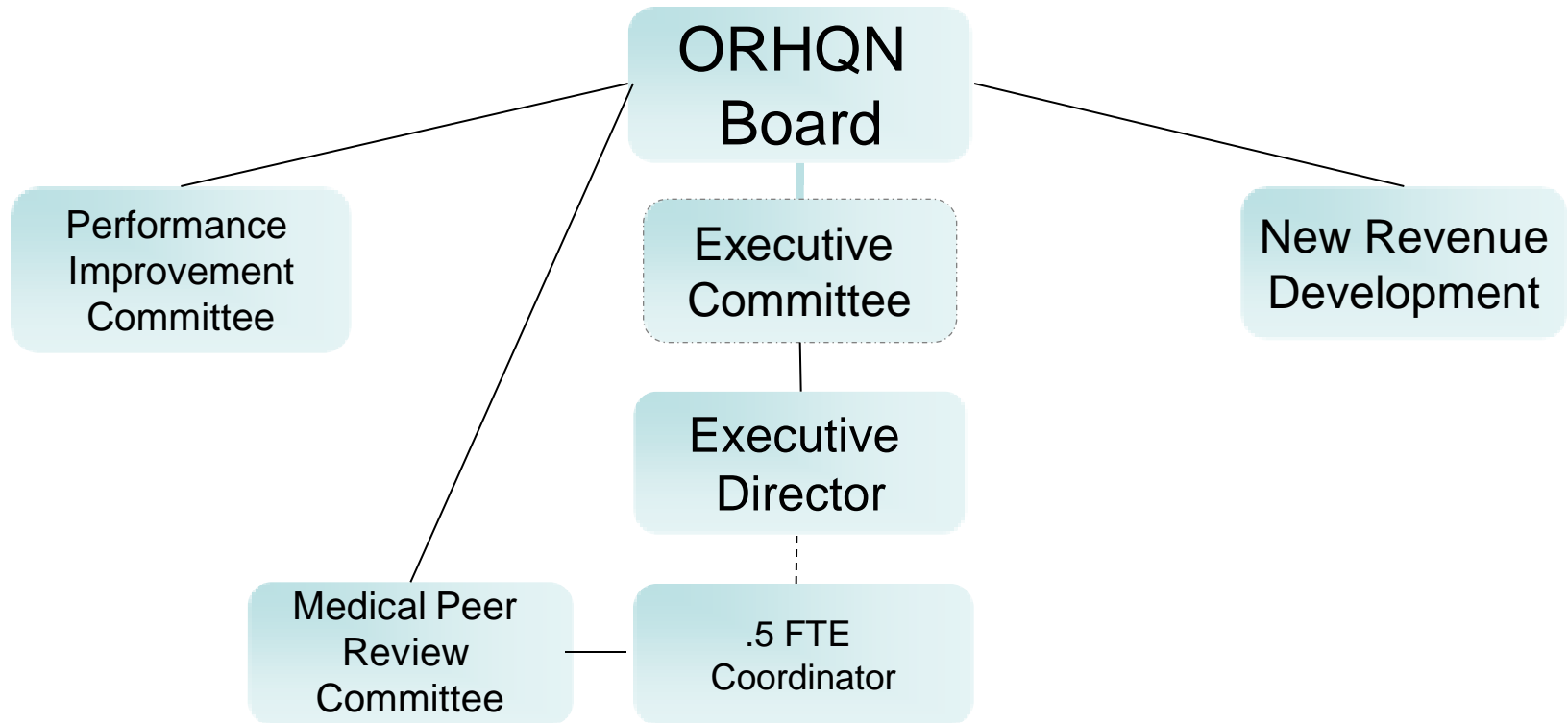
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# Highlights

The ORHQN is a nonprofit collaborative of small rural hospitals and stakeholders.

*Our mission is to optimize healthcare quality and safety in every rural community by connecting healthcare providers through the network and by sharing knowledge and resources with each other and the communities we serve.*

# ORHQN Organization Chart





# *Highlights*

- **External Peer Review**—expanding and improving
- **Performance Improvement Committee**—projects you can readily apply
- **Educational programs** like co-sponsoring the Rural Summit in Salem & this p.m....
- **RPM** – state-of-the-art performance monitoring software
- **Dave Gallison**, Exec Dir – at your service!



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# *Highlights*

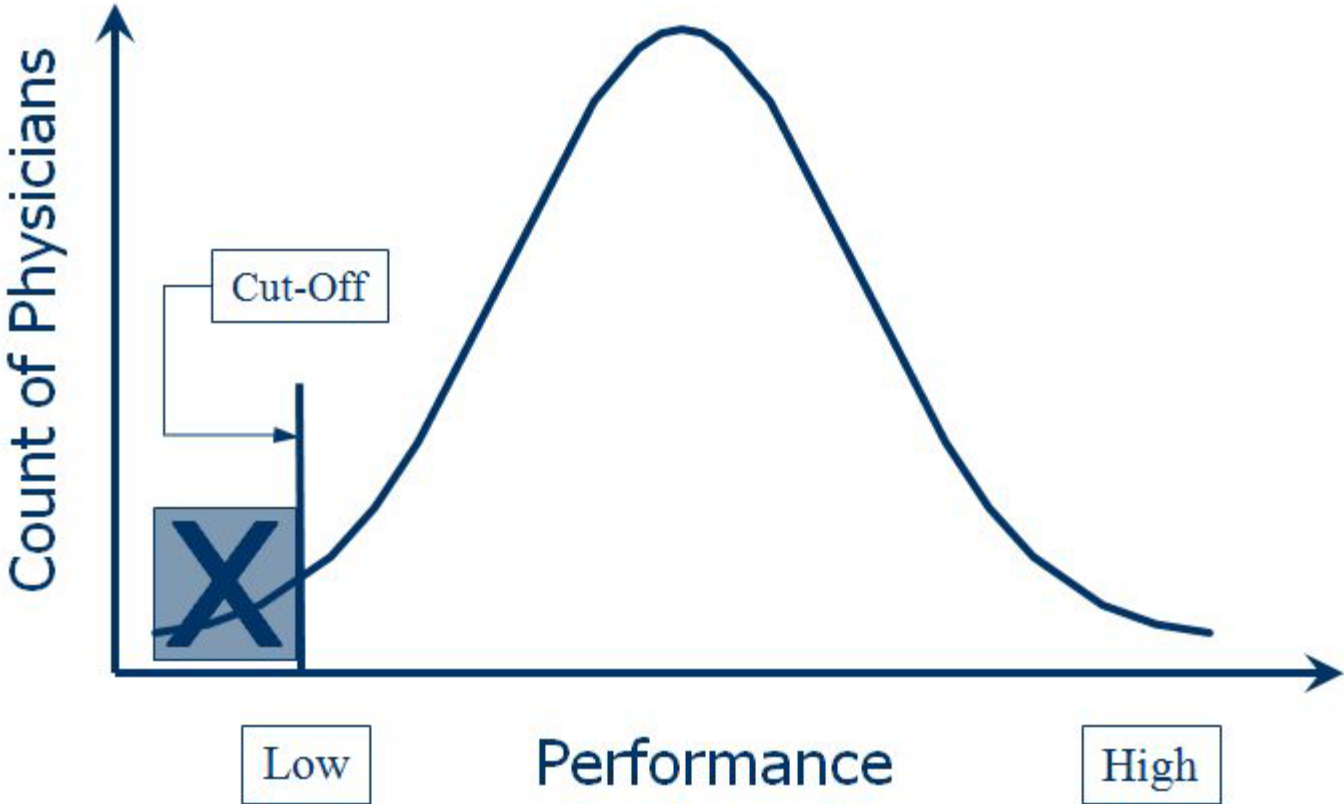
- **External Peer Review**
  - Launched in 2006 as low cost (\$35!) cooperative
  - 14 hospitals this year, an increase of two
  - 300 reviews conducted
  - Nearly 100 rural reviewers across Oregon
  - Coordinated by Eric Jordan at ORH
  - Meets Medicare COP



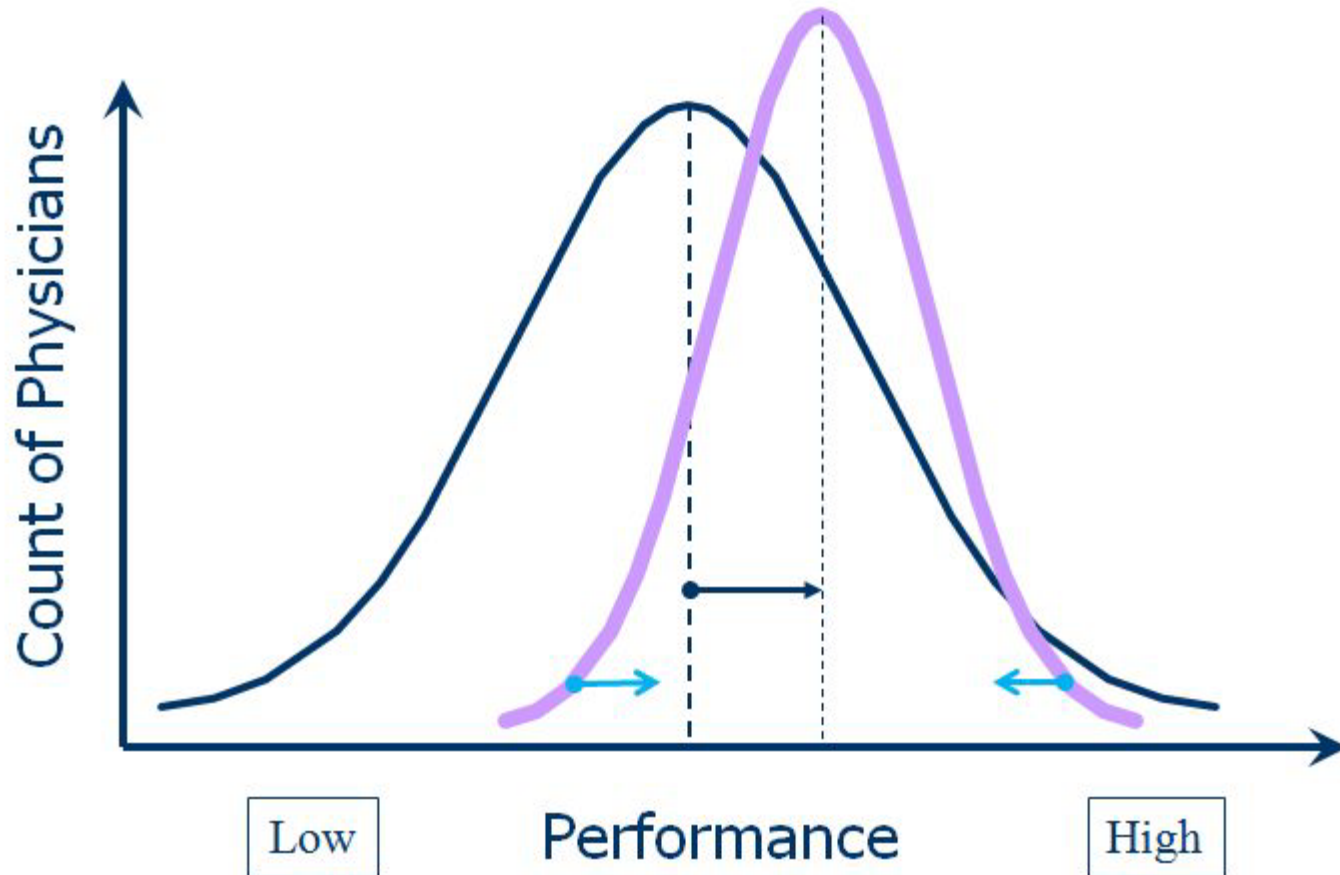
# *Highlights*

- **Peer Review, cont.**
  - The best may be yet to come: being relentless quality improvement folks, we want to make it even better!
  - We know the tool, the manual, site training, and web access all can be upgraded
  - Most importantly, it's time for a paradigm shift...

# Figure 1: The QA Model



## Figure 2: The QI Model







## QA & QI Peer Review Models Compared

	QA Model	QI Model
Focus	Outliers	Shift the curve
Identify	Substandard care	Learning opportunity
Determine	Competence	Performance
Inputs	Single case	Multiple cases
Goal	Judgment	Measurement
Process	Variable	Standardized
Reliability	Low	Good
Leverage Point	Expert opinion	Aggregate data
Data Capture	Overall score	Multiple elements of performance
Relation to Hospital PI	Isolated	Highly interdependent
Governance	<i>Laissez faire</i>	Attentive
Outputs	Corrective action	Performance feedback Recognition of excellence System improvement
ROI	Low	High

# Imagine a peer review system that...

- Focused on processes of care
- Reviewed care team performance
- Provided measureable data to compare to established benchmarks
- Had reliable standard methodology and criteria
- Reviewed the entire episode of care
- Engaged your providers
- Maintained the true peer-peer cost-effective core of the existing work

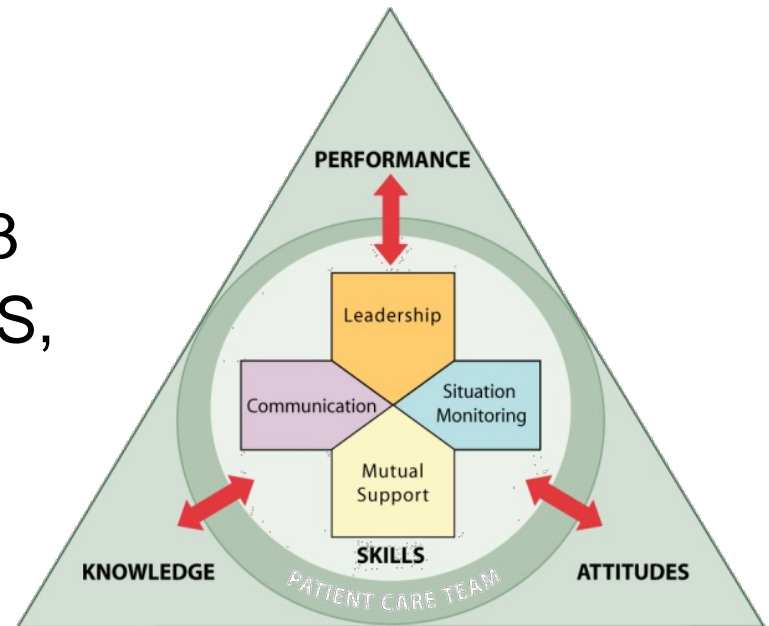
» Per Jim Harrison, MD

# Highlights

- Performance Improvement Committee

- Helping small hospitals *accelerate* their quality and performance improvement processes

- **Patient Safety Culture** – 3 sites trained in TeamSTEPPS, evidence-based program that improves AHRQ HSOPS scores  
—*stay tuned!*





# *Highlights*

- Performance Improvement Committee, cont.
  - Project in AMI & Chest Pain in the ER – seven sites, with significant improvement in time to EKG and ASA
  - AMI, Chest Pain & Transfer Communication – potential new applied research with Ira Moscovice to field test new rural relevant ER measures – *You?*



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# Highlights

- Performance Improvement Committee, cont.
  - Survey of 20 Quality Mgrs, Ranking of Quality Initiatives

## Quality Manager Rankings of ORHQN Initiatives

Rank	Initiative	Votes (1 is high)	# 1's
1	Patient Safety	30	11
2	Service Excellence	48	5
3	Public Reporting	55	3



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# Highlights

- R P M
  - State-of-the-art rural performance monitoring software
  - Provided through network buying power using SHIP funds
  - Now features one of the nation's only unblinded benchmark reports of key performance indicators across all Oregon CAHs—*just imagine what you could learn!*
  - *Cue Matt Chandler, PMI Consultant...*