



## Partnership for Patients



TEXAS HOSPITAL ASSOCIATION

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## Partnership for Patients: A New Initiative of the Texas Center for Quality & Patient Safety

### Overview

As health care reform takes shape in Texas and around the nation, hospitals of all sizes will be held increasingly accountable for meeting specific patient safety goals. Hospitals that meet or exceed these goals will have the competitive edge over hospitals that lag behind. **Which side do you want to be on?**

**Partnership for Patients** is a new initiative sponsored by the U.S. Department of Health and Human Services to improve the quality, safety, and affordability of health care for all Americans. The program is being rolled out in Texas now to help hospitals like yours stay competitive and improve the quality and safety of patient care.

The **Texas Center for Quality & Patient Safety**, part of the Texas Hospital Association family of companies, is working with hospitals across the state of Texas to lead this groundbreaking effort. **Some 150 Texas hospitals will have the opportunity to work with TCQPS in this exciting new initiative.**

When your hospital partners with TCQPS, our team will guide your team through this new program and help you build the internal capacity to sustain the effort. As part of the TCQPS Health Engagement Network (HEN), participating hospitals will receive all the technical assistance, intensive training and support needed to succeed – at no charge.

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“The Texas Organization of Rural & Community Hospitals is proud to put our support behind this exciting new initiative through the TCQPS. Having access to national experts and year-round training at no cost is an invaluable benefit to rural hospitals. It will go a long way towards ensuring their continued success in improving health care safety, quality and affordability in rural communities.”

— Dave Pearson, FACHE, President/Chief  
Executive Officer, TORCH

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### Why Choose TCQPS?

When it comes to participating in the PfP program, we know you have choices in a Health Engagement Network. So why partner with TCQPS? It comes down to three primary reasons: **experience, expertise and passion to help your hospital achieve success.** We understand that improving quality requires a **comprehensive, multi-disciplinary approach** to effecting process and cultural changes. That’s why we will be working with hospitals to fully engage all levels and players in your organization – from the board room to the operating room. Unlike some HENs, all TCQPS PfP program services are **free of charge** and your team even receives an **annual travel stipend** to attend regional meetings.

### Key Benefits of Working with TCQPS:

- **Comprehensive training approach** covering full range of hospital needs, including board, leadership, physician, clinical and pharmacy training.
- **Variety of learning platforms** offering 24/7 access.
- **No charge** for program resources, services and support.
- Annual per hospital **stipend for travel** to regional best practice meetings.
- **Ongoing data collection**, reporting and analysis support.
- Excellent track record of working with **hospitals of all sizes and types**, from large urban to small rural facilities.

### Creating a Culture of Safety

The PfP is a collaborative effort to make hospital care safer, more reliable, and less costly.

### The initial goals of the PfP are twofold:

#### **First: Reduce the number of patients harmed from medical errors.**

The first goal of the partnership is to reduce preventable hospital-acquired conditions by 40 percent by 2013 compared to 2010. Achieving this goal will result in about 1.8 million fewer patient injuries and save more than 60,000 lives in just three years.

#### **Second: Improve care transitions and reduce unnecessary hospital readmissions.**

The second goal of the partnership is to reduce the percent of hospital readmissions by 20 percent by 2013 compared to 2010. Achieving this goal translates into more than 1.6 million patients recovering from illness without suffering a preventable complication that requires them to return to the hospital within 30 days of discharge.

## Building Capacity for Change

Hospitals that participate in the PfP will receive intensive training and support to successfully implement **evidence-based clinical practices that save lives and reduce costs**. At the start of the program, TCQPS will provide your hospital with a customized preliminary assessment and action plan.

### The PfP will focus on implementing evidence-based practices that have been proven to reduce 10 preventable hospital acquired conditions:

- Pressure ulcers;
- Injuries from falls and immobility;
- Venous thromboembolism (VTE);
- Catheter-associated urinary tract infections (CAUTI);
- Adverse drug events;
- Surgical site infections;
- Ventilator-associated pneumonia (VAP);
- Central line-associated bloodstream infections (CLABSI);
- Obstetrical adverse events; and
- Preventable readmissions.

## Frequently Asked Questions

### I've received information from other HENs. What's different about the TCQPS Pfp program?

The TCQPS program provides a comprehensive, multi-disciplinary approach that will engage all levels and players in your hospital, including board members, executive leadership, physicians, pharmacists and other clinicians. Unlike some other HENs, TCQPS will provide all training, materials and technical support at no charge to participating hospitals, along with an annual travel stipend. And, TCQPS has a proven track record for helping Texas hospitals gain documented improvements in quality indicators such as CLABSI, CAUTI, surgical site infections and readmissions.

### Is participation in "Partnership for Patients" mandatory?

No. Hospitals are not required to participate in this program. However, hospitals that choose not to participate are missing out on a tremendous opportunity to improve quality and patient safety.

### We are a small, rural hospital. Should we participate?

Absolutely. A key focus area for the TCQPS is to work with small, rural hospitals. Since 2010, the Center has worked with dozens of small Texas hospitals to improve quality—with excellent results.

### Is my hospital eligible?

All Texas hospitals are eligible for participation in the Partnership for Patients campaign through TCQPS, regardless of size or location; there are 150 slots available.

### How much does it cost?

All resources, services and support, including training materials, leadership conferences and team development seminars are offered at no cost to participating hospitals. TCQPS will even provide your team an annual travel stipend for travel to regional meetings.

### When does the project start?

The TCQPS is recruiting hospitals now, with project kick-off meetings in early 2012. The Pfp project will run for three years.

### What is the time and resource commitment for my hospital team?

That depends on the individual hospital. All hospitals will be expected to fully engage their leadership, attend training and leadership programs, participate in monthly webinars and conference calls and report performance data on a regular basis with support from the TCQPS team.

### Will my hospital's data be shared with others?

No. All data will be aggregated and no hospital or patient-identified information will be shared with other hospitals. TCQPS will establish a Data Collection Council comprising data experts, HIT experts, and clinicians. The Council will oversee data collection and reporting, and provide extra assistance to participants with limited internal data collection and reporting capabilities. Data will be collected using an online data portal.

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**"How do we find solutions that reward a higher level of quality and drive down costs? That is the challenge. The solutions to the health care crisis are not going to come out of the federal government. As health care leaders, we need to be the "heroes" in this story."**

— Mike Williams, M.D., CEO, Hill Country Memorial Hospital, Fredericksburg

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### What is a Hospital Engagement Network?

A HEN is an entity selected by the Centers for Medicare & Medicaid Services' Innovation Center to recruit and form partnerships with hospitals in their respective states. HENs (including the TCQPS) will provide training and technical assistance to individual hospitals to facilitate the adoption of evidence-based clinical practices that improve patient care and safety.

### Protecting Patients and the Bottom Line

While your patients will benefit from safer care and fewer complications, participating in the TCQPS Pfp also will translate into hard dollars and cents for your hospital under the new realities of pay for performance. Getting ahead of the curve now is the right decision for your hospital and your local community. In the not-so-distant future, the federal government will be imposing costly financial penalties for certain Medicare readmissions. The time to prepare, the time to act is now.

### Become a Health Care Hero Today

Some 150 Texas hospitals have the opportunity to participate in this groundbreaking TCQPS program. Sign up with TCQPS today and join other leading-edge hospitals from across the nation in setting the standard for patient care and safety.

**Don't Get Left Behind. Sign up for the TCQPS Pfp initiative today by contacting** the Center's Executive Director, Mitzi Ressimann at 512/465-1512 or [mressmann@tha.org](mailto:mressmann@tha.org).