9th Annual Meeting of PSOs
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Setup for Success:
Partnering with your Members

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Quality Circle for Healthcare, Inc. PSO
The opinions expressed in this presentation are those of the presenter and do not reflect the official position of the Department of Health and Human Services (HHS), the Agency for Healthcare Research and Quality, or the Office for Civil Rights.
About our PSO

- Component PSO
- Listed January of 2009
- Membership
Five Pillars of Member Engagement

- C-Suite Training
- Immersion Training
- Monthly One-on-One Calls
- Quarterly Group Calls
- PSES Reviews
C-Suite Training

- Participants
- Content Covered
- Post Training Activities
Immersion Training

- Participants
- Format
- Programming
- Post Training Activities
Returning Home
Don’t let this be *your* Liaison...

- Training: Just the beginning
- Support system: Important!
- Establish relationship early
Step-wise Approach

- Liaison orientation
- Individualized support
- Networking

Build Community

Address Unique Needs

Develop Expertise
Liaison Orientation

- 22 Templates
- 17 Videos
- 6 Guides
- 5 Webinars
- 5 Shared Items
- 4 Toolkits
- 2 CBLs
- 1 Liaison Directory
Individual Support: Monthly Calls

- 1 Manager, 25 Liaisons
- Mentorship
- Assist with unique challenges
- Assess member needs
- Continuous feedback
- Mild form of accountability
Community Support: Quarterly Calls

- **Purpose**
  - Venue for important information (avoid emails)
  - Networking, Safe space, Sense of community

- **Format**
  - One hour duration
  - Liaisons-only
  - Recorded
Community Support: Quarterly Calls

- **AHS PSO Update**
  - PSO service updates, Utilization
  - New resources
  - Liaison roll call

- **Legal/Regulatory Update**
  - Case law updates
  - Regulatory updates
  - AHRQ guidance

- **Data Administration Update**
  - Technical updates: Reporting PSWP and PSO feedback
  - Website changes and upcoming webinars
Community Support: Quarterly Calls

- Liaison Spotlight
  - Hand-picked by PSO Manager (monthly calls)
  - Sharing
    - Best practices and successes
    - Liaison-developed resources

- Focus Topic: Dig deep for 15 minutes

- Liaison Forum
Feedback Squared

- Feedback
- Training
- Support
PSES Assessments

- Originally designed to assess the “is state”
- Not a regulatory or accreditation survey
- The right people, the right tools
- Design, definition and implementation effort
  - The collection, management, or analysis of information for reporting to or by a PSO
    - Focus on the effort as a patient safety activity
- Submitting as a measure
Dynamic Purpose

- On-site assessment of PSES strength
- Alignment of progress and practice
- Determining barriers to success
- Identification of common challenges
- Recognition of “best practices”
- Celebrating and communicating success
- Immediate feedback and joint development of recommendations for improvement
The PSES Assessment Tool

- Tool aligns with the PSO Operational Plan
- Six main elements reviewed
  - Facility Overview and training
  - Defining the PSES
  - Implementing the PSES
  - Operationalizing the PSES
  - Submission of PSWP
  - Physician Peer Review as a component
The PSES Assessment Tool

- Facility overview
  - The role of the PSO Liaison, training and development of the team

- Defining the PSES
  - Determining which elements/components are included

- Implementing the PSES
  - Understanding the complex needs of the PSQIA and ensuring executive oversight
The PSES Assessment Tool

- **Operationalizing**
  - The how, physical collecting of PSWP, and embedding the process as a patient safety activity

- **Submission**
  - The intended data is actually submitted and/or understanding the barriers

- **Physician Peer Review**
  - Determining if process meets the requirements of CMS, federal and state laws, and the PSQIA
The Assessment Review

- Formally scheduled for a full day on-site
  - PSO team includes the PSES Reviewer and data administrator
  - Facility team includes the PSO Liaison, executive owner, component owners and support staff

- Team approach to preparation
  - Written communication of documents needed for review
  - Verbal assessment of review ongoing through the day and at closing
  - Time allowed for facility to assess PSO services
Communication of Results

- Results are formally communicated to the CEO, Executive Owner and PSO Liaison
  - Detailed Assessment Report and recommendations for improvement
  - Report Card for the outlined sections
  - Recommendation for re-assessment cycle
- Ongoing support provided following the assessment
PSES Assessment Program

- Operational for three years
  - Initial Assessments completed = 22
  - Re-Assessments completed = 8
- Effective Communication to the AHS PSO and Facility Governing Boards
- Separate “consults” have occurred for Physician Peer Review and/or other identified significant barriers
- Regional Workshop requested
PSWP Submissions Increased

INCREASED EVENTS REPORTED TO AHS PSO

PSES Review Program Initiation
Program Feedback

- Facilities have provided positive feedback related to the program
  - Review style is helpful
  - Positive approach
  - On-site individualized learning
  - Hands-on assistance provided
  - Appreciation of competing priorities
  - Development of roadmap for improvement
Continuous Improvement Through the Five Pillars Approach

Benefits to the PSO
- C-Suite commitment to Patient Safety
- Consistent tools for communication and assessment
- Identification of internal gaps and trends in the field
- Significant increase in submissions

Benefits to the PSO Member
- Continuity through education and templates
- On-site support with front line staff
- Visibility with the C-Suite for the Liaison
- Meaningful recommendations for improvement
- Recognition through Best Practices approach
Questions