

H2O: HCAHPS TO OUTCOMES

APRIL 2016 – APRIL 2017

The focus on this project was on improving the HCAHPS Composite #7: Care Transitions. Improving Care Transitions impacts multiple HCAHPS measures through its blend of nurse-patient communication, communication about medication and discharge information elements. Beyond individual facility improvement, an additional goal of M2O was to show that state-wide targeted rapid cycle improvement projects can elevate Montana's performance statewide.

SESSION MATERIALS & RECORDED WEBINARS

SESSION 1:

[WEBINAR: Defining the Project Scope](#)

PRESENTATION: Defining the Project Scope

DOCUMENTS:

- Step 1: Project Scope [Template](#)
 - Step 2: Process Scope [Template](#)
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SESSION 2:

[WEBINAR: Analyzing the Current State](#)

[PRESENTATION: Analyzing the Current State](#)

DOCUMENTS:

- [Issue Prioritization Handout](#)
 - [Observation Sheet & Instructions](#)
 - [Value Stream Map \(VSM\) Sample](#)
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SESSION 3:

[PRESENTATION: Prioritization and Solutions](#)

SESSION 4:

[WEBINAR: Solution Time: Right Side of the A3](#)

[PRESENTATION: Solution Time: Right Side of the A3](#)

DOCUMENTS

- [A3 Template](#)
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SESSION 5:

[WEBINAR: A3 & Tools Review and Sharing](#)

[PRESENTATION: A3 & Tools Review and Sharing](#)

SESSION 6:

[WEBINAR: Project Report Out](#)

[PRESENTATION: Project Report Out](#)