VPQHC
Vermont Program for Quality in Health Care, Inc.

Strategic Goals and Program Relevance

- 9416 – Statewide Quality Assurance System
- Critical Access Hospital and rural workforce support
- Northern New England Practice Transformation Network
- Patient Safety Surveillance and Improvement System
- Vermont Health Care Innovation Project
- VDH – Division of Alcohol and Drug Abuse Programs
- DAIL – Department of Licensing and Protection

Applied: NNE ECHO Cares (work start: 5/2017)

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- Improving the continuity of care following hospitalization for mental health illness
- Improving care for patients experiencing stroke symptoms: standardized tools and protocols across Vermont hospitals
- Making hospitals safer: the patient safety surveillance and improvement system
- Assisting communities in providing better coordinated care: the integrated communities care management learning collaborative

Enhance the coordination of patient care across the healthcare continuum to improve healthcare quality and outcomes.

Partner with state and regional entities to provide balanced and meaningful guidance to inform, align, and integrate into the State's Health Care Quality Improvement Plan.

- Supporting health care reform: The Vermont Health Care Innovation Project
- Responding to legislative inquiries

Secure staffing and financial capacity that will allow for an agile and timely approach to identifying, analyzing, adapting, and responding to new opportunities that will advance our work.

- Supporting hospital quality improvement staff through education and networking facilitation
- Supporting hospital and physician peer review

- Reporting the quality of care in hospitals: the Hospital Community Report
- Reporting multi-drug resistant organism health care associated infections from NHSN
- Working with hospitals to report and improve upon Medicare Beneficiary Quality Improvement Project (MBQIP) measures
- Supporting QI within the DLP: the Survey of Surveyors

Leverage information technology to advance healthcare quality in the State of Vermont.

Be a resource and neutral mechanism on behalf of quality improvement professionals and providers for training, professional guidance, and collaboration.

- Transforming clinical practice to improve care, improve population health, and reduce costs
- Partnering to Improve Surgical Care: Vermont Statewide Surgical Services Collaborative
- Assisting providers to improve clinical flow and access to care: Substance Abuse Treatment QI Facilitator

Opportunities:
- Conditions of Participation Surveys
- Infinity Series

9416 – Implement and maintain statewide quality improvement system

- **Act 53 (Hospital Community Reports)** – supports the State in the development and publication of the Hospital Community Reports, which contain information about the quality of care their patients receive, costs for services, and other hospital characteristics. VPQHC directly contributes nurse staffing, infection and patient safety information for the report.
- **MDRO reporting** – supports the State in the collection of healthcare and community acquired infections caused by multi-drug resistant organisms.
- **Mental Health Treatment** (incoming Insurer QI project) – works with insurers to improve follow up care after hospitalization for mental illness.
- **Peer Review** – hosts a secure web-based peer review portal providing physicians with tools to connect with a pool of peers to conduct standard of care reviews.
- **Quality Directors meeting** – hosts quarterly meetings with topics related to quality, patient safety and performance improvement; includes presentations from peers and other quality professionals.
- **Quality Report** – released in early summer, summarizes our work in the previous fiscal year.
- **Stroke System of Care** – works to improve coordination and timeliness of care through standardized tools and protocols.
- **TA misc** – functions as a quality resource for the state, through participation in committees (Blueprint, VHCIP workgroups), website maintenance, and quality education/outreach.

FLEX/SHIP/SORH – Improve clinical quality and performance of CAHs and rural workforce support and development
- **MBQIP** – supports rural and critical access hospitals to publically report and improve quality measures prescribed in HRSA's Medicare Beneficiary Quality Improvement Project (MBQIP).

Northern New England – Practice Transformation Network (NNE-PTN) – collaboration of experienced quality improvement organizations in Maine, New Hampshire, and Vermont that will provide transformation support to primary care and specialty practices to achieve better healthcare, better health for populations and communities, and lower costs through improvements in care.

Patient Safety Surveillance and Improvement System (PSSIS) – maintains statewide hospital tracking system to capture and analyze serious reportable events. Provides support to hospitals in developing corrective action plans (CAP) and conducts site visits to evaluate reporting systems and CAP implementation.

Vermont Health Care Innovation Projects (VHCIP)
- **Statewide Surgical Services Collaborative –** coordinates new statewide project utilizing the National Surgical Quality Improvement Program (NSQIP) to collect detailed clinical information to focus improvement efforts on perioperative services, measure and reduce complications and disseminate best practice.
- **Quality Improvement Facilitator for Learning Collaboratives –** facilitates the collaborative work and evaluates the impact of enhanced care coordination processes across the state.

Division of Licensing and Protection (DLP) – supports the analysis and reporting of data from a "survey of surveyors", that provides the DLP with feedback from hospital, home-health, and nursing home staff who have recently received a scheduled or unscheduled visit.

Upcoming: Vermont Department of Health – Division of Alcohol and Drug Abuse Programs (ADAP) - Substance Abuse Treatment Quality Improvement Facilitator.
Potential: Northern New England Extension for Community Healthcare Outcomes-Community Assessment and Resources hub project (NNE ECHO-CARES).