STate Action on Avoidable Rehospitalizations

An initiative of The Commonwealth Fund & the Institute for Healthcare Improvement

MA STAAR Initiative
Summit Report
2011 Activities

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March 16, 2011

MA STAAR Learning Session

- Representation from all existing and new teams
- Sessions Highlighted…
  - *Cohort 1 STAAR Team Presentations*
  - *Engaging Patient and Family Members*
  - *Completing the Transition: Role of Community Care Settings*
  - *New and Emerging Ideas*

Massachusetts STAAR: STate Action on Avoidable Re-hospitalizations

Hospitals Enrolled in STAAR in 2009	Hospitals Enrolled in STAAR in 2010-2111	Hospitals Continuing w/Existing Programs
Baystate Medical Center	Baystate Franklin Medical Center	Athol Memorial Hospital
Berkshire Medical Center	Baystate Mary Lane Hospital	Boston Medical Center
Beth Israel Deaconess Medical Center	Cape Cod Hospital	Nantucket Cottage Hospital
Brigham and Women's Hospital	Carney Hospital	New England Sinai Hospital
Cambridge Health Alliance	Emerson Hospital	North Adams Regional Hospital
Cooley Dickinson Hospital	Falmouth Hospital	North Shore Medical Center
Fairview Hospital	Good Samaritan Medical Center	
Faulkner Hospital	Hallmark Health Systems	
Lahey Clinic	Harrington Hospital	
Massachusetts General Hospital	Heywood Hospital	
MetroWest Medical Center	Holy Family Hospital & Medical Center	
Newton Wellesley Hospital	Holyoke Medical Center	
North Shore Medical Center	Jordan Hospital	
Northeast Health Systems	Lawrence General Hospital	
Saints Medical Center	Lowell General Hospital	
St. Elizabeth's Medical Center	Mercy Medical Center	
St. Vincent's Hospital	Merrimack Valley Hospital	
South Shore Hospital	Milford Regional Medical Center	
Sturdy Memorial Hospital	Milton Hospital	
Tufts Medical Center	Morton Hospital & Medical Center	
Umass Memorial Medical Center	Mt. Auburn Hospital	
VA Boston	Norwood Hospital	
	Southcoast Hospital Group	
	Southcoast St. Luke's Hospital	
	St. Anne's Hospital	
	Winchester Hospital	
	Wing Memorial Hospital & Medical Center	

www.patientcarelink.org/improving-patient-care/readmissions

Improving Patient Care

- Pressure Ulcers
- Patient Falls
- Preventable Mortality
- Readmissions
  - State Action on Avoidable Rehospitalizations Initiative (STAAR)
  - Massachusetts Care Transitions Forum and Care Transitions Seminar
  - Massachusetts STAAR Learning Session February 2011
- Healthcare-Acquired Infections (HAIs)
- Hospitals in Pursuit of Excellence
- New HRET Guide on Workforce Practices to Drive Quality

Massachusetts STAAR Learning Session February 2011

One of MHA's Strategic Improvement Performance Agenda priorities made advances in February as more than 400 care providers attended the State Action on Avoidable Readmissions (STAAR) project's second learning session in Framingham, Massachusetts. The STAAR project is focused on improving care transitions to reduce readmissions.

A total of 49 cross-continuum teams attended the session. Twenty-two of the teams have been part of the STAAR project since September 2009, and 27 new teams came to the event to learn from their colleagues and begin their own work. The cross-continuum teams include hospitals, skilled nursing facilities, physician offices, home health agencies, and community service providers from across the state.

The Massachusetts leads for the STAAR Project are MHA, the Department of Public Health, the Massachusetts Coalition for the Prevention of Medical Errors, and the Massachusetts Medical Society.

Agenda

Presentations:

Day 1.01 0900AM Making The Case
Day 1.02A 0945AM Overview STAAR Collaborative
Day 1.02B 945AM Reflection and Planning
Day 1.03 1045AM Baystate
Day 1.03 1045AM Key Change 1
Day 1.04 1230PM Key Change 2
Day 1.04 1230PM Newton Wellesley
Day 1.04 1230PM Northeast
Day 1.05 0130PM Key Change 3
Day 1.05 0130PM VA Healthcare
Day 1.05 0130PM Lahey
Day 1.06 0245PM Ke yChange 4
Day 1.06 0245PM Newton Wellesley
Day 1.06 0245PM North Shore
Day 1.07 0345PM Model For Improvement
Day 2.08 0800AM Debrief
Day 2.09 0830AM Metrowest
Day 2.09 0830AM Northeast

MA STAAR Framework 2011

- STAAR Steering Committee
  - Provides oversight and guidance
- State Leaders
  - (B.Auerbach, T.Gay, P.Griswold, P.Noga)
  - Monthly calls with IHI
- Improvement Advisors
  - (V.Brower, T.Cole-Poklewski, H.Magliozzi, C.Pacella)
  - Monthly calls with state leaders
- Mentor hospitals and cross continuum teams

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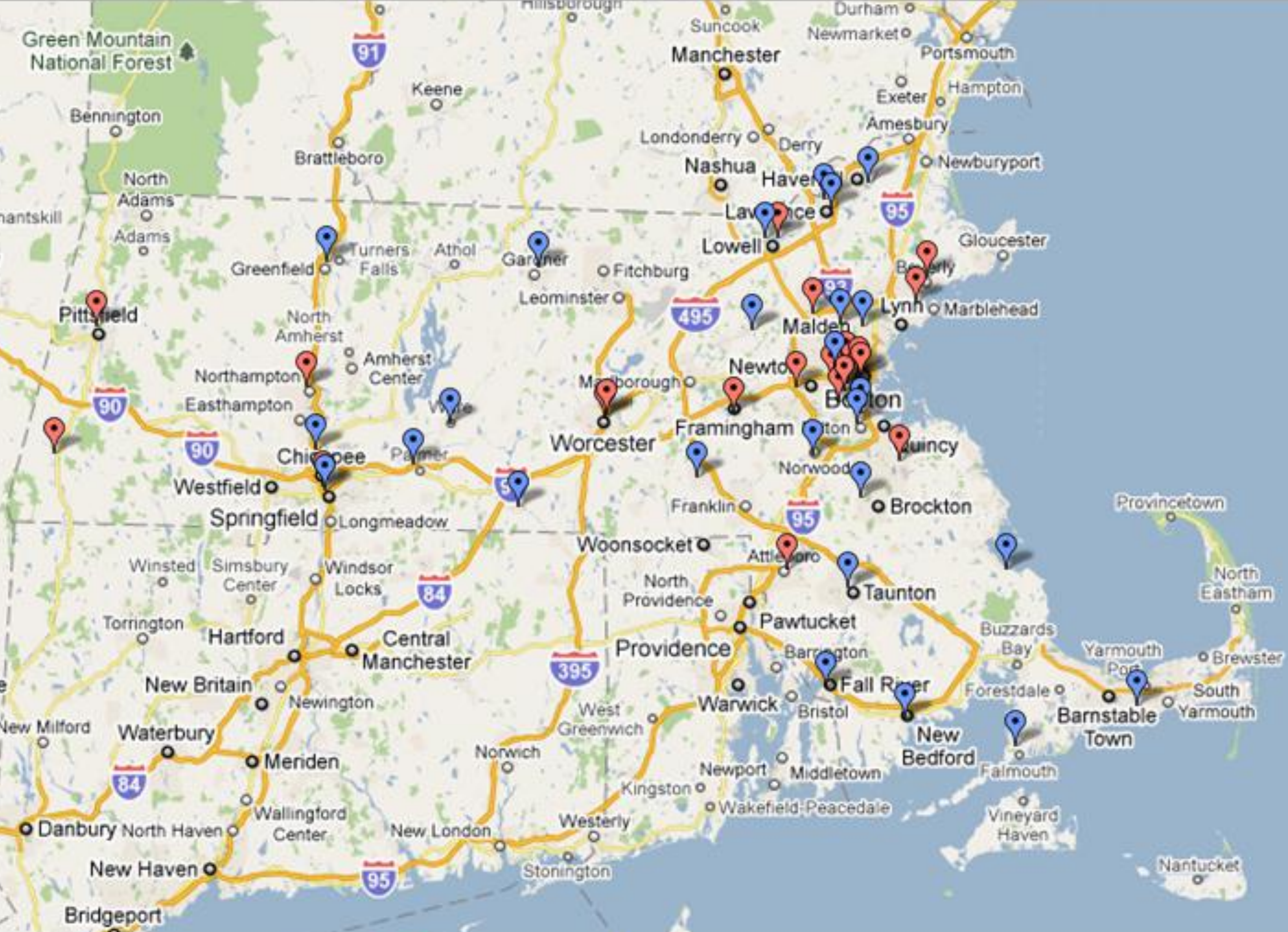
What Happens After the Learning Session?

- Monthly Calls with IHI Faculty and MA teams
- State-based activities and meetings
- Reporting:
  - Monthly data on outcomes measures
  - Periodic reporting on process measures

STAAR Cohort 1 STAAR Cohort 2



STAAR Cohort 1 STAAR Cohort 2

Calls and Virtual Learning

- **Monthly: Content call for teams with IHI Faculty**

- **Quarterly (in lieu of content call): Extended virtual learning session** where teams share their approaches and receive feedback from Faculty (aka Ring of Knowledge)
  - First Tuesday of each month
  - April 5, 1:00-2:00 pm: Teaching and Learning
  - May 3, 1:00-3:00 pm: Extended Ring of Knowledge Session

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State-Based Activities

- **Additional monthly coaching calls with MA teams**
  - Schedule TBD, led by MA State Leaders and IAs
  - Focus on issues important to teams and use collective wisdom of teams participating to provide suggestions
  - Utilize cross continuum team suggestions and IA advisement for topics
- **Regional meetings**
  - First in a series during month of July
  - Possibly 5 meetings in different areas of state
- **MA STAAR Listserv**
  - Continue to encourage and grow use of tool to ask questions, share information among teams

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Reporting: Outcomes Measures

- **Monthly submission of data on MA STAAR Extranet**
  - 30-day all-cause readmissions rates and counts
    - Hospital level for all participants
    - Pilot units and/or clinical conditions as desired
  - Measures of patient experience
    - HCAHPS communications and discharge questions (3, 7, 19, and 20)
    - Care Transitions Measure (CTM-3)

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Reporting: Process Measures

- **Periodic narrative reports on process measures via surveys**
  - Enhanced Admission Assessment for Post-Hospital Needs
  - Effective Teaching and Enhanced Learning
  - Real-time Patient- and Family- Centered Handoff Communication
  - Post-Hospital Care Follow Up
- **Storyboard presentations in conjunction with in-state meetings**