

Student Involvement in Attaining Core Measures in a Safety-Net Institution



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Nothing to disclose

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Learning Objectives

- Describe appropriate practice-based learning activities for students in relation to institution core measures.
- Summarize the importance of balancing precepting responsibilities with daily pharmacy practice duties
- Describe potential barriers to incorporate students in participating in hospital performance measures
- Explain how to successfully integrate students into the core measure activities

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Imagine This...

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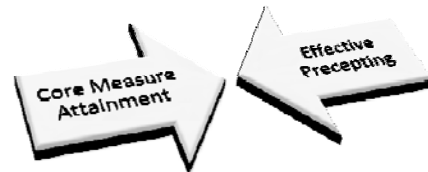


What is your internal voice saying?

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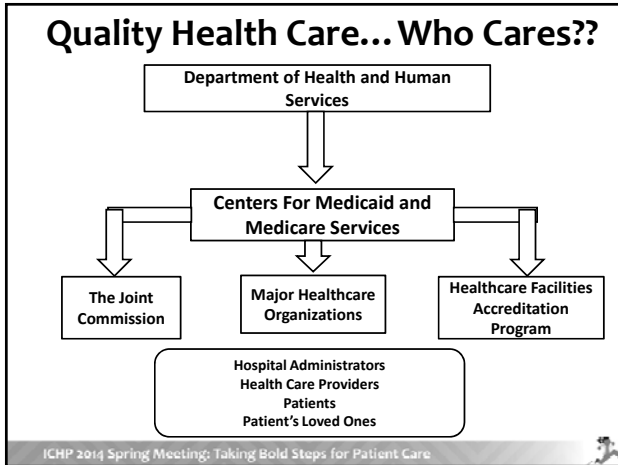


Important Merger



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Institutional Core Measures: Main Concepts

- Core Measures:
 - Been around for more than 10 years.
 - Measure or quantify.
 - Centered around quality patient care.
 - Stem from evidence-based data.
 - Continues to drive quality and safety
 - Hospitals must now submit data for six selected core measure sets.
 - IL Department of Public Health---Hospital report cards.
 - Every patient, every time!!

http://www.jointcommission.org/core_measure_sets.aspx Accessed Mar 1, 2014
<http://www.healthcarereportcard.illinois.gov/>

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Institutional Core Measures: Let's Discuss Reality...

- Shifts when you are working short-staffed
 - Pharmacists
 - Nurses
- The culture of the institution
 - Variability in work ethics
- Turnover rates
 - Staff
 - Administrators

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Institutional Core Measures: Let's Discuss Reality...

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Institutional Core Measures: Better Prioritizing Daily Duties

- Core measures SHOULD be included in basic work functions.
- Quality health care should be an expectation, not a privilege.
- Who is ultimately responsible?
- Who can assist in keeping core measures on the forefront? **STUDENTS**

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Institutional Core Measures: Existing Opportunities

2014 Joint Commission Core Measures	
Perinatal Care	Tobacco Treatment
Stroke *	Pneumonia
Venous Thromboembolism*	Inpatient Immunizations*
Heart Failure*	Acute Myocardial Infarction*
Emergency Department	Children's Asthma Care
Surgical Care Improvement Project*	Hospital-Based Inpatient Psychiatric Services*
Substance Abuse	Hospital Outpatient Department

http://www.jointcommission.org/core_measure_sets.aspx Accessed Mar 2, 2014.

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Institutional Core Measures: Specific Practice-Based Activities

- Heart Failure
 - Continues to have a major impact on health care dollars
 - Readmissions continue to be an issue for many institutions

Heart Failure Core Measure Set	
Set Measure ID	Measure Short Name
HF-1	Discharge Education
HF-2	Evaluation of left ventricular function
HF-3	ACEI or ARB for left ventricular dysfunction

http://www.jointcommission.org/core_measure_sets.aspx, Accessed Mar 2, 2014

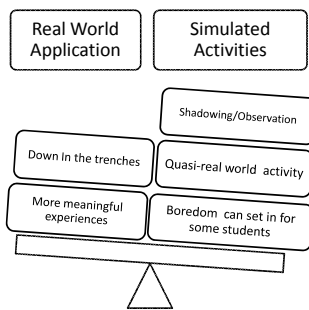
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Institutional Core Measures: Student Involvement

- Any pharmacy student can be integrated into this process:
 - IPPE---Real life practice as they learned specific didactic concepts
 - 2nd Year CSU-COP students and immunizations at NAH
 - APPE—Consistent application of real world issues on a daily basis
- Can be done at any institution

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Institutional Core Measures: Student Involvement



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Institutional Core Measures: Student Involvement

- Questions to ask your when integrating students into specific core measure activities
 - Exactly what will the students do during the experience?
 - How will the model look?
 - Who will supervise their daily activities?

Doty, Randell. Integrating Your Student Into Practice. Getting Started as a Pharmacy Preceptor

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Institutional Core Measures: Student Involvement—Heart Failure

- **Exactly what will the students do during the experience?**
 - APPE student activities = Pharmacist activities
- Heart failure patients
 - Completely work-up each patient
 - Evaluate appropriateness of current treatment regimens
 - Contact prescribers with specific recommendations
 - ACEI or ARB
 - Search for documentation for contraindication/severe intolerance for above agents
 - Provide documentation if not present
 - Patient education
 - Documentation of patient education

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Institutional Core Measures: Student Involvement—Heart Failure

- **How will the model look?**
 - Ensure buy-in from key leaders at your institutions
 - At Norwegian American Hospital (NAH)
 - Daily list of core measure patients emailed to pertinent stakeholders
 - Managers provides list of patients to front-line staff
 - Pharmacist provides list to students
 - Divide and conquer!
 - Work-up patient as per prior slide
 - Patient education
 - “Observe-then-do” approach
 - Mock session with preceptor, then “do” with real patient

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Institutional Core Measures: Student Involvement--Heart Failure

- **How will the model look?**
 - Document the interaction
 - Obtain signature of provider-to-patient educational session form
 - Place for in the chart
 - Document the clinical intervention in Meditech as “core measure”
 - Other recommendations
 - Beta blocker for systolic heart failure patients prior to discharge
 - Other important items
 - Visit patient the next day for any follow-up questions/concerns

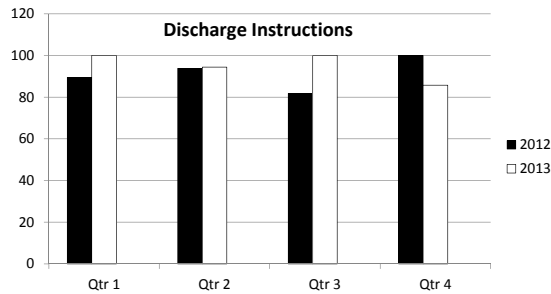
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Institutional Core Measures: Student Involvement—Heart Failure

- **Who will supervise the process?**
 - Primary preceptor only?
 - Primary preceptor of record, but others will assist in precepting the students?

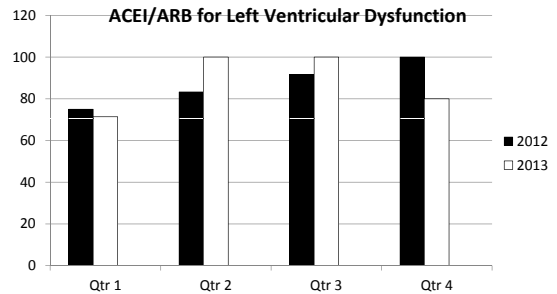
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Institutional Core Measures: Student Involvement—Heart Failure



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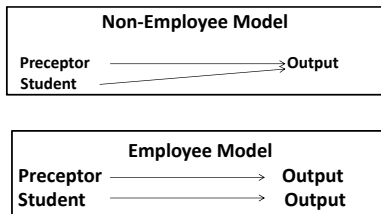
Institutional Core Measures: Student Involvement—Heart Failure



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Institutional Core Measures: Student Involvement

Experiential Education Models Effects on Productivity



Slack MK, Draugalis JR. Am J Hosp Pharm 1994; 51 (4) 525-30.

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Institutional Core Measures: Student Involvement

- **Specific challenges for student integration**
 - Unmotivated individuals
 - Initial training could be time consuming
 - Student who has not bought-into the specific core measure
 - Coverage for particular service will not be continuous

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Institutional Core Measures: Other Activities

- Other core measure activities at NAH where students are involved:
 - AMI patients
 - SCIP
 - Inpatient immunizations

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Institutional Core Measures: Benefits of Involving Students

- Patients
 - Receive quality health care
- Site
 - Joint Commission is happy and CMS is reimbursing, the site is happy
- Preceptors
 - Increase in productivity
- Students
 - Gain REAL WORLD experience
 - Helps to become competent practitioners

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Institutional Core Measures: Conclusions

- Core measures
 - Continue to be a vital part of an institution's overall strategic plan.
 - Must be interwoven in our daily work.
 - Can be easily and effectively become apart of an IPPE or APPE students activities.


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Pharmacy Student Driven Immunization Program: The missing link?


Norwegian American Hospital
Charlene A. Hope, PharmD, BCPS, CPHQ, CPPS
Director of Pharmacy

The speaker has no conflict of interest to declare.



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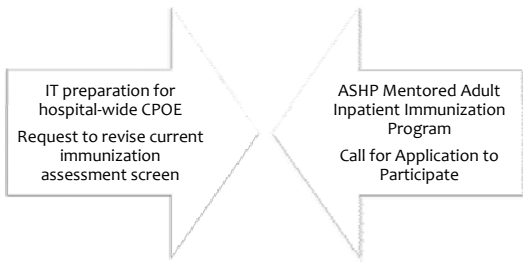
Norwegian American Hospital



- 200-bed, Community safety-net hospital
- Affiliated Family Practice Residency program
- Patient Population: Acute care services (general medicine and telemetry), Surgery, ICU, Women's health services (OB, mother-baby) Behavioral Medicine (adults, geriatrics, detoxification units)
- Inpatient Pharmacy: 6 full-time pharmacists, 2 co-funded pharmacy faculty providing services 6:30a-11p 7days/week, unit-based pharmacy model M-F, 9a-4p
- Experiential education site for 3 colleges of pharmacy offering Introductory and Advance Pharmacy Practice (APPE) Experiences

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Why the focus on Inpatient Immunization?



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Immunization Core Measures

- Beginning of January 2012 – Two immunizations measures became effective for discharges:
 - IMM-1a Pneumococcal Immunization (PPV23) – Overall rate
 - IMM-1b Pneumococcal Immunization (PPV23) – Age 65 and Older
 - IMM-1c Pneumococcal Immunization (PPV23) – High Risk Populations (Age 6 through 64 years)
 - IMM-2 Influenza Immunization

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ASHP Project Impact: Contemporary Strategies for Improving Immunization Rates across the Health-system

Information Technology (IT)	Pharmacy	Nursing
Administration documentation screen was developed	A MAR comment was added remind the RN to document their vaccination administration in Meditech (new paperless process)	Combination of one-on-one and group in-service training on the new administration process.
Immunization screening documentation fields improved to capture patient education and VIS distribution	Vaccinations were profiled and remained on the MAR for a total of three days	Created a training program for learning management system
Electronic access the VIS statements	Addition of vaccines to the Omnicell machines	Hosted an immunization booth providing nursing staff instruction how to complete the screening and documentation of the administration process in Meditech

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ASHP Project Impact: Contemporary Strategies for Improving Immunization Rates across the Health-system

- Despite the numerous changes made within Meditech and education provided, there were minimal improvements gained in the key measures that were tracked.
- Key barriers were identified:
 - Lack of full implementation of workstations on wheels (WOWs)
 - Time currently needed to collect and document screening and administration information in the HIS
 - Inpatient Immunization still remains low priority for nursing staff

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ASHP Project Impact: Contemporary Strategies for Improving Immunization Rates across the Health-system

MANUAL PROCESS	• Patient responses to screening questions and information collected at the time of administration still require nursing staff to write down and enter information into the computer at a later time.
TIME-CONSUMING	• Transfer of the information to the HIS, actually added more time to inpatient immunization process.
INCOMPLETE	• As a result, documentation in the HIS either was incomplete or there was no documentation and occasionally could be found in the paper MAR.
POOR OUTCOME	• This is especially apparent for our acute care units where there was a noted decrease in immunization rates post intervention.

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Plan-Do-Study Act (PDSA) Cycle: Pharmacy Student Run Immunization Service

- Team utilized Rapid Plan-Do-Study-Act (PDSA) cycles were performed through the intervention period to address barriers.
- One PDSA of particular interest was the potential to use pharmacy students to provide inpatient immunization services.



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PDSA Cycle: Pharmacy Student Run Immunization Service

PLAN

- The immunization service consisted of initial screening and re-screening of patients immunization status, providing education and for those patients that qualified and agreed to be immunized, administration of the vaccine.
- Two APPE students completing their hospital rotation at our site provided this service for a total of 10 days on the medical-surgical unit.
- Data was collected for this unit and compared to the telemetry unit for which there was no student involvement.

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Study

A total of 82 patients were seen on each nursing unit

	Medical Surgical	Telemetry
% of patients with complete documentation of screening for influenza vaccination	90% (n=74)	76% (n=62)
% patients with complete documentation of screening for pneumonia vaccination	90% (n=74)	78% (n=64)
% of patients 65 years of age or older, with complete documentation of screening for pneumonia	81% (18/21)	57% (12/21)

The student run service; resulted in a 12% increase in completed documentation. These results agree with the above prediction.

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Study

	Medical Surgical	Telemetry
Number of Patients Eligible for Vaccination	Influenza = 25 Pneumococcal=29	Influenza = 28 Pneumococcal=30
Pharmacy Student Administration	Influenza = 83% (19) Pneumococcal=92% (24)	Influenza=0% (0) Pneumococcal=0% (0)
Nursing Administration	Influenza = 17% (4) Pneumococcal=8% (2)	Influenza=100% (1) Pneumococcal=100% (3)
Missed Opportunities	Influenza = 2 Pneumococcal=3	Influenza = 27 Pneumococcal=27

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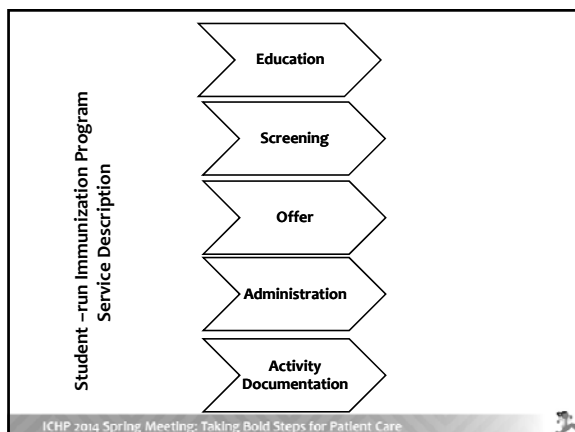
Act

- The pharmacy student run inpatient immunization service pilot was very successful
 - Results reported to nursing leadership
 - Team decided to move forward with implementation of this program

Advantages of the student run program include:

- Students had completed the APhA Pharmacy-based Immunization Training Delivery Training Program and provided consistency in delivery of the service. This also established that they had the skills to perform the service.
- Students had the time to dedicate to screening, education and administration of patients. This also involved working closely with the nursing staff which promoted interprofessional interaction.
- This small pilot demonstrated the impact the students have on improving patient outcomes as it relates to inpatient immunization.

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Education

Student utilize the Influenza and the Pneumococcal Vaccine Information Statement (VIS) to provide the patient or their family members education

Key step:
Addressing Health-care disparities
Health Literacy

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Screening

Student perform immunization assessment.
Translator phone service is available
Spanish speaking patients
Documented on a paper form.

Offer

If patient is eligible, offer is made to receive the immunization

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Administration

Student prepares vaccination in the main pharmacy

Vaccine preparations are verified by the central pharmacist prior to administration

Decentralized pharmacist or the floor nurse provides oversight on the nursing unit.

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Activity Documentation

Student communicates with the patient's nurse

- Administration is documented as given in the e-MAR

Administration Assessment form is completed in Meditech

Clinical Intervention documentation of any immunization activity: screening, education or administration

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Key Elements for Success

- Nursing staff Buy-in
- Student Orientation to the Site
 - Set Expectations on Day #1
- Student Orientation to the Program
 - Preceptor
 - Another APPE student
- Ability for students to document patient care interactions in the electronic HIS.

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Potential Barriers

- Limited to 5 days per week; no weekend coverage
- Maintain continuity of the program between modules
 - Experience a one-week lag during the first week of the rotation
- Different comfort levels of students to interact with different patient populations
 - Detox, Mother-Baby and Behavior Medicine

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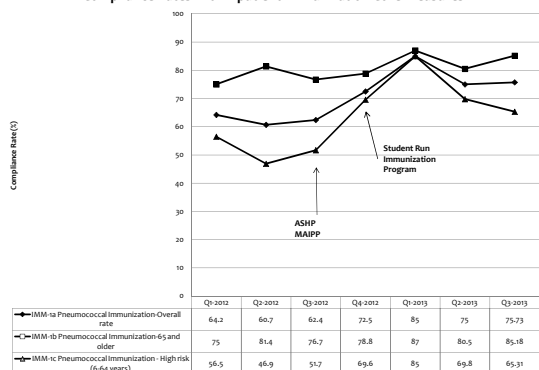
What you need to get started

- Designated area in the pharmacy
 - Pneumococcal and Influenza VIS statements
 - English and Spanish
 - Syringes, needles
 - Rest of supplies (alcohol swabs, band-aids) are obtained on the nursing unit.



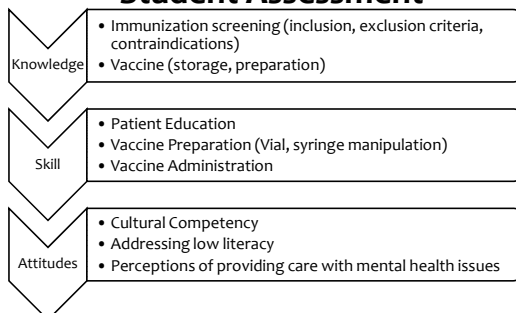
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Compliance rates with inpatient immunization core measures



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Student Assessment



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Teachable Moments

- Post Activity Debriefing
 - Occurs throughout the immunization program process
 - Preceptors discuss the patient interaction
 - What went well?
 - Patient's Disposition
 - Explore patient refusal of immunization
 - Challenge perceptions of providing direct care to more challenging patient populations
 - Detox, Behavioral Medicine patients
 - Support and build upon students confidence through the rotation

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Lessons Learned

- Great activity to engage students regardless of what they plan to do after graduation.
- Develop interprofessional communication skills, program requires that they work with the nursing staff.
- Opportunity to practice a skill after completion of initial immunization training at the college.
- Develop autonomy over their daily assignments

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Considerations for other hospitals

1. Great opportunity for smaller community hospitals
2. Focus program on one core measure element
3. Pilot your program

