

## Premier's Partnership for Patients Hospital Improvement Innovation Network Frequently Asked Questions Guide

### **Background**

In June 2016, The Centers for Medicare & Medicaid Services (CMS) posted a request for proposal (RFP) for the Hospital Improvement Innovation Network (HIIN) supporting the next phase of the Partnership for Patients (PFP) initiative. This new effort will be a two-year program with an optional third year to support hospitals in patient safety efforts and performance improvement, with a goal of reducing all-cause harm by 20 percent and readmission by 12 percent (from CY2014 baseline). HIIN participants will also establish plans for increasing patient and family engagement in care, as well as plans to reduce healthcare disparities due to socio-economic factors.

The main adverse event areas for the HIIN participants will include:

- Adverse Drug Events
- Central Line- Associated Bloodstream Infections
- Catheter-Associated Urinary Tract Infections
- *Clostridium difficile* Infections
- Falls
- Pressure Ulcers
- Sepsis and Septic Shock
- Surgical Site Infections
- Venous Thromboembolism
- Ventilator- Associated Events
- Readmissions

Additional areas of focus for the HIIN will include:

- Methicillin-resistant *Staphylococcus aureus* (MRSA) Infections
- Antimicrobial Stewardship
- Airway Safety
- Undue Exposure to Radiation

Premier is excited to continue the PFP program with your healthcare facility. During our support of more than 450 hospitals in the Hospital Engagement Network (HEN), Premier HEN participants eliminated an estimated 28,214 adverse patient safety events and 74,693 readmissions, keeping our neighbors and family members safer and at home, and saving over \$1 billion dollars.

Premier HEN member hospitals are already accomplishing many of the goals of this exciting work, which aligns with payment policies under healthcare reform and transparency efforts such as the hospital STAR ratings. To participate, members need to sign a letter of participation (LOP). Please email the [HIIN Support](#) mailbox to have a LOP sent to you.

Figure 1: Premier HEN successes

## ▶ Premier Hospital Engagement Network



The Premier HEN is the largest convener with a single approach for 450 hospitals nationwide.

2

© 2016 PREMIER, INC.

### The Premier Approach

As a national leader in performance improvement, Premier has established the infrastructure and tools needed to ensure success. Premier’s Collaborative Methodology™ utilizes a data-driven education platform, robust measures and reporting tools, and a vibrant PremierConnect® online community to motivate our members and hard-wire improvement strategies (Figure 2).

The key elements of HIIN support will include:

- Dynamic educational events with industry leaders and subject matter experts (SME) in each of the adverse event focus areas. These skilled facilitators and quality improvement experts will deliver customized information that helps accelerate improvement. SME support will include coaching sessions to educate and support the achievement of improvement goals, best practice identification and tools that hard-wire process changes.
- PremierConnect® an active online performance improvement community featuring tools and discussion threads
- Partnership for Patients performance dashboards and data collector tool to showcase successes and identify opportunities for improvement

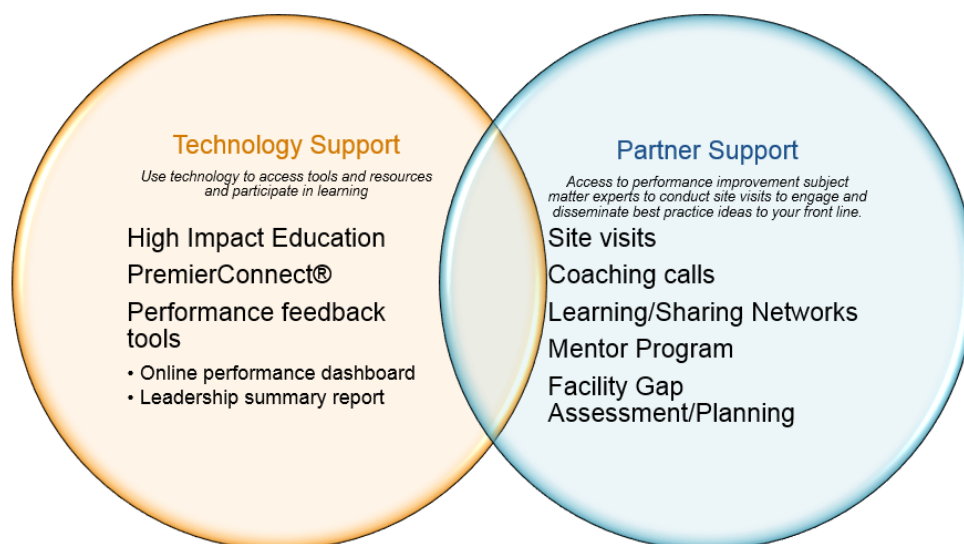
Figure 2: Premier's Collaborative Methodology



- Premier HIIN Partners, skilled improvement facilitators who will work one-on-one with participants to conduct onsite performance assessments, provide assistance in setting priorities for improvement efforts and conduct regular one-on-one coaching sessions.
- Premier Collaboratives, including high-impact boot camp sessions in the clinical focus areas, intensive workshops intended to teach evidence-based best practices and proven strategies for improvement and tactical interventions that will reduce patient harm and 30-day readmissions.
- Premier Mentor/Mentee partnerships with top-performing members that share best practices and help coach other participants on a peer-to-peer basis.

Figure 3: The Premier Approach

## ▶ Premier Approach – High Tech and High Touch



### Why should I join Partnership for Patients?

Under the Affordable Care Act, hospitals have as much as nine percent of their Medicare reimbursements at risk for failure to achieve quality goals such as reduced readmissions, harm prevention and adherence to evidence-based best practices. This program will help hospitals develop the processes, understand the measures and share knowledge to avoid these costly reimbursement penalties.

### Why should I work with Premier?

Premier is the pioneer behind the PFP approach to improving performance, with four years of experience managing the HEN program for a large group of participants. We have extensive experience in leading collaborative efforts that yield systematic healthcare quality improvements, and in our first four years as a HEN we enabled our members to prevent an estimated 28,214 adverse patient safety events and 74,693 readmissions within 30-days, saving over \$1 billion dollars.

### What will be new or different in Premier’s approach?

HIIN will be a more high-touch approach to performance improvement. We will leverage highly-respected SMEs in each of the clinical areas to teach specific strategies for improvement. To further align with the goals of safety across the board, HIIN will add the focus areas of: Methicillin-resistant *Staphylococcus aureus* (MRSA) infections, antimicrobial stewardship, airway safety and undue exposure to radiation.

### **What is the difference between QUEST 2020 and the HIIN?**

Premier is a leader in advanced, large-scale improvement collaboratives. Working with CMS and other HIINs across the country, our HIIN focuses on decreasing hospital-acquired conditions and readmissions within the acute care setting. QUEST 2020 extends beyond the acute care setting to include ambulatory and community health practices. QUEST 2020 offers a comprehensive set of measures, with 91 percent alignment with The CMS Overall Quality Star Rating Measures. QUEST domains with the National quality strategy and address the six priorities of safety, care coordination, affordable care, person family experience, health & well-being and prevention & treatment. Complete data transparency within the QUEST® Collaborative provides benchmarking capabilities with top performing threshold goals set above the national average. Both the QUEST® and PFP collaboratives offer education, coaching, reporting and online communities. Based on your unique improvement gaps and internal resources, your regional Premier Representative can customize a service recommendation. Many hospitals successfully participate in both programs.

### **Is there a cost for a hospital to participate in Partnership for Patients?**

No. The contractual relationship exists between CMS and Premier.

### **What is the data burden if joining?**

- The data burden for PFP is limited. Even though there are 50+ measures, all of the Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN) data are automated and members with Premier solutions, including QualityAdvisor™ and Quality Measures Reporter®, will also benefit from automation of certain outcomes measures.
- If the organization does not use Premier solutions or report hospital-acquired infection (HAI) data from CDC NHSN, the hospital will be able to upload simple numerator and denominator information into our web-based data collector tool for the balance of the required measures.
- All of the PFP measures are displayed in member and system-level performance dashboards that will make data integration easier and allow for meaningful comparisons and benchmarking

An operational assessment will be conducted for your hospital during the program as well. This assessment will help identify opportunities for healthcare systems to improve their quality of care, and will be supported by your assigned HIIN partner.

### **Will Premier provide money to my hospital to participate in PFP?**

No. In fact, CMS prohibits HIINs from providing funds to hospitals. We do provide extensive technical assistance, access to SMEs, data collection support, reporting tools and 24/7 access to a robust online PremierConnect® community that contains national best practices and education. All of these tools allow you to customize HIIN activities to meet the needs of your hospital. Essentially, you receive free consulting and collaborative support and national performance feedback reports on your progress toward the bold aims of the program.

### **Can I still participate if I didn't work with Premier's HEN or other collaborative before?**

Yes. Premier will work with any hospital, regardless of prior participation in our HEN or other Premier collaborative. Additionally, the hospital does not need to be a Premier member to participate in our HIIN.

### **Will we be assigned a separate coordinator from Premier?**

Premier will assign a SME to the clinical conditions, who will be responsible for leading the development of materials and coaching based on hospital performance. For large systems, the Premier HIIN Partner will serve as a system contact to support PFP efforts within the system's strategic goals.

**Can I sign Letters of Participation for more than one HIIN?**

No. A hospital can only work with a single HIIN in the program. Once CMS awards the contracts, hospitals will have to choose one partner in this work.

**What does Premier need from hospitals?**

To participate, members need to sign a letter of participation (LOP). Please email the [HIIN Support](#) mailbox to have a LOP sent to you.

**Can affiliates, hospital associations or large systems that have performance improvement capabilities, participate with Premier's effort?**

Yes. These affinity groups were critical partners in our previous PFP efforts, and we hope to include more in this program. Each affinity group will have experience in quality improvement work, and be able to independently drive improvement initiatives to meet the goals of the HIIN. Each affinity group we recruit will have access to Premier's collaborative solutions, offerings and project management team. These groups will also share best practices and successes with all participants to ensure cohesiveness of the HIIN.

**Who should I contact if I have additional questions?**

Please reach out to Emily Bartlett, Program Manager Hospital Improvement Innovation Network (HIIN), at 704-816-5541 or [Emily\\_Bartlett@PremierInc.com](mailto:Emily_Bartlett@PremierInc.com).