



STate Action on Avoidable Rehospitalizations



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

Massachusetts STAAR Learning Session Sheraton Hotel, Framingham, Massachusetts February 3-4, 2011 Agenda

Thursday, February 3rd

8:00 AM – 9:00 AM **Breakfast, Registration, and Storyboard Set-up-** [Promenade Foyer]

9:00 AM – 9:45 AM **Welcome-** [Grand South and Center]
Presenter: Lynn Nicholas, FACHE, Massachusetts Hospital Association

Making the Case for Improving Transitions and Reducing Readmissions in MA- [Grand South and Center]

Presenters: Julius Yang, MD, Beth Israel Deaconess Medical Center; Bruce Auerbach, MD, FACEP, Sturdy Memorial Hospital; Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors; Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association

9:45 AM – 10:30 AM **Breakout Sessions**

Option 1: Overview of the STAAR Collaborative- [Grand South and Center]
Presenter: Pat Rutherford, RN, MS, IHI

This session will provide:

- An overview of the Learning Session.
- Introduction of STAAR Faculty.
- Summary of STAAR Lessons Learned to Date.
- Overview of the MA STAAR Collaborative.

Option 2: Reflection on Year 1 and Planning for Year 2- [Ashland]
Presenters: Marie Schall, MA and Rebecca Steinfield, MA, IHI

This session will provide:

- Assessment of progress to date.
- Key Issues for teams in coming year: What do you need and/or want to learn about that will help you reach your goals?

10:30 AM – 10:45 AM **Break-** [Promenade Foyer]

- 10:45 AM – 11:45 AM **Key Change 1: Perform an Enhanced Admission Assessment for Post-Hospital Needs-** [Grand South and Center]
Introduction: Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association
Presenters: Eric Coleman, MD, MPH, and Gail Nielsen, BSHCA, FAHRA, RTR, IHI; Jan Fitzgerald, MS, RN, CPHQ, Baystate Medical Center
 This session will focus on the first of STAAR’s four key change areas. It will provide:
- An overview of key changes.
 - Strategies for testing and implementing key changes.
 - An introduction to action planning, including designing reliable processes as well as testing and using process measures.
 - Lessons learned from teams in Cohort 1.
- 11:45 AM – 12:30 PM **Lunch -** [Grand South and Center]
Storyboard Review and Networking- [Grand North]
- 12:30 PM – 1:30 PM **Key Change 2: Provide Effective Teaching and Facilitate Learning-** [Grand South and Center]
Introduction: Pat Kelleher, MS, Home Care Alliance of Massachusetts
Presenters: Peg Bradke, RN, MA, and Gail Nielsen, BSHCA, FAHRA, RTR, IHI; Cheryl Bardetti RN, BSN, Newton-Wellesley Hospital; Dale Stevens, RN, Northeast Hospitals Corporation
 This session will focus on the second of STAAR’s key change areas. It will provide:
- An overview of key changes.
 - Strategies for testing and implementing key changes.
 - An introduction to action planning, including designing reliable processes as well as testing and using process measures.
 - Lessons learned from teams in Cohort 1.
- 1:30 PM – 2:30 PM **Key Change 3: Conduct Real-Time Patient and Family-Centered Handover Communications-** [Grand South and Center]
Introduction: Laurie Herndon, Massachusetts Senior Care Association
Presenters: Peg Bradke, RN, MA, and Eric Coleman, MD, MPH, IHI; Gilda Cain, RN, VA Boston Healthcare System; Carolyn Gifford, RN, MS, Lahey Clinic
 This session will focus on the third of STAAR’s four key change areas. It will provide:
- An overview of key changes.
 - Strategies for testing and implementing key changes.
 - An introduction to action planning, including designing reliable processes as well as testing and using process measures.
 - Lessons learned from teams in Cohort 1.
- 2:30 PM – 2:45 PM **Break-** [Promenade Foyer]

- 2:45 PM – 3:45 PM **Key Change 4: Ensure Post-Hospital Care Follow-Up- [Grand South and Center]**
Introduction: Amy MacNulty, MBA, Community Care Linkages
Presenters: Peg Bradke, RN, MA, and Eric Coleman, MD, MPH, IHI; Lee Ann Baldini, RN, North Shore Medical Center; Linda Robinson, PT, and Eugenia Bryce, RN, Partners Healthcare at Home
 This session will focus on the fourth of STAAR’s four key change areas. It will provide:
- An overview of key changes.
 - Strategies for testing and implementing key changes.
 - An introduction to action planning, including designing reliable processes as well as testing and using process measures.
 - Lessons learned from teams in Cohort 1.
- 3:45 PM – 4:05 PM **Collaborative Improvement Method: The Model for Improvement- [Grand South and Center]**
Presenter: Rebecca Steinfeld, MA, IHI
 This session will provide:
- An overview of the IHI Model for Improvement.
- 4:05 PM – 4:45 PM **Team Meetings and Consultation- [Grand South and Center]**
Introduction: Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association
Facilitator: Marie Schall, MA, IHI
 This session will provide an opportunity for teams to debrief from the day and begin making plans for their work following the meeting; IHI Faculty and MA leaders will be available for consultation.
- 4:45 PM – 5:00 PM **Wrap-up and Adjourn**
Facilitators: Bruce Auerbach, MD, FACEP, Sturdy Memorial Hospital; Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors; Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association
- Friday, February 4th
- 7:00 AM – 8:00 AM **Breakfast and Storyboard Viewing- [Promenade Foyer]**
- 8:00 AM – 8:30 AM **Debrief from Day 1 – Key Issues and Questions- [Grand South and Center]**
Presenters: IHI Faculty and Massachusetts State Leaders
- 8:30 AM – 9:30 AM **New and Emerging Ideas- [Grand South and Center]**
Introduction: Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors
Presenters: Jane Pike Benton, MS, Metrowest Medical Center; Dale Stevens, RN, Northeast Hospitals Corporation
 Through presentations and a facilitated discussion participants will have the opportunity to identify and discuss ideas and practices that have emerged during the on-going STAAR work and/or at the meeting.

- 9:30 AM – 9:45 AM **Break-** [Promenade Foyer]
- 9:45 AM – 10:45 AM **Engaging Patient and Family Members-** [Grand South and Center]
Introduction: Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors
Presenters: Peg Bradke, RN, MA, and Gail Nielsen, BSHCA, FAHRA, RTR, IHI; Susan Medici, RN, MSM, ACM, South Shore Hospital
 This session will focus on strategies for including patient and family members in the STAAR Initiative. It will also include lessons learned from teams in Cohort 1.
- 10:45 AM – 12:15 PM **Completing the Transition: Role of Community Care Settings-** [Grand South and Center]
Introduction: Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association
Moderator: Robert Schreiber, MD, Hebrew Senior Life
 This session will provide an overview of the role community providers can play in improving transitions in care. Representative from the following community-based services will describe their work and identify opportunities for enhancing care coordination:
- Home Care Organizations – *Pat Kelleher, MS, Home Care Alliance of Massachusetts*
 - Community-Based Service Organizations – *Amy MacNulty, MBA, Community Care Linkages*
 - Skilled Nursing Facilities – *Laurie Herndon, Massachusetts Senior Care Association*
 - Physician Office Practices and Clinics – *Margaret Houy, JD, MBA, Bailit Health Purchasing, LLC*
 - MOLST, including Palliative Care Programs and Services – *Christine McCluskey, RN, MPH, Commonwealth Medicine*
- 12:15 PM – 1:15 PM **Networking Lunch-** [Grand South and Center]
- 1:15 PM – 2:15 PM **Breakout Sessions**
 These sessions will offer teams the chance to learn more about two important mechanisms for structuring and sustaining your work in STAAR. It will also include lessons learned from teams in Cohort 1.
- Option #1: Model for Improvement, Setting the Pace and Infrastructure for Getting Results: The Front-line Improvement Team on Pilot Units-* [Grand South and Center]
Rebecca Steinfield, MA and Peg Bradke, RN, MA, IHI
- Option #2: The Cross-Continuum Project Team-* [Ashland]
Pat Rutherford, RN, MS, and Gail Nielsen, BSHCA, FAHRA, RTR, IHI
- 2:15 PM – 2:30 PM **Break-** [Promenade Foyer]

2:30 PM – 3:10 PM

Breakout Sessions

Option 1: Team Planning Table Rounds- [Grand South and Center]

Facilitator: Marie Schall, MA, IHI;

This session will provide an opportunity for all participants to share their experience with improving transitions and/or the insights they have gained in reviewing their data and individual patient cases.

Option 2: Stakeholder Meeting- [Ashland]

Facilitators: Amy Boutwell, MD, MPP, IHI; Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors
State leaders meet to plan follow-up activities.

3:10 PM – 3:45 PM

Breakout Sessions

Option 1: Collaborative Plans and Team Report Outs- [Grand South and Center]

Facilitators: Marie Schall, MA, IHI; Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association

Teams complete and turn in their Project Plans and offer a brief report out.

Option 2: CMS 3026 Planning for Stakeholders- [Ashland]

Presenters: Amy Boutwell, MD, MPP, and Marian Bihrl Johnson, MPH, IHI

This session is for those currently involved in exploring a MA response to the CMS 3026 initiative. Organizations planning to submit an application should designate their Executive Sponsor or another attendee as their representative.

3:45 PM – 4:00 PM

Next Steps and Action Period Activities! - [Grand South and Center]

Facilitators: Marie Schall, MA, IHI; Bruce Auerbach, MD, FACEP, Sturdy Memorial Hospital; Pat Noga, RN, PhD(c), MBA, NEA, Massachusetts Hospital Association; Paula Griswold, Massachusetts Coalition for the Prevention of Medical Errors

4:00 PM

Adjourn