KEY SERVICE LINES IMPACTED BY HQEP:

- Anesthesiology
- Cardiovascular Disease
- Colorectal Surgery
- Critical Care
- Diagnostic Radiology
- Emergency Medicine
- Endocrinology
- Family Practice
- General Orthopedic Surgery
- General Surgery
- Geriatric Medicine
- Hospitalist
- Hospitalist (OB/GYN)
- Infectious Disease
- Internal Medicine
- Medical Cardiology
- Nephrology
- Neurology
- Nurse Midwife
- OB/GYN
- Pain Medicine
- Podiatry
- Pulmonary Medicine
- Surgical Oncology
- Thoracic Surgery
- Vascular Surgery

WELLSTAR CLINICAL PARTNERS
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Working together to ensure best practices are embedded in the way we deliver world-class healthcare for patients in our community.

Hospital Quality and Efficiency Program (HQEP) 2018/2019
WHAT IS HQEP?
The Hospital Quality and Efficiency Program (HQEP) is an agreement between Wellstar hospitals and WellStar Clinical Partners (WCP) to improve quality/safety in the inpatient setting. WCP members engage in performance improvement initiatives to improve 14 key metrics. These metrics are spread across 3 domains: Quality and Safety, Clinical Efficiency & Effectiveness and Patient Experience. The Program will go into effect on February 1, 2018 and run for one year through January 31, 2019.

HOW DO WE ENSURE OUR HQEP IS A SUCCESS?
In a successful HQEP, physicians and hospital staff collaborate and align resources to improve quality/safety, patient experience and eliminate waste. This is done by standardizing care delivery and employing evidence based best practice initiatives to drive improvements. Physicians will play a key role in these improvement efforts by bringing their clinical expertise to lead the initiatives. Community physicians also play a key role in supporting the metric improvements in various ways. Some of these include: timely post discharge follow-up visits, proactive advance care planning and referrals to hospice, real time communication with ER doctors...etc.

HOW CAN I BECOME ELIGIBLE TO PARTICIPATE & COMPLETE HQEP?
1. Actively contribute and adhere to best practice standards in the practice and the hospital setting
2. Log into Epic to view the HQEP dashboard a total of 4 times (once per quarter)
3. Complete additional educational training related to HQEP metrics
4. Select and implement metric improvement action plans for HQEP metrics

QUALITY AND SAFETY METRICS
1. All-Cause, Hospital-Wide Mortality
2. All-Cause Readmissions
3. Antimicrobial Stewardship: Percent PO vs. IV Antibiotics (total Quinolone)
4. Patient Safety Indicator 03 (PSI 03): Pressure Ulcer Rate
5. Patient Safety Indicator 07 (PSI 07): CLABSI Rate
6. PSI-12: Perioperative PE or DVT
7. Head CT or MRI Scan Results for Stroke Outpatients
8. Early Management Bundle, Severe Sepsis/Septic Shock

CLINICAL EFFICIENCY AND EFFECTIVENESS METRICS
1. ED-1B Median time from arrival to departure for admitted patients
2. Diabetes: Compliance with Basal Bolus Order Set
3. Maternity Care: Early Elective Deliveries – (> 37 and <39 weeks)
4. Cytotec Utilization for Labor Inductions
5. Total number of completed bundled Computer Based Learning Modules per total number of eligible physicians

PATIENT EXPERIENCE METRIC
1. HCAHPS score

EXAMPLES OF WAYS TO IMPACT METRICS:
• Mortality: Timely and appropriate referral to hospice with appropriate advance care planning in the medical record
• Readmissions: Post-discharge follow-up visit with PCP within five days for safe transition to home
• Basal Bolus Order Set: Use appropriate insulin order set for DM patients upon admission
• Patient Experience: Commit to sit, introduce yourself, manage up peers & clinical staff

HOW TO JOIN OUR HQEP METRICS PERFORMANCE IMPROVEMENT TEAMS:
If you are interested in participating in the Hospital Quality and Efficiency Program (HQEP) as a metric champion or a member of the HQEP Taskforce, or have any questions related to the program, contact WellStar Clinical Partners at wellstarclinicalpart@wellstar.org or Chirag Patel, M.D. at chirag.patel@wellstar.org.

Include in your email:
• Your name
• Your WellStar hospital affiliation
• Metrics of interest
• Your contact information