

RAZR HQIC Frequently Asked Questions

What is the purpose and goals of the HQIC?

The program's intent is to help rural, critical access hospitals and those hospitals that are low performing and serve vulnerable populations in achieving measurable outcomes under the rubrics of patient safety, care transitions, and opioids. The program also provides support to hospitals during public health emergencies, epidemics/pandemics and other crises as they arise.

The three main goals of the program are:

Goal 1: Improve Behavioral Health Outcomes with a focus on decreased opioid misuse.

Goal 2: Increase Patient Safety with a focus on reduction of harm.

Goal 3: Increase the Quality of Care Transitions with a focus on high utilizers in an effort to improve overall utilization.

Why should your facility join the HQIC?

This program is free to participants and designed to support rural, critical access hospitals and those hospitals that are low performing or serving vulnerable populations. Since hospitals risk losing reimbursement for failure to achieve quality goals such as reduced readmissions, harm prevention and adherence to evidence-based best practices, this program is designed to help hospitals develop processes, improve in the designated measures and collaborate with peer facilities to share and receive knowledge that can help them avoid these costly reimbursement penalties. Additionally, the program offers support to hospitals for COVID-19 and other public health emergencies.

Why should I work with RAZR?

RAZR Solutions has been a part of each of CMS Hospital Quality Improvement programs since 2014. We have worked with hundreds of hospitals and have helped our hospitals achieve and sustain each of the goals associated with the program. We have many years of experience with past CMS hospital quality and safety initiatives such as the Hospital Engagement Network I and II (HEN I and HEN II) and most recently, the Hospital Improvement Innovation Network (HIIN). The RAZR team has extensive experience in leading collaborative efforts that yield systematic healthcare quality improvements and we specialize in providing individualized assistance to our participating hospitals.

What will be the main elements of RAZR's approach?

RAZR utilizes a meet your where you are strategy that ranges from high-touch approach to learning action networks for performance improvement. We will provide highly respected subject matter experts to delve into each of the clinical areas and teach specific strategies for improvement. We provide educational sessions to teach evidence-based best practices, strategies for improvement and tactical interventions proven to reduce harm and readmissions. Hospitals have the opportunity to participate in several listservs and roundtables to provide an avenue for peer collaboration within the cohort of participating hospitals.

What sets RAZR's approach apart from others?

RAZR is experienced in working to promote high reliability principles as the overarching aim of healthcare organizations. This experience combined with our expertise in patient and family engagement (PFE) methodologies, as well our emphasis on achieving health equity to achieve positive and sustainable improvements across the board, sets RAZR apart. Additionally, RAZR's two-pronged approach with a focus on Behavior Science (leadership/staff engagement, culture and patients/families) and Systems Thinking (transparent, purposeful, multidimensional, and counter-intuitive) helps maintain an engaged and productive participation between our hospitals and RAZR's team for the entire 4 years of the HQIC program to achieve the goals of improved patient outcomes and improved patient and family experiences.

What is the data burden if joining this initiative with RAZR?

The data burden is limited. Even though there are several measures, all of the Centers for Disease Control and Prevention (CDC) National Healthcare Safety Network (NHSN) data is automated and participants, who provide RAZR access to this data, will benefit from this automation of certain outcomes measures. If the organization does not report hospital-acquired infection (HAI) data from the CDC/NHSN, the hospital will be able to upload simple numerator and denominator information into our web-based data collection tool for the balance of the required measures. All measure data will be displayed in member dashboards that will make data integration easier and allow for meaningful comparisons and benchmarking.

How will RAZR ascertain my hospital's improvement needs?

RAZR will work with you to complete an initial operational assessment that will help identify opportunities for your facility to improve your quality of care. RAZR will work with you to utilize your data to help direct your improvement efforts over the course of this four-year program. Our team consists of clinicians, quality improvement experts and industry leaders who can guide and facilitate discussions, assessments, evaluations and implementations.

Will RAZR provide money to my hospital to participate in HQIC?

The program guidelines do not allow hospitals to be paid for their participation. We do, however, provide you with extensive technical assistance, access to subject matter experts, data collection and reporting tools, access to an online best practices community and education allowing you to customize activities to meet the needs of your hospital. Essentially, you receive free consulting support for the duration of the program.

Will there be a cost to my hospital to join the HQIC?

No, this contract is between RAZR and CMS. There is no cost for your hospital to participate.

Can I still participate if I did not work with previous CMS collaboratives?

Yes. RAZR encourages any qualifying hospital to join, regardless of prior participation in previous government collaboratives.

Can I sign letters of intent for more than one HQIC?

A hospital can only work with a single HQIC in the program, so once CMS awards the contracts, hospitals will have to choose one partner in this work.

What does RAZR need from hospitals?

To participate, interested members need to sign a letter of intent/participation (LOI/P). Please email RAZR at HQIC@razrsolutions.com to have an LOP sent to you .

Who should I contact if I have additional questions?

Please reach out to Joan Crandall, COO at HQIC@razrsolutions.com.

razrsolutions.com

