



# Iowa Healthcare Collaborative (IHC) 2022 Annual Report

Iowa Healthcare Collaborative  
100 E Grand Ave  
Des Moines, IA 50309  
Phone: (515) 283-9330  
E-mail: [contact@ihconline.org](mailto:contact@ihconline.org)  
[www.ihconline.org](http://www.ihconline.org)



IHC is a patient focused, provider-led, nonprofit organization. On a mission to drive sustainable healthcare transformation, IHC is nationally recognized for achieving demonstrable and sustainable improvements across healthcare settings and disciplines.

IHC's strength is the ability to bring together and engage providers, hospitals, payers, businesses, communities, and government. Our strategies and solutions connect clinical care to community services to produce better care, enhance patient experience, and improve quality of life. By integrating stakeholders through collaboration and transparency, IHC advances rapid deployment of best practices and the effective use data to affect change. This cross-sector collaboration supports our mission to, "Facilitate exceptional healthcare quality, safety and value in Iowa and the nation."



## Mission

To facilitate exceptional healthcare quality, safety and value in Iowa and the nation.



## Cornerstones

- + Raise the standard of care
- + Align and equip providers for continuous improvement
- + Engage the community for sustainable healthcare transformation
- + Responsible public reporting



## Vision

A healthcare culture of continuous improvement in quality, safety and value that provides the most effective and efficient care.



## Values

- + **Respect:** Committed to grace, empathy and civility
- + **Integrity:** Highest ethical standards of responsibility
- + **Service:** Our value is driven by our customer's success
- + **Excellence:** Relentless pursuit of 100%



## A Message From Our President

### Tom Evans, MD, FAAFP

"For healthcare providers, the past year has been a year of recovery and reawakening. As we worked to reestablish clinical routines it is apparent the post-pandemic world has new long-term challenges. Access to workforce, consumer expectations, and the need for data and truth have been some key observations. If the theme of 2022 was recovery and reawakening, I believe the theme of 2023 will be transformation. To achieve our mission and vision and to truly create sustainable transformation, we need to pursue and implement change that meets the needs of our stakeholders."

IHC would like to formally recognize the Board of Directors for their engagement and significant contributions to advancing IHC's mission and relentless pursuit of driving sustainable healthcare transformation.

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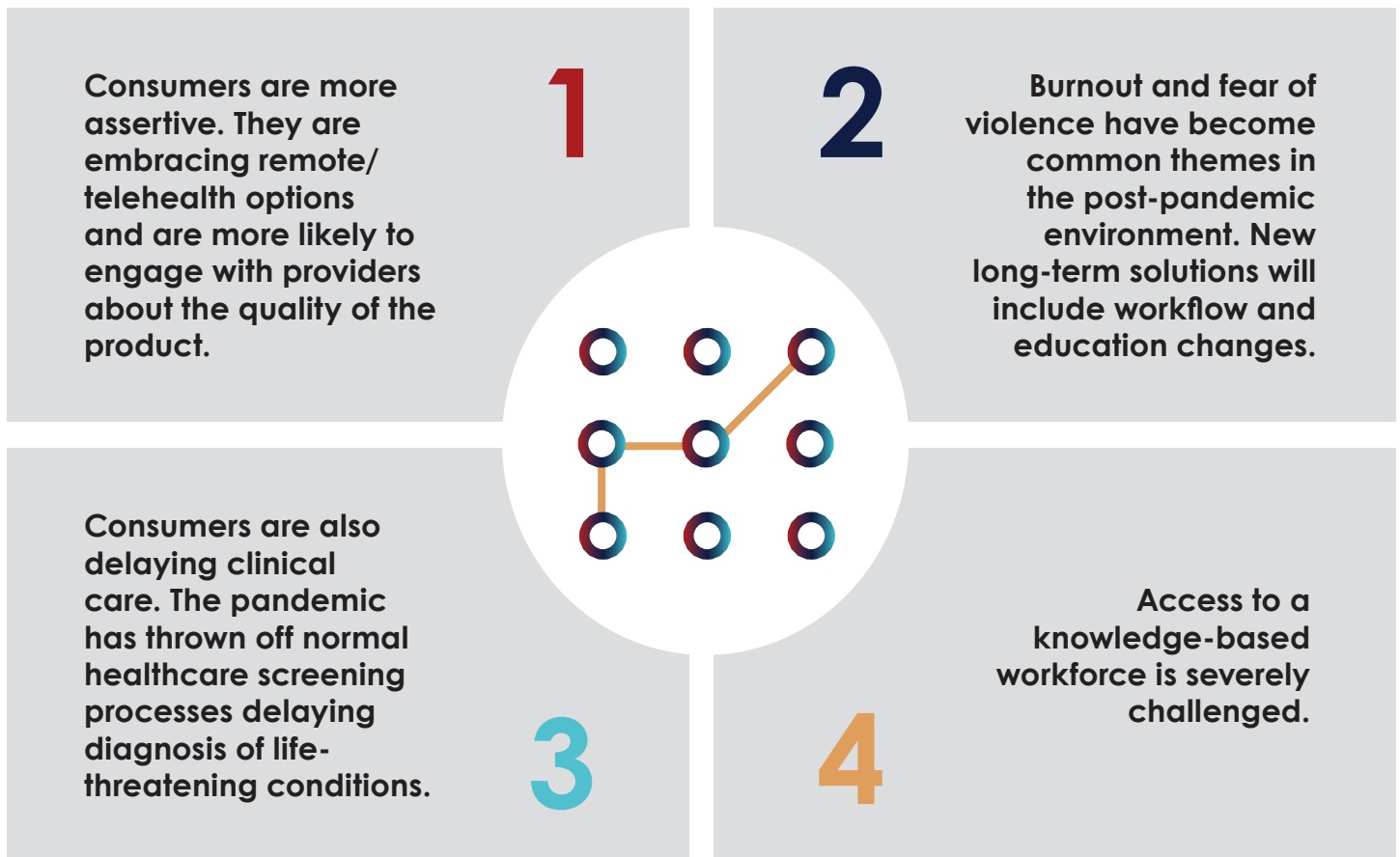
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**Christine Taylor, MD**  
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McFarland Clinic

One cornerstone of IHC is to, “Engage the community for sustainable healthcare transformation.” Today healthcare providers are severely challenged to change process to advance quality, safety, and value. Healthcare transformation, however, in these challenging times, is a team sport. To meet the community’s needs and make these improvements sustainable, community stakeholders are involved. Understanding the challenges and needs of public health, payers, communities, and employers is critical to both our success and sustainability in this resource challenged environment.

To maximize our value to customers and stakeholders, we annually survey organizations that truly partner and impact our work. Distributed broadly, we query the challenges of specific stakeholder communities and their barriers to creating sustainable healthcare transformation. This effort brings together community stakeholders, sharpens a common vision of community performance improvement and informs IHC’s strategic planning efforts. Key themes identified in 2022 facing all stakeholders include:

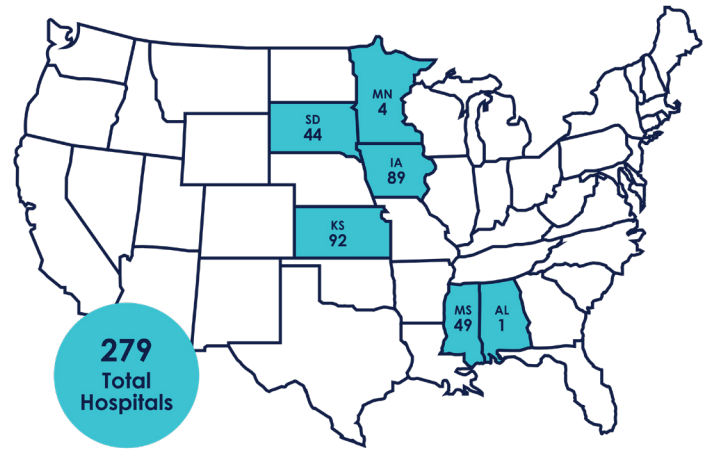


The landscape has changed such that a full understanding of not only those who deliver healthcare services, but also those who receive, establish policy and programming, insure, advocate, and organize health care are critically important to the effectiveness and sustainability of healthcare transformation.

## Overview

The Compass HQIC Network supports acute care hospitals with a focus on serving rural and underserved populations. IHC as a Network of Quality Improvement and Innovation Contractor (NQIIC) was eligible to bid on this opportunity and was one of nine awardees.

IHC is working with four state partners to support 279 hospitals throughout the Midwest. The Iowa Hospital Association, South Dakota Association of Healthcare Organizations, Kansas Healthcare Collaborative, and the Mississippi Hospital Association along with systems that cross into Minnesota and Alabama are fully participating in this project. IHC in collaboration with the previously mentioned partners collectively make up the Compass HQIC Network.



## Guiding Principals

### Patient Centered

The Compass HQIC Network conducts activities in a manner that is respectful of, and responsive to, patient preferences, needs and values.

### High Reliability and Culture of Safety

The Compass HQIC Network provides practical and effective tools to promote high reliability practices that produce consistent excellence in quality and safety across the healthcare continuum.

### Strategic Partnerships and Collaboration

The Compass HQIC Network has partnerships that draw on various strengths to enable aligned and efficient synergies that maximize the value to hospitals.

### Partnering Beyond the Quality Team

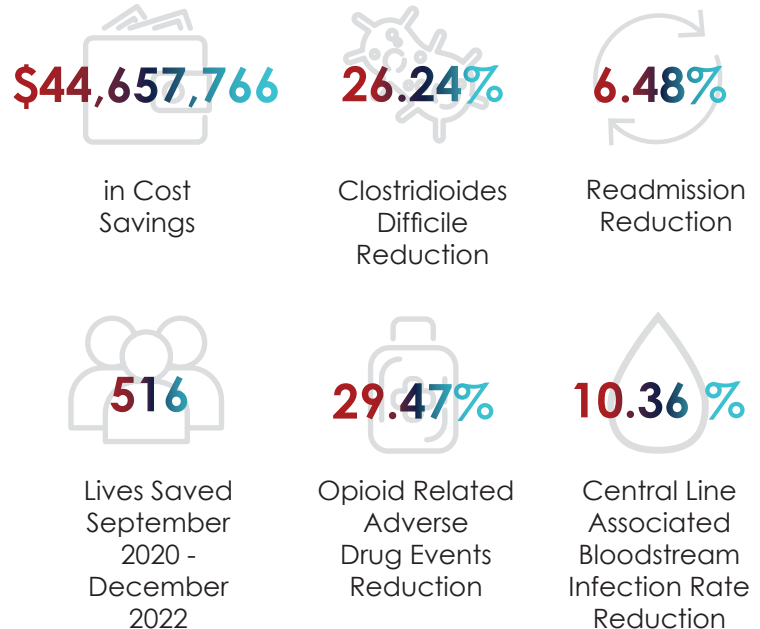
The Compass HQIC Network actively engages hospital leadership, physicians, patients, families and multidisciplinary team members to maximize benefit to both the hospital and the patients they serve.

## Funded Programs

- + 26 Patient Safety Certifications
- + 15 Infection Control/Prevention Certifications
- + 50 Diversity Equity and Inclusion Certifications

## Program Goals + Accomplishments

1. Improving behavioral health outcomes, including a focus on decreased opioid misuse.
2. Increasing patient safety, reducing all-cause harm.
3. Increasing the quality-of-care transitions, with a focus on high utilizers in effort to improve overall utilization and reduce readmission.



## Compass Collaborators

IHC is deeply committed to ensuring all hospitals, regardless of eligibility, have access to resources they need to support their continued quality and safety efforts. That is why IHC launched the Compass Hospital Collaborator program specifically for hospitals who are not eligible for The Compass HQIC Network. These hospitals have access to all the services offered to Compass HQIC Network hospitals.



## Overview

Clinicians and communities across the nation continue to face one of the most devastating public health crises in decades: The overuse and abuse of prescription and illicit opioids. Fortunately, clinicians, healthcare systems, and communities also have the power to reverse the opioid crisis by transforming their practices and collaborating to support their patients and local communities.

In response to the CMS Opioid Prescriber Safety and Support (OPSS) Task Order (TO), the IHC as the single awardee for this TO, has developed the national Compass Opioid Stewardship Certificate Program. This program supports providers through education and outreach to improve prescribing practices and increase the use of non-opioid pain management therapies. The program focuses on reducing the impact of the opioid epidemic by building relationships with those on the frontline of care and teaming with stakeholders to maintain an agile and responsive healthcare system. This program also focuses on the Eight Pillars of Opioid Stewardship and has used these pillars to create a valuable toolkit for enrolled program participants. **View the toolkit by scanning the QR code with your phone camera.**

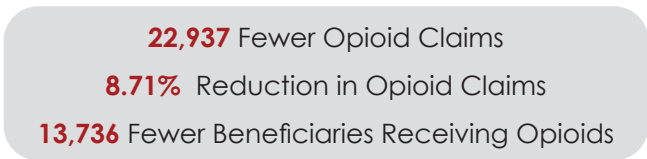


<https://bit.ly/3ycNrlI> (Link)

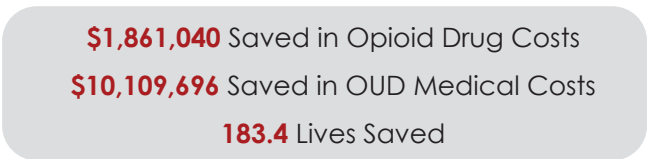
Locally, IHC leads two Iowa based Rural Community Opioid Response Program (RCORP) projects, which is a Health Resources and Services Administration (HRSA) initiative aimed at reducing the morbidity and mortality of substance use disorders (SUD) and OUD in high-risk rural communities. Each project is driven by local and state leaders committed to working together as a consortium to support the unique needs of high-risk rural communities. Each consortium is focused on strengthening and expanding local SUD/OUD prevention, treatment and recovery services, increasing rural residents' access to treatment with sustainable opportunities for long-term recovery.

IHC helps clinicians develop a comprehensive understanding of opioid stewardship and implementation of best practices. The program focuses on the Eight Pillars of Opioid Stewardship and has used these pillars to create a valuable toolkit for enrolled program participants. View the toolkit by scanning the QR code on the right with your phone.

### Opioid Prescribing



### Cost Savings Estimates

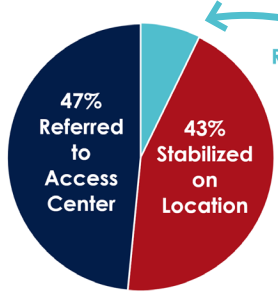


Program Accomplishments

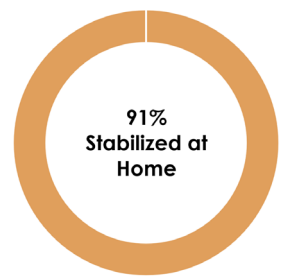


**Expanded Utilization of Crisis Stabilization Services (Infinity Health)**

Mobile Crisis



**Crisis Stabilization Community Based Services**



Today, data is one of the most important assets of any organization. IHC is committed to developing and managing information through insightful and innovative approaches.

IHC captures multi-source, multi-payer data to illuminate future trends, consumer choice and nation-wide performance. This enables IHC to pro-actively apply interventions and respond promptly and appropriately to local needs. By hosting interactive data portals for clinical and community markets IHC can review trends, clinical processes and outcome data to provide decision support to stakeholders. Responsible reporting is vital for raising the standard of care. IHC promotes responsible reporting by helping healthcare providers collect, interpret, share data and use the data to make evidence-based decisions.

At the core of IHC operations is the facilitation of continuous improvement. Advanced analytics identify areas for improvement that, in turn, directly impact the quality and value of service delivery. The IHC Research and Analytics Center offers a variety of research and analytics services, using evidence-based findings to inform providers, healthcare collaborative partners and the public. By promoting responsible public reporting, IHC assists providers in raising the standard of care.

## Included Services



Clinical Outcome Monitoring



Performance Improvement Analytics  
and Plan-Do-Study-Act Support



Predictive Analytics



Cost and Value Analysis



Data Visualization



Population Health Analytics



Intelligence and Reporting



Application Development  
and Testing



Insights and Analysis



Case Studies, White Papers,  
Manuscripts and  
Other Research Support

Transforming healthcare is an ongoing journey of continuous improvement. IHC remains focused on generating forward momentum in sustainable healthcare transformation – lasting change that consistently delivers exceptional healthcare quality, safety and value. To continue forward movement, IHC 2023 priority areas include:

- + Obtaining our own Continuing Medical Education (CME) Accreditation
- + Offering the following Continuing Education credits for live events:
  - + American College of Healthcare Executives (ACHE) Face to Face (F2F) Credits
  - + Nursing Continuing Education Credits
  - + Certified Professional in Healthcare Quality Credits (CPHQ)
  - + Continuing Medical Education (CME)

## IHC Annual Forum

Convening healthcare leaders, providers, and community stakeholders to work toward the common goal of exceptional healthcare in Iowa and across the nation.



**REGISTER TODAY!**

**MAY 10 - 11 2023**

**IOWA HEALTHCARE COLLABORATIVE ANNUAL FORUM**

**THE MEADOWS EVENTS + CONFERENCE CENTER**  
1 PRAIRIE MEADOWS DR,  
ALTOONA, IA 50009

FOR MORE INFORMATION VISIT  
[WWW.IHCONLINE.ORG/IHCANNUALFORUM](http://WWW.IHCONLINE.ORG/IHCANNUALFORUM)

SCAN THE QR CODE TO REGISTER



## IHC Patient Safety Conference

Convening healthcare leaders, providers, and community stakeholders to highlight best practices and innovations for healthcare quality improvement and patient safety. The goal of the conference is to educate and inspire the healthcare community in Iowa and across the nation to engage in quality activities that improve patient safety, equity, and quality across the healthcare continuum.

The IHC Patient Safety Conference on September 12-13, 2023, will also host The Poster Symposium and Patient Safety Awards. The Patient Safety Award and Poster Symposium will recognize outstanding leadership and achievement demonstrated by healthcare providers, hospitals, communities, clinics and organizations. The award will honor champions who support initiatives that improve patient safety, promote population health, reduce the risk of harm and encourage person-centered health.

Please see the Poster Symposium and Safety Award Guide for details on how to submit your poster and nomination.

## The Patient Safety Award

The Patient Safety Award will recognize outstanding leadership and achievement demonstrated by healthcare providers, hospitals, communities, clinics, and organizations. The award will honor champions who support initiatives that improve patient safety, promote population health, reduce the risk of harm, and encourage person-centered health.

[Learn More](https://www.ihconline.org/education/ihc-patient-safety-conference)

<https://www.ihconline.org/education/ihc-patient-safety-conference> (Link)

## Innovations from the Field

One of the many strengths of the IHC led Compass HQIC Network has been the ability to share and spread successes, best practices and innovations across the network and the country. With the Innovations from the Field project, the Compass HQIC Network will identify 2023 success stories, examples, methods, products and ideas that are forward-thinking, transformative and fuel the innovative spirit of the network.

[Learn More](https://www.ihconline.org/initiatives/hospital/innovations)

<https://www.ihconline.org/initiatives/hospital/innovations> (Link)

[View Guide](https://bit.ly/3ZJVtub)

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# Connect + Get Involved

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- + View upcoming events at <https://www.ihconline.org/events> (Link)
- + Join iCompass at <https://www.ihconline.org/icompass> (Link)
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