



1. *Review Your Facility's Strategic Plan*

Ask your directors and/or C-Suite representatives for a copy of the facility's strategic plan.

Reviewing the overall direction and goals of the facility will help you to understand the forward-thinking of the administration. This will also help you to show how your goals fit into this overall mission.



Know the answers to: What are your system's goals? How will your infection prevention initiative help them to move toward those goals?

2. *Participate in Clinical Rounds*

Plan some time to be on the floor. Understand the delivery of care and the types of information provided to patients.

3. *Find a Champion*

(or ideally, many champions)

Find and develop relationships with key financial and healthcare quality influencers. They will be your support system at the executive table and can help you make the connection between infection control and the bottom line.

4. *Understand Your Payer Mix*

Do you know how and from whom your facility gets paid? What percentage of the overall hospital payment comes from Medicare patients as opposed to private insurance patients? Understanding the answers to these questions will help you view the facility as the CEO does. Typically the largest payer is Centers for Medicare and Medicaid Services (CMS) beneficiaries – a key patient population at risk for healthcare-associated infections (HAIs).

5. Ask To See The Balanced Scorecard

At its core, a balanced scorecard is a performance measurement tool in a dashboard format. It is used by many healthcare administrators to manage and compare cost, quality and experience across the entire organization. An example of a balanced scorecard can be found below. Sit down with the Chief Financial Officer (CFO) and understand how they are using this tool to measure CMS indicators, infections, HCAHPS, etc.

**Typical Health System Incentive Compensation Scorecard
C-Suits Executives and BOD to Local Hospitals**

1	2	3	4	5	6	7	8
Priorities and Measures % of Target Incentive Earned:	Threshold (50%)	Target (100%)	Maximum (150%)	Performance Achieved		Weight	Weighted Performance (6X7)
				Actual	% of Target		
1. Financial Success: Operating Margin %	2.5%	3.3%	5.0%			20%	
2. Network Quality: Aggregate CMS % Green Light Scores	80%	90%	99%			20%	
3. Patient Satisfaction: HCAHPS - % "Definitely Yes" Would You Recommend	70%	75%	80%			20%	
4. Physician Satisfaction: % "Yes" Would You Recommend	87%	91%	94%			20%	
5. Employee Commitment: Would You Recommend / Would You Return	93%	95%	97%			20%	
Probability of Achievement	80% or higher	50% - 60%	10% - 20%				
				Organizational Performance:		100%	____%

6. Develop a Relationship With Your Coding Team

There is much debate about the relationship between infection prevention and medical coding/billing and documentation. Understanding the links between these various functions, what rules coders are required to follow and the practices of documentation among physicians can help ensure accuracy of reporting. Facilities are now required to track and report infections, and these are tied to reimbursements. **It is important for all departments to be on the same page so infections are recorded and coded correctly.**

