

TEAM

FALL 2021

READMISSIONS

GAME DAY

PROGRAM

PRESENTED BY:
Cynosure HQIC



TEAM READMISSIONS

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ISSUE 1 ♦ OCTOBER 14, 2021 - NOVEMBER 30, 2021 ♦ PRACTICE/LEAGUE SCHEDULE

PRESENTED BY:



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CREDITS

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State Hospital Associations & Regional
Partners

Cynosure Improvement Advisors

Cynosure HQIC Patient Family Partnership
Council Members

Athletes
Participants of Team Readmissions

**JOIN OUR TEAM
ROSTER TODAY!**

FOLLOW US ON



TEAM READMISSIONS TRYOUTS & REQUIREMENTS

To be part of Team Readmissions, we will require some preparation prior to practice. You will need to complete two steps before our kick off call to be part of the roster for Team Readmissions.

1

COMPLETE DISCOVERY TOOL

Complete the Discovery Tool by reviewing 5-10 medical records for the topic session you would like to attend. If you have previously completed a Discovery Tool, now is a great time to test out any changes that were made since the last review.

[READMISSION DISCOVERY TOOL LINK](#)

The screenshot shows the 'Readmissions Discovery Tool' form. It has a header with the title and a Cynosure logo. Below the header is a table with a grid for recording findings. The table has columns for 'Medical Record #', 'Discharge diagnosis from index admission', 'Days between discharge date and readmission date', 'Have there been 3 or more hospitalizations at this organization in last 12 months for this patient?', 'Information about the patient's condition was documented and provided to the next level of care team', 'For patients with a corrected behavioral health condition, a follow up appointment is documented', 'For patients that make transitions from social settings, a direct change documented instead of only written to call records', and 'The primary learner/learner is identified and documented in the readmission report'. The grid has 10 rows and 10 columns.

2

SUBMIT YOUR DISCOVERY TOOL FINDINGS

Take a 2 minute survey to report your findings. We will dive into the findings in more detail during our league games.

[SUBMIT YOUR FINDINGS](#)

The screenshot shows the 'Cynosure HQIC Discovery Tool Findings' survey. It has a header with the title and a Cynosure logo. Below the header is a section for 'Please respond to the following 9 multiple choice questions following completion of a Process Improvement Discovery Tool. If multiple Discovery Tools have been completed, please complete a new survey for each topic reviewed. For example, if your organization completed a Discovery Tool for Pressure Injuries and one for Readmissions, please complete the survey twice (once for each topic)'. Below this is a section for 'Completion of the survey helps to guide the educational planning and development for the Cynosure HQIC. Individualized coaching from our team of subject matter experts is available to any hospital upon completion of the Discovery Tool survey. Simply check the box indicating a request for coaching and our subject matter Improvement Advisors will reach out.' Below this is a section for 'Questions? Contact us for help at Cynosure@CynosureHealth.org'. At the bottom is a section for 'Required' with a question '1. Please enter your name *' and a text input field.

CLIC

WHAT IS CLIC?

The **Cynosure Learning and Improvement Connection**, or **CLIC**, is our virtual learning platform. CLIC is designed to be a low burden, resource-rich online environment for our hospitals to build knowledge and gain the skills necessary to effectively drive improvement.

We call CLIC “democratized education.” **EVERYONE** in your organization is invited to join CLIC. Everyone? Yes, everyone! Clinical, non-clinical, patient care, non-patient care – everyone. CLIC is where you will find information and resources for HQIC quality improvement.

Each video or written module is designed to be completed within 5 minutes on average, and each course contains several additional resources for your improvement teams.



- 1 Create an account in CLIC by navigating to <https://CLIC.Thinkific.com>, and following the instructions to register.
- 2 Once registered, click the links for available courses, and click “enroll” for the course you would like to view.
- 3 Once enrolled, you will find hundreds of educational modules in several courses designed to be experienced on demand in short timeframes.

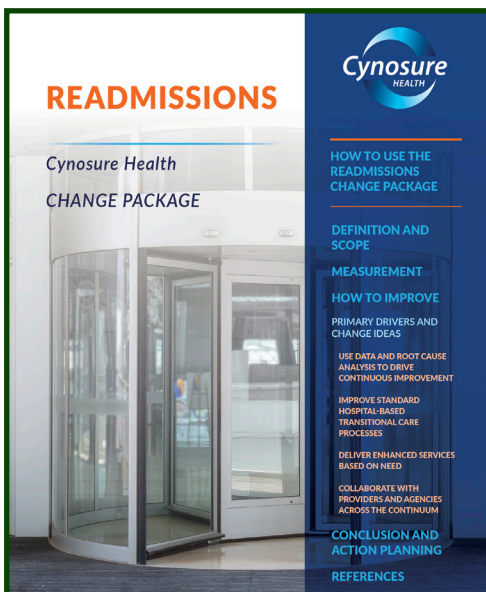
YOU MUST BE REGISTERED FOR CLIC PRIOR TO LEAGUE GAMES

TEAM READMISSIONS

WHAT IS A DISCOVERY TOOL?

Within CLIC, you will find an entire course with helpful resources and tools dedicated to Readmissions Improvement within your hospital & organization.

For Readmissions, watch the short educational video modules, download the topic change package, and download the topic Discovery Tool. Discovery Tools are a quick, efficient method for identifying process gaps in which to focus improvement. You can learn more about Discovery Tools by watching the short introductory video below.



Readmissions Discovery Tool										
Medical Record Review										
Medical Record #										
Is the Index Admission Diagnosis a chronic condition?										
Discharge disposition from index admission. (WRITE: home, home health, SNF, other)										
# Days between discharge date and readmission date. (WRITE: 1-7, 8-14, 15-21, 22-30)										
Have there been 4 or more hospitalizations at this organization in last 12 months for this patient?										
Documentation that a medication list was provided to patient or caregiver at discharge.										
Information about the patient's condition was documented and provided to the next level of care receiver.										
For patients with a comorbid behavioral health condition, a follow up appointment with a behavioral health provider is documented.										
For patients that require assistance from social										

[Watch the Readmissions Discovery Tools Overview Video HERE!](#)



MEET YOUR FANS!

PFP
HUB

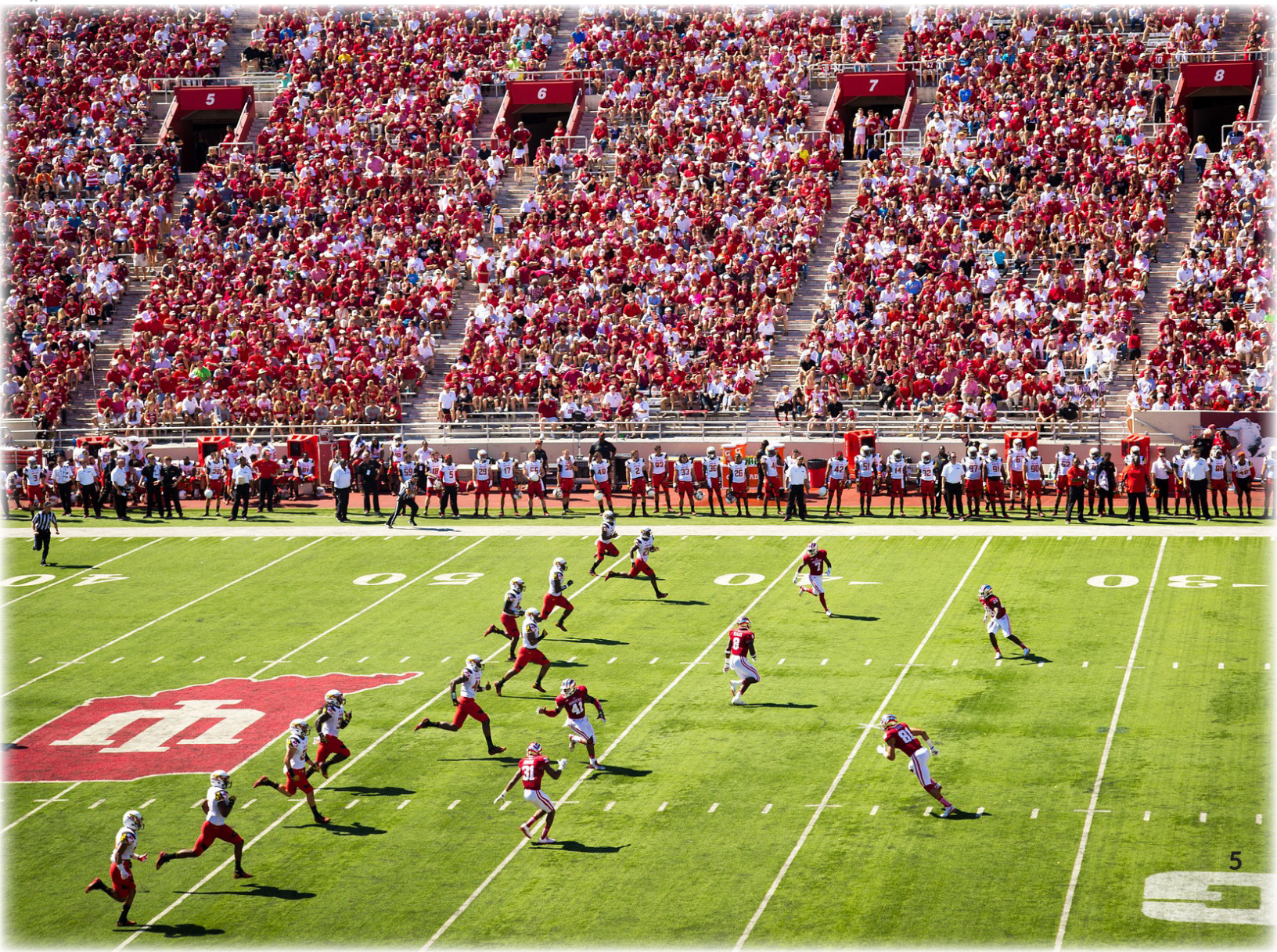
THE CYNOSURE PATIENT FAMILY PARTNERSHIP HUB

a multi-state network of advisors with lived experiences

WHAT IS THE CYNOSURE PATIENT FAMILY PARTNERSHIP (PFP) HUB?

It's a virtual community of people who have experience seeking and receiving healthcare. People who have "been there and done that" and who want to make the experience better for others in the future. The Cynosure PFP Hub includes patients and their family caregivers from hundreds of hospitals across the United States. Hub members get involved and share their lived experiences with healthcare leaders, quality improvement staff and other patients and family caregivers **to help improve health care quality**. The Hub supports Patient Family Partners by:

- Sharing effective ways to partner with hospitals
- Including people with all levels of experience in meetings and discussions
- Allowing for an open exchange of knowledge; and
- Providing support to new PFPs before they join a committee or workgroup.



MEET YOUR COACH!



**KIM WERKMEISTER, MS, RN,
CPHQ, CPPS**
Senior Vice President, Implementation
& Improvement
Cynosure Health

Kim has more than two and a half decades as a national expert in the reliable implementation of patient safety and process improvement strategies in health care. She has led numerous national collaborative health care improvement initiatives for Cynosure Health, the Hospital Quality Institute, AHA/HRET, the California Maternal Quality Care Collaborative, and HSAG. Her areas of expertise include overall health care improvement and patient safety implementation strategies, patient and family engagement strategies, the reduction of hospital acquired harm such as VTE, ADE, Readmissions, HAI, Sepsis Mortality, Failure to Rescue, and Maternal Mortality and Morbidity. She has developed numerous patient safety and quality improvement toolkits, virtual educational series, quality and patient safety certification courses, and is a frequent speaker to hospitals and health systems as a subject matter expert.

LEAGUE INFORMATION

FIRST QUARTER: COACHING OFFICE HOURS

Successful athletic teams create an environment of continuous learning and development with practice, review of game film, and course correction. In the Cynosure HQIC, our version of “game film” is the completion of Discovery Tools. This quick, low burden process is designed to identify processes with opportunities for improvement, cutting down the time that teams spend testing, trying, and testing again.

SECOND QUARTER: TEAM SPRINTS

Gather your improvement team to sprint together towards those field goals and touchdowns! Cynosure HQIC Sprints are a fun, engaging, and productive method to drive improvement further and faster. Over the course of 2-4 short sessions your team will take those Discovery Tool findings to the next level. Coach Werkmeister is not only a national subject matter expert, but an expert at helping teams to share and implement practical strategies for improved outcomes.

Sprint participation is best when more than one member of your hospital’s improvement team participates. Some examples of team members that are encouraged to participate include senior leaders, clinical leaders, ancillary leaders, quality improvement leaders, and frontline staff members. Everyone on your team is welcome on the field!

THIRD QUARTER: SPECIAL TEAMS

For those team members looking to build expertise, the Cynosure HQIC team has some great activities planned like:

- The Quality Improvement Residency Program for those newer to roles in quality improvement and management/ leadership roles
- Specialized training for those in newer Infection Prevention roles
- Harvesting of Bright Spots, Innovations, and Great Stories to share with hospital teams

FOURTH QUARTER: COUNTDOWN TO A TOUCHDOWN

- Be on the lookout for information about opportunities to:
- Engage with other hospitals through the Cynosure HQIC Hospital Listserv
- Gain national recognition for the hard work of improvement on the ground
- Showcase local innovation



FALL 2021 PRACTICE SCHEDULE

TEAM PRACTICES: OFFICE HOURS

Successful athletic teams create an environment of continuous learning and development with practice, review of game film, and course correction. In the Cynosure HQIC, our version of “game film” is the completion of Discovery Tools. This quick, low burden process is designed to identify processes with opportunities for improvement, cutting down the time that teams spend testing, trying, and testing again.

TEAM READMISSIONS

October 14th

9am-9:45am PT | 10-10:45am MT | 11-11:45am CT | 12-12:45pm ET

[REGISTER](#)

October 20th

10am-10:45am PT | 11-11:45am MT | 12-12:45pm CT | 1-1:45pm ET

[REGISTER](#)

DON'T FORGET!

1 COMPLETE A DISCOVERY TOOL

[READMISSION
DISCOVERY TOOL LINK](#)

2 SUBMIT YOUR DISCOVERY TOOL FINDINGS

[SUBMIT YOUR FINDINGS](#)

FALL 2021 LEAGUE SCHEDULE

LEAGUE SCHEDULE: SPRINTS

Gather your improvement team to sprint together towards those field goals and touchdowns! Cynosure HQIC Sprints are a fun, engaging, and productive method to drive improvement further and faster. Over the course of 2-4 short sessions your team will take those Discovery Tool findings to the next level. Coach Werkmeister is not only a national subject matter expert, but an expert at helping teams to share and implement practical strategies for improved outcomes.

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TEAM READMISSIONS

November 2nd

10am-10:45am PT | 11-11:45am MT |
12-12:45pm CT | 1-1:45pm ET

[REGISTER](#)

November 16th

10am-10:45am PT | 11-11:45am MT |
12-12:45pm CT | 1-1:45pm ET

[REGISTER](#)

November 30th

10am-10:45am PT | 11-11:45am MT |
12-12:45pm CT | 1-1:45pm ET

[REGISTER](#)



OVERTIME

READMISSIONS IMPROVEMENT HAS AN ENTIRE COURSE ON CLIC!

Enroll in the Readmissions Improvement Course to dive even further into improvement strategies, tools, and resources to apply within your hospital or organization! In this course, you will find the Readmissions Change Package, Discovery Tools, Podcasts from Subject Matter Experts, Online Resources & Tools from organizations across the nation, and much more.

ENROLL TODAY!

