

**Quest for Zero: Excellence in ED**  
**Opt-In Agreement**  
**2024 Contract Year (July 1, 2024 to June 30, 2025)**  
2025 Policy Year (January 1, 2025 to December 31, 2025)

## Overview

In 2011, BETA Healthcare Group launched Quest for Zero: Excellence in ED, our patient safety initiative designed to support excellent care in Emergency Services across our member organizations. The overall goal of the Quest for Zero is to improve patient safety and achieve high reliability to reduce patient harm.

BETA's Quest for Zero: Excellence in ED offers a structured, two-tiered approach focused on risk mitigation. Tier One lays the foundation through individual assessment and learning. Tier Two builds upon this foundation by introducing various patient safety strategies outlined in a menu of options, including defined and measurable subcomponents supported by national standards, safe practices, and evidence-based literature. Members must demonstrate 100% compliance with elements in Tier One in order to qualify for any credits in Tier Two.

## Value of Participation

BETA provides our fully insured members and insureds the opportunity for significant reduction in their contribution or premium each policy year. Achieving Tier One offers 2% return of your ED contribution or premium. There is an opportunity to gain additional credits by choosing up to two additional safety strategies in Tier Two, each worth 2% if all criteria are met. This represents a potential annual contribution or premium renewal credit of up to 6% of the Emergency Department portion.

BETA fully sponsors the Relias Personalized Learning Modules and courses for our members. BETA partners with Relias to provide valuable educational content focused on evidenced-based practices in this high-risk clinical service line. The Relias Platform is a next-generation tool that offers a first-of-its-kind proficiency assessment that measures both knowledge and clinical judgment, making provider and nurse education more personalized and relevant.

The Relias Platform allows users to:

1. Use assessment driven courses for personalized learning.
2. Receive immediate feedback mapped through a personalized learning path which delivers course content in 2-5-minute modules, to rapidly improve performance while avoiding hours of untargeted training where the user has already demonstrated proficiency.
3. Review data analytics that allow the organizations to study individual and unit-based trends.
4. Earn CME and CE credit<sup>2</sup>.
5. Meet credentialing and continuing education requirements.
6. Access the personalized learning module and courses from work or home computer as well as on an iPad or iPad Mini.

## Tier One

Assessment Component

1. Each Emergency Department clinician insured through BETA must complete the

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individualized learning module ***Emergency Department Sepsis Management***.

- a. An individualized learning path is delivered to each participant following the assessment. *Areas of improvement identified as “red and yellow zones” must also be completed.*
2. Performance Improvement: Individuals and organizations taking a re-assessment of the Relias module will need to show a minimum 1.5 % average increase in knowledge scores. Those who score in the upper 25<sup>th</sup> percentile will be exempt from this requirement. Average top performance by providers and registered nurses at any organization need only maintain that quartile.

## **Tier Two**

Members may select up to two targeted strategies to direct safety efforts, identified by facility- based trends. Tier Two options include the following:

- Sepsis Management
- Emergency Medicine Collaborative
- Organization-Wide Surge Planning
- High-Risk Callback Program
- Pediatric Readiness
- Care for the Caregiver
- ED Risk Assessment
- Fracture Management
- Medication Safety
- Fall Prevention
- Culture of Safety
- CEN/ CPEN Certification
- Triage Education
- Safer Sign-out
- Patient and Family Centered Care
- Data Visibility and Transparency
- Management of Mental Health Patients
- Simulation & Drills
- Team Training & Communication

## **BETA’s Commitment**

BETA’s Quest for Zero: Excellence in ED is guided by risk management and clinical experts to enhance patient safety and loss prevention efforts in your organization. To support the success of the Quest for Zero: ED program, BETA will:

1. Meet with member organizations to identify facility-based trends and recommend TierTwo strategies to address identified loss areas.
2. Provide ongoing expertise and recommendations, and support efforts in collaboration with your team in meeting completion goals.
3. Provide tools and resources to facilitate success.
4. Complete onsite or virtual validation assessments measuring the extent to which the member/insured has successfully achieved Tier One and Tier Two strategies.

## **Validation Process**

1. Quest for Zero: Excellence in ED Tier One and Tier Two strategies must be completed by the organization 60 days prior to the contract/policy renewal date.
2. Validation assessments will be completed by BETA with findings and recommendations provided to member prior to contract/policy renewal.
3. The results of the validation assessment will determine the renewal credit for the member.

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## Next Steps

1. Participating members must complete the Opt-In agreement each contract year.
2. Identify those who will serve as primary contacts for the ED Quest for Zero.
3. Identify at least one "Supervisor" for the Relias platform who will serve as primary contacts.
4. Identify the population of users by segmented areas of specialty.
5. Execute the Opt-In Agreement and return to [riskmgmt@betahq.com](mailto:riskmgmt@betahq.com), Attn: Nicole Amidon.
6. Supervisors (new to platform) must participate in a training session designed to outline a timeline for implementation and associated strategies.
7. Supervisors will be responsible for facilitating registration, oversee reports and program usage.

We value our members and appreciate your continued interest in BETA's Quest for Zero: Excellence in ED. By executing the Opt-In Agreement, you have expressed interest in participating in the Quest for Zero: Excellence in ED program in the 2024 contract year (July 1, 2024 to June 30, 2025)

For questions about the Quest for Zero: Excellence in ED, please contact Nicole Amidon, MSN, RN, Manager, Risk Management and Patient Safety at [nicole.amidon@betahq.com](mailto:nicole.amidon@betahq.com) or submit your Opt-In to [riskmgmt@betahq.com](mailto:riskmgmt@betahq.com).

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## DEMOGRAPHIC

Facility Name: \_\_\_\_\_

Date of Validation Assessment: \_\_\_\_\_

BETA Risk Director: \_\_\_\_\_

ED Director: \_\_\_\_\_

### Facility Leadership

Chief Executive Officer: \_\_\_\_\_

Chief Financial Officer: \_\_\_\_\_

Chief Nursing Officer: \_\_\_\_\_

Chair of Emergency Medicine: \_\_\_\_\_

### Nursing Leadership

Director: \_\_\_\_\_ Manager: \_\_\_\_\_

Clinical Nurse Specialist: \_\_\_\_\_

Director: \_\_\_\_\_ Manager: \_\_\_\_\_

### Licensed Beds

Critical Beds: \_\_\_\_\_ Acute Beds: \_\_\_\_\_ Fast Track: \_\_\_\_\_ Hall Beds: \_\_\_\_\_

Urgent Care: \_\_\_\_\_ Internal Waiting Room: \_\_\_\_\_ Hold Beds: \_\_\_\_\_

Trauma Level: I II III

Stroke Accreditation: \_\_\_\_\_ Level: \_\_\_\_\_

Cardiac Accreditation: \_\_\_\_\_ Level: \_\_\_\_\_

### Collaborative Involvement

CHPSO	<input type="checkbox"/> Y <input type="checkbox"/> N
Regional Hospital Association	<input type="checkbox"/> Y <input type="checkbox"/> N
Emergency Nurses Association	<input type="checkbox"/> Y <input type="checkbox"/> N
American College of Emergency Physicians	<input type="checkbox"/> Y <input type="checkbox"/> N

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Facility Name: \_\_\_\_\_ would like to take advantage of the opportunity to opt-in to participate in BETA Healthcare Group’s Quest for Zero: Excellence in ED, including the sponsored education platform, Relias. We understand that by opting in we are making a commitment to complete the Quest for Zero: Excellence in ED strategies must be completed by April 30<sup>th</sup> of each year, to earn the incentive/renewal credit for the following contract/policy renewal.

To begin implementation and receive access to the Relias Platform, the following information must be provided to BETA Healthcare Group:

Title	Name	Phone Number	Email Address
ED Medical Director			
ED Medical Group Name			
ED Nursing Director			
Risk Director/Manager			
Primary Contact			

Specialty	Number of Staff
Emergency Physicians	
Family Practitioners with ED privileges	
Physician Assistants	
Nurse Practitioners	
Registered Nurses	
Other	

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BETA is committed to supporting your organization and its success in the Quest for Zero: Excellence in ED program, please indicate the Tier Two strategies (maximum of two) that you will participate in during the 2024 contract year:

Tier Two Strategies	
<input type="checkbox"/> Sepsis Management	<input type="checkbox"/> Triage Education
<input type="checkbox"/> Emergency Medicine Collaborative	<input type="checkbox"/> Safer Sign-out
<input type="checkbox"/> Organization-Wide Surge Planning	<input type="checkbox"/> Patient and Family Centered Care
<input type="checkbox"/> High-Risk Callback Program	<input type="checkbox"/> Data Visibility and Transparency
<input type="checkbox"/> Pediatric Readiness	<input type="checkbox"/> Management of Mental Health
<input type="checkbox"/> Care for the Caregiver	<input type="checkbox"/> Patients Simulation & Drills
<input type="checkbox"/> ED Risk Assessment	<input type="checkbox"/> Team Training & Communication
<input type="checkbox"/> Fracture Management	<input type="checkbox"/> CEN/ CPEN Certification
<input type="checkbox"/> Medication Safety	<input type="checkbox"/> Culture of Safety
<input type="checkbox"/> Fall Prevention	

Your signature below indicates your organization's interest to Opt-In to BETA Healthcare Group's Quest for Zero: Excellence in ED.

\_\_\_\_\_  
**CEO Name (printed)**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

This form must be returned by email or scan to [riskmgmt@betahg.com](mailto:riskmgmt@betahg.com), Attn: Nicole Amidon.

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