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February 2006

Hello!

Welcome to Quality Source E-News, a monthly online supplement to the quarterly Quality Source magazine published by QSource. For more information about QSource or to view our printed publication online, visit www.qsource.org.

in this issue

- IN NURSING HOME NEWS...
- IN HOME HEALTH NEWS...
- IN HOSPITAL NEWS...
- IN PHYSICIAN OFFICE NEWS...
- IN DOQ-IT RELATED NEWS...
- IN MEDICARE NEWS...

IN NURSING HOME NEWS...



**Nursing
Home**

Almost Home Airing Rescheduled

Due to the Presidential State of the Union address on Jan. 31, *Almost Home* will now air on Feb. 21 at 10 p.m. EST on the national PBS series *Independent Lens*.

Almost Home chronicles a year in the life of a Milwaukee nursing home that is implementing a revolutionary new approach to the challenge of making a nursing home feel like home.

For more information about the documentary, please visit www.almosthomedoc.org.

Don't Miss Out On This...Sweet Opportunity

QSource has a "sweet opportunity" for you to take advantage of starting Feb. 28 from noon to 1 p.m. CST / 1 p.m. to 2 p.m. EST for the first of a series of national teleconference calls featuring national speakers each quarter in 2006.

Join nursing home peers from Tennessee, South Carolina, North Carolina, Georgia, Virginia, Maryland and Washington DC to listen to Dr. Courtney Lyder as he shares insight as to what is new in pressure ulcer prevention and treatment. Lyder is a professor of nursing, internal medicine and geriatrics at the University



QSource is a 501(c)(3) not-for-profit, physician-sponsored, healthcare quality improvement organization (QIO).

As the federally contracted QIO serving Tennessee, the organization is dedicated to improving the quality of healthcare provided to Tennesseans through education and advocacy.

Physician Membership Criteria

If you are a physician holding a current and unrestricted license to practice medicine or osteopathy in Tennessee, and are actively engaged in the practice of medicine or osteopathy in Tennessee, you are eligible to become a physician member of QSource.

Membership Benefits

- Assistance in Preparing for Pay-for-Performance
- No Membership Fees or Dues
- Free bi-monthly magazine and monthly e-news

of Virginia and was recently featured in the Fall 2005 issue of *Quality Source*.

To participate in the teleconference call, you will need to register to obtain the call-in number and hand outs. Click [here](#) to register.

Questions? Comments? Contact: [Beth Hercher](#) QI Specialist, 800.528.2655 ext. 2640.

Medlearn Matters

Medlearn Matters is a series of national articles designed to inform the healthcare community about the latest changes to the Medicare Program. The articles are prepared in consultation with clinicians, billing experts and CMS subject matter experts.

For Nursing Homes:

[Nursing Facility Services \(Codes 99304-99318\)](#)

[Message to Nursing Home Administrators on Medicare Prescription Drug Coverage](#)

IN HOME HEALTH NEWS...

Sharing Hospital Discharge Orders with the Physician

For many home health agencies, obtaining the physician signature on the Plan of Care (POC) is difficult. Often the primary physician has not seen the patient recently, whether the discharge is from the hospital, skilled nursing facility, etc.



An issue that came up in a discussion with physician offices, hospitals and home care agencies is that the primary physician often does not receive a copy of the hospital discharge order - at least not in time to respond to agency requests.

The patient returns home, the home care agency begins the SOC and contacts the physician regarding the discrepancies found and to obtain orders. The physician will often refuse to discuss and/or sign the patient's orders until the physician has seen the patient - a problem for the patient and the home care agency.

A temporary band-aid for this problem could be as follows: when the agency accepts the patient and identifies the primary physician, the agency could share the discharge orders that the agency is using to begin care. At least the physician will see the same patient orders that the agency is operating from.

Some hospitals have set up computer records that are available online. Occasionally, the primary physician will be provided access to that record. The goal is to set up any system that can be implemented to provide increased physician knowledge. With open communication, improved and coordinated patient care can be achieved.

Telehealth and Disease Management Workshop

Tennessee Homecare Alliance (THA) in collaboration with QSource is pleased to present a workshop on Telehealth and Disease Management.....

Workshop dates:

- Memphis--Feb. 28--Alliance Homecare, 6400 Shelby View Dr., Suite 101, 38134
- Nashville--March 2--THA office, 500 Interstate Blvd. South, 37210
- Knoxville--March 7--Baptist Eye Institute, 2020 Kay St., Suite 1A, 37920

**Registration will be handled through THA, not QSource. All agencies in Tennessee will receive registration details via email from QSource once they are finalized.

Medlearn Matters for Home Health:

- Eligible to serve on the QSource Board of Directors
- Eligible to nominate and vote for members of the QSource Board of Directors
- Eligible to become a Physician Reviewer/Advisor and/or Consultant

How to Join

It's simple. Click on the link below to complete the online application.
[Click here to join!](#)

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Setting Targets - Achieving Results

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Tools and Resources

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[Telehealth Toolkit](#)

[Look Alike, Sound Alike Medication List](#)

[Beers Criteria](#)

[Improving Management of Oral Medications Guide](#)

[Evaluating the Plan of Action](#)

IN HOSPITAL NEWS...



Participation Notification Delayed

Due to recent changes in CMS instructions pertaining to inclusion criteria for the Identified Participant Groups (IPGs), final notification to all CEOs who applied for participation has been delayed. We apologize for this delay. We anticipate making final email pre-notifications the first week of February, with the official letters to the CEOs going out by certified mail the second week of February. QIO liaisons at these hospitals will also receive a mailed copy of the CEO notification letter. We appreciate your patience during this long process and we look forward to working with all participants over the next two years!

Mark Your Calendars for the QSource Abstraction Clinic Teleconference!

The next QSource Abstraction Clinic statewide teleconference will take place on March 15 from 9 a.m. to 10:30 a.m. CST / 10 a.m. to 11:30 a.m. EST. The topic will be heart failure. The contact number, call-in number and hand outs will be disseminated closer to the time of the call.

Coming Soon...QSource Abstraction Discussion List

The previously announced QSource abstraction email discussion list will be launched most likely next week. We are working through the technical issues of loading the email address of everyone in our abstraction contact database into the discussion list system so you won't have to sign up again. Monitor your email for further information! Once the new system is launched, all abstraction questions will be submitted and answered via the discussion list only.

IN PHYSICIAN OFFICE NEWS...

Sign-Up for DOQ-IT

The Doctor's Office Quality Information Technology (DOQ-IT) project has been a tremendous success and QSource is currently providing free electronic health record (EHR) assistance to more than 200 practices across Tennessee.



Under the contract with CMS, QSource is to work with 6 percent of the adult primary care physicians in Tennessee. QSource is currently accepting applications for support. Click [here](#) to register for free EHR assistance and consulting from QSource.

EHR Resources & Tools Available Online

In the process of looking for an EHR? Don't know where to begin? QSource offers a variety of online resources and FAQs for physician offices wanting to understand an EHR. You can find it [here!](#)

Cultural Competency Module Training

CMS is recommending that physician offices across the nation become more culturally competent in the care they provide to patients with diverse backgrounds, ethnicities, religions, language and culture.

To do this, physicians are encouraged to complete an online Cultural Competency course and receive up to nine CMEs in the process.

Physicians are asked to complete Theme 3 first because it assesses the staff and practice, then proceed to Themes 1 and 2. Upon completion of Theme 3, notify our physician office team to receive a free gift. If interested, click [here](#).

Message Board Available to Physicians

Many healthcare providers have asked for a way of sharing information, asking questions and having discussions with other Tennessee healthcare providers on various medical topics. Users of the QSource Web site now have the opportunity to do just that with new message board capabilities.

Physicians interested in implementing an EHR are the first to have access to the message board. You will need to register to use the board and you may post messages and comments as frequently as you like.

If interested in joining the Physician Office/DOQ- IT message board, click [here](#).

Keys to Success: Practical and Cost- Effective EHR Implementation

For many practices, the transition from a paper- based system to electronic is highly disruptive and expensive. Managing this challenge in most cases will fall to the practice administrator. This important presentation will discuss crucial aspects of implementation from practice managers who have personally experienced it.

The participating faculty will discuss the critical issue of clinical care and cash flow continuity, management of the organization's culture, physician-administrator teamwork and staff training. Participants will also learn how to work with their vendor to successfully develop and execute installation and maintenance contracts.

The live MGMA Webcast and audio conference is set for Feb. 23 from 2 p.m. to 3:30 p.m. EST / 12:30 p.m. 1.p.m. CST. The cost is \$179 for MGMA members, \$189 for affiliate members and \$239 for non- members. Click [here](#) for more information.

Medlearn Matters for Physician Office:

[The Facts for Providers Regarding Medicare Prescription Drug Plans That Will Become Available in 2006](#)

50 Reasons to Get An EHR

Quick tips from your connected colleagues will show you how EHRs change the way they work for the better.

[Click here for more information...](#)

IN DOQ-IT RELATED NEWS...

Tennessee Governor Announces eHealth Council

Tennessee Gov. Phil Bredesen (D) has announced the creation of a statewide council to guide and coordinate the ongoing health IT initiatives across the state, the Chatanoogan reports.

The eHealth Coordinating Council will help create a collaborative approach across state pilot projects by ensuring interoperability, defining uniform standards, eliminating duplicate efforts and reducing resource competition. "Our goal is

efficient and effective delivery of health information to improve the quality of care provided to the citizens of Tennessee," Bredesen said.

The council will be led by Antoine Abdallah Agassi, former chief technology officer for Spheris and former senior vice president and CIO for WebMD. "By working together to define how data are shared across these initiatives, we will ensure that complete health information is secure but readily available for appropriate use," said Department of Finance & Administration Commissioner Dave Goetz (Reprinted from The Chatanooga, 1/27/06).

December 2005 Physician Office Literature Review

December's Literature Review features articles that focus on adopting health information technology and using it effectively.

In Kaiser Permanente's Experience of Implementing An Electronic Health Record: A Qualitative Study, authors study EHR implementation at a large medical organization.

In Trust and Sources of Health Information: The Impact of the Internet and Its Implications, authors explore national estimates for health-related uses of the internet, level of trust in health sources and preferences for cancer information sources. Click [here](#) to read more.

EMR Road Show

The EMR Road Show, sponsored by the Medical Records Institute, will be in Nashville May 31 at the Sheraton Nashville Downton Hotel. The program will consist of educational and informative sessions featuring what works and what doesn't, system comparisons and descriptive insights into the implementation process. Each event will run approximately eight to 10 hours long. Exhibitors include iMedica, Misys Healthcare Systems and QSource.

[Click here for more information...](#)

IN MEDICARE NEWS...

Educate Your Medicare Patients About Their New Appeal Right!

QSource offers two resources for you to educate your patients and their caregivers about their new appeal right as a Medicare beneficiary. Select either or both information pieces to place in your waiting area, give to patients during their visit or mail to them directly.



Quantities are limited, so [order](#) yours TODAY.

Coming Soon-PEPPER Version 12

Providers are reminded that PEPPER Version 12 should arrive in your QNET Exchange in-box very soon. Quality Improvement Organization liaisons should be on the lookout for a formal email notification of when you may logon to QNET Exchange and download your report.

PEPPER provides summary statistics of administrative claims data on CMS target areas (areas likely to have payment errors due to billing, DRG/coding and/or admission necessity issues). Hospitals can use PEPPER to review their data for the current quarters and the previous three fiscal years for each of the areas targeted for improvement by CMS and compare their performance to that of the other acute-care PPS hospitals within their state.

They can also use the tool to compare their own data across years to identify significant changes in billing practices; pinpoint areas in need of auditing; identify potential DRG under- or over-coding problems; and identify target areas where length-of-stay is increasing. PEPPER can help hospitals meet CMS's goal of achieving transformational change for the reduction of payment errors. Click [here](#) to read more about PEPPER.

For questions related to PEPPER contact: Richard Bender at 1.800.528.2655 ext.

2630 or Madhuri Annam at ext. 2663.

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[Click here for more information...](#)

Medlearn Matters for Medicare Providers:

[Therapy Caps to be Effective January 1](#)

email: lhouston@tnqio.sdps.org

phone: 800.528.2655

web: <http://www.qsource.org>

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