Agenda

1. **Introduction to Vermont Oxford Network’s (VON) Resources for the PA PQC** – Robert Ferguson, MPH, Director of Government Grants and Policy, Jewish Healthcare Foundation


3. **Overview of the VON Day Quality Audit** – Courtney Scott, VON Day Data Collection Coordinator and Account Manager, Vermont Oxford Network
Introduction to the VON Resources for the PA PQC

ROBERT FERGUSON

JEWISH HEALTHCARE FOUNDATION
Perinatal Quality Collaboratives (PQCs)

PQCs are networks of teams working to identify processes that need to be improved and quickly adopt best practices to achieve collective aims.
PA PQC Aims

✓ Reduce Maternal Mortality and Morbidity
✓ Improve Identification of and Care for Pregnant and Postpartum Women with Opioid Use Disorders (OUD)
✓ Improve Identification of and Care for Opioid-Exposed Newborns (OEN) (including Neonatal Abstinence Syndrome)
PA PQC Resources for the PA PQC Sites to Achieve the Aims

- Quarterly learning collaborative sessions to report out and learn how to implement key interventions for quality improvement (QI) projects
- Webinars with progress updates and topic-specific speakers
- VON NAS Universal Training Program
- Data Feedback via the PA PQC Data Dashboard and the VON Days Quality Audits for NAS
- Quality improvement coaching from the PA PQC team to build your team’s capacity to apply the PA PQC QI framework

*The NEPaPQC is also providing QI and data collection support*
A Universal Training Solution Aimed at Improving Outcomes for Infants and Families Affected by NAS
VON Universal Training Program for NAS

VON NAS Universal Training

John McGregor, EdD

Learning Systems Manager
Vermont Oxford Network
Collaborate = “Labor Together”

Learn

Measure

Improve

Teams Aim for Measureable Improvement

Share
NAS per 100 Hospital Births

Neonatal Abstinence Syndrome per 1000 Hospital Births by US Census Division, 2012

<table>
<thead>
<tr>
<th>US Census Division</th>
<th>NAS Rate per 1000 Births (95% CI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>New England</td>
<td>13.7 (12.5-14.5)</td>
</tr>
<tr>
<td>Middle</td>
<td>8.8 (5.9-7.6)</td>
</tr>
<tr>
<td>Atlantic</td>
<td>6.9 (6.0-7.8)</td>
</tr>
<tr>
<td>East North Central</td>
<td>3.4 (3.0-3.8)</td>
</tr>
<tr>
<td>West North Central</td>
<td>6.9 (6.3-7.4)</td>
</tr>
<tr>
<td>South Atlantic</td>
<td>16.2 (12.4-19.9)</td>
</tr>
<tr>
<td>East South Central</td>
<td>2.6 (2.3-2.9)</td>
</tr>
<tr>
<td>Mountain</td>
<td>5.1</td>
</tr>
</tbody>
</table>

Why Collaboration and Universal Training?

**AIM 1**
Engage centers in a multi-center QI collaborative focused on improving the quality, safety and value of care for substance exposed infants and families.

**AIM 2**
Promote the rapid cycle adoption of the AAP NAS guidelines into clinical practice by standardizing NAS-relevant policies and practices.
CLINICAL REPORT

Neonatal Drug Withdrawal
Even when we have good quality evidence and consensus about best practices . . .

It takes ~15 years for the evidence to reach 50% of the patients who would benefit!
From AAP Guidelines to Action

~ 50% of Infants With NAS Are Cared for in Community Hospital Settings With No NICU . . .

Many will not yet have comprehensive treatment programs!
Parents as Team Members and Faculty
Small Tests of Change
Potentially Better Practices (PBPs)

“We will not know if they are truly better until we adapt them to our local context, implement them, and measure the results.”

Plan
Do
Study
Act

NAS Online Lessons and Resources

Welcome to Universal Training Program for NAS

1. Improved Family-Centered Care at Lower Cost & Improvement Story: Using Standardization to Create a High Reliability
   Go to Micro-Lesson

2. The Prescription Opioid Epidemic and Neonatal Abstinence Syndrome - A Public Health Approach
   Go to Micro-Lesson

3. Virtual Video Visit: Chapter 1: Linking Attitudes with Outcomes
   Go to Micro-Lesson

4. Substance Use / Abuse 101: Mythbusters
   Go to Micro-Lesson

5. Virtual Video Visit Chapter 2: The Face of Trauma
   Go to Micro-Lesson

6. Substance Exposure 101: Frequency and Neonatal Impact by Agent Presentation
   Go to Micro-Lesson
2019 Overview

May 16th – VON Champion and VON Day Audit Webinar

June 1st – Getting Started
- Participation Agreements must be completed and returned for all centers participating in July VON Day Audit if your site is not currently a VON data submitting member
- VON Champions review user enrollment spreadsheets with PA PQC onboarding staff

June 10th – User Training
- Webinar for users outlining how to log in and navigate the VON Learning System, lessons, and resources (register here: https://www.whamglobal.org/papqc/get-involved)

July 8th – 13th - VON Day Audit #1
- Information and resources available at http://public.vtoxford.org/nas-von-days/

July – December – Ongoing Implementation
- Users complete lessons
- Monthly reporting communicated
- VON Champions engage/motivate users to complete lessons
2020-2021 Overview

• Users will continue to complete lessons

• Monthly reporting:
  • Lesson completion for users at each center
  • Report centers that achieved centers of excellence
  • Highlight use and progress
  • Motivation ideas

• VON Day Audit #2 occurs in July 2021

• Centers of Excellence are identified at completion of implementation
VON Champion Holds the “Key” to the Online Classroom

Who is the ideal VON Champion?

• Someone involved in day-to-day practice with core team

• Someone who regularly interacts with EMR

• Lead role or administrator

Your team is working with the PA PQC onboarding staff to identify this role.

Once identified, champions/senior leaders will receive an email with a detailed overview of the entire process.
VON Champion Holds the “Key”
to the Online Classroom

1. Identify users to be enrolled
2. Become a Super-User on the Learning Management System (LMS)
3. Motivate and keep users engaged
4. Monitor ongoing progress
Enroll Users

1. Review and confirm the User Enrollment Spreadsheet with the PA PQC onboarding staff from the Jewish Healthcare Foundation

2. PA PQC onboarding staff emails your confirmed spreadsheet to VON LMS Registrar, Brian George for processing

3. VON will email each enrolled user an email with instructions on how to log on and navigate to the NAS Lessons and Resources

4. No limit to center enrollment. VON champions can make enrollment changes throughout the implementation.
Center of Excellence

Optional for Centers:

1. VON Champions will identify the core team on the enrollment spreadsheet (minimum of five users).

2. Each month, we will send a statewide use report that shows the progress for each center’s core team.

3. Once a center’s core team completes all 18 NAS lessons, they will become a VON Center of Excellence

4. When 85% of all Core Teams complete the NAS lessons, the state will be designated as a VON State of Excellence
How to Set Your VON Username and Password

To log onto our Online Learning site, you will need to set your VON password.

1. Go to...
   vtoxford.org/LMS

2. Click on...
   Forgot your password?
How to Set Your VON Username and Password

Your username is the email your VON Champion submitted on the Enrollment Spreadsheet

3. Enter your email and click *Get Password*
How to Set Your VON Username and Password

4. Users will receive an automatic email that includes a link and instructions to set their password

You recently requested a new password for the Vermont Oxford Network learning site. Please click on the link below to create your password:

Click Here to Set Your Password
How to Log On to the VON Learning System

Users can then log on to our Learning System

1. Go to...

   vtoxford.org/learning

2. Click on...

   Login to edX:
How to Log On to the VON Learning System

3. Enter your VON username and password and click *Login*
How to Access the VON NAS Lessons

4. Under the *Universal Training Program for NAS*, click *Go to Course Homepage*
How to Access the VON NAS Lessons

5. Users will see a list of the NAS lessons. Click *Go to Micro-Lesson* to access a lesson.
Access NAS Toolkit

6. Click *Toolkit* to access the Toolkit
POTENTIALLY BETTER PRACTICES (PBPs)

The suggested PBPs are focused on developing and implementing a standardized process for the identification, evaluation, treatment, and discharge management of an infant with neonatal abstinence syndrome:

<table>
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<td>Develop and implement a standardized process for measuring and reporting rates of neonatal abstinence syndrome and drug exposure.</td>
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<td>Create a culture of compassion, understanding, and healing for the mother-infant dyad affected by the problem of neonatal abstinence syndrome.</td>
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<td>Provide care for infants and families in sites that promote parental engagement in care and avoid separation of mothers and infants.</td>
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<td>Engage mothers and family members in providing non-pharmacologic interventions as “first-line” therapy for all substance-exposed infants.</td>
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How to Access the NAS Lessons

Click the *Course* tab, and then click *Start Course*
How to Access the NAS Lessons

Every lesson will start with the Recorded Session(s).
How to Access the NAS Lessons

Session resources are located below video(s)

- Virtual Video Visit Facilitators Guide
Nurture the Mother — Nurture the Child
A Virtual Video Visit
NAS Virtual Video Visit Facilitator’s Guide

iNICQ Quality Collaborative:
Neonatal Abstinence Syndrome
Virtual Video Visit

Video Companion and Facilitator’s Guide

Nurture The Mother –
Nurture The Child

A Trauma-Informed, Family-Centered Approach to Supporting Women with Substance Use Issues Who Are Pregnant and Newly Parenting
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How to Access Certificates

To access the lesson certificate, users will first answer the lesson post test questions.

Lesson 2 Questions

ACCESS YOUR CERTIFICATE - PART 1 OF 3

To access your certificate, you will need to complete the following questions correctly. You will have as many opportunities to answer each question as you need. Please note, questions may have more than one answer.

After you have answered all the questions correctly, click Next at the bottom of the screen to move to Part 1. You will need to complete all three parts to obtain your certificate and for the lesson to be marked as complete.

Question 1

1 point possible (graded)
Trends in opioid use:
How to Access Certificates

Users will then complete a lesson evaluation.
How to Access Certificates

Users will then select their certificate type (CME/CNE) to generate their certificate.
How to Access Certificates

Course Progress for Sample Student

Your certificate is available
You can keep working for a higher grade, or request your certificate now.
How to Access Certificates

Course Progress for Sample Student

Your certificate is available
You can keep working for a higher grade, or request your certificate now.

View Certificate
How to Access Certificates

Congratulations! This page summarizes what you accomplished. Show it off to family, friends, and colleagues in your social and professional networks.

VON acknowledges the following student accomplishment:

The University of Vermont
Larner College of Medicine

Nursing Contact Hour Certificate
Vermont Oxford Network
33 Kilburn Street, Burlington, VT 05401
www.vtoxford.org

Sample Student

has successfully completed

Practical Foundations in Improvement Science Lesson 1:
What is the Science of Improvement?

PLACE: Vermont Oxford Network EdX
ORGANIZATION: Vermont Oxford Network
MAXIMUM CONTACT HOURS AVAILABLE: 0.75 CONTACT HOURS
ACTUAL NUMBER OF CONTACT HOURS EARNED: 0.75 CONTACT HOURS
Courtney Scott
vondays@vtoxford.org

VON Days Audit Coordinator
• Two audits will be performed
  – *Not an actual on-site “audit”*
  – Data is collected at 2 intervals, 2 years apart, and entered into a web-based portal for comparison
  – Inclusion Criteria:
    – Up to 30 infants *treated pharmacologically for NAS* at 7 days of age or less and discharged during the specified 3 month eligibility period
  – More eligibility details in Manual of Operations

**NOTE:** Confirm IRB requirements for your local participation in the audit!
IRB Approval is Important!

- The primary purpose of the audit is quality improvement.

- However, since the auditor may have access to protected health information and since the aggregated results of the audit may be published, consult with your local Institutional Review Board to determine what reviews and approvals are required prior to participation.

- IRB applications are generally accepted without issue.

- Data will not be broken down by provider or used to monitor individual actions.

- Your PA PQC onboarding staff will be sending the IRB letter.
VON Day Quality Audits/NAS

Two parts to the audit – unit and patient

Unit Level Data

• Policy or guidelines indications for and procedures for screening for maternal substance abuse.
• Policy or guidelines for comprehensive treatment of infants with NAS
• Scoring tools used
• Formal educational program that promotes standardization of NAS scoring among caregivers
• Policy or guidelines for non-pharmacological treatment of NAS
• Policy or guidelines for pharmacologic treatment
• Policy or guidelines that encourage breastfeeding or the provision of human milk

Screen shots are available in the Manual of Operations
VON Day Quality Audits/NAS

Patient-Level Data
- Birth weight; Gestational age; Inborn vs. outborn status
- Toxicological screening performed?
- Scoring performed?
- Pharmacologic agents used
- Total duration of pharmacologic treatment
- Internal between last dose of NAS agent and discharge?
- Home on medications? If so, what medications?
- Mother’s own milk in the 24-hours before DC
- Infant discharged to?
- Total length of NICU stay
- Total length of hospital stay
VON Day Quality Audits/NAS

Results Reported to Centers

• Total number of infants pharmacologically treated for NAS in the first 7 days of life
• Total NICU length of stay
• Total hospital length of stay
• Total duration of pharmacologic treatment
• Potential DC delays
  – Number of days after treatment stopped to DC
• % on mother’s milk at DC
• Medications used for treatment
• Medications at DC
Tips for a Successful VON Day Quality Audit Participation

The 3 month eligibility period has been determined by your team. You will be using paper forms only for the audit. Maintain those forms for electronic entry during the VON Day Audit.

Eligibility period = April 1, 2019 – June 30, 2019

Audit window = July 8, 2019 – July 12, 2019

Any problems with VON Day registration, data definitions or technical issues involving the VON Day Audit vondays@vtoxford.org or 802 865 4814 ext 247

Other Questions? Email vondays@vtoxford.org

***If you miss the June 1st enrollment period, data will be collected manually on paper and compared to the second and final audit
Once a data collector has been identified, they can log into the Data Entry Portal here:

Accessing the Data Entry Portal

Once logged in, you will see the following page. Click the Audit link and it will bring you to the unit questionnaire.
Step 1: Complete the Unit Data Form

Complete the Unit Data Form.
Step 1: Complete the Unit Data Form

At the end, you will be asked if you have patients to enter. Select yes if you have patients to enter. Select no if you do not have any eligible patients which completes the audit.

Click save and continue.
Complete the Patient Data Form.

At the end, select yes if you have more patients to enter. Otherwise, select no. The audit is now complete and you will be prompted to complete a survey.
Next Steps

1. Determine if your site needs to complete the VON Participation Agreement by working with the PA PQC onboarding staff from JHF
2. Identify the data collector for each participating site by working with the PA PQC onboarding staff from JHF
3. Start the IRB process for each participating site
4. Review VON Day materials in edX
   2. Frequently Asked Questions
   3. Unit and Patient Level Data Forms
Who to Call and Contact

State Collaborative Support/ Business Details / Handouts / Materials
Pam Ford  pford@vtoxford.org
Phone: 802.865.4814 ext 204

Learning Systems Manager
John McGregor EdD  jmcgregor@vtoxford.org
Phone 802.865.4814 ext 267

LMS Registrar / LMS Enrollment
Brian George  bgeorge@vtoxford.org
Phone 802.865.4814 ext 213

VON Day Quality Audits / Support
Courtney Scott  vondays@vtoxford.org
Phone: 802.865.4814 ext 247