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June 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. (Note: This publication is best viewed online in HTML format. To view it in this format, please change the settings in your e-mail.)

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NURSING HOME NEWS**Reminder: 2007 STAR Targets**

The time has come for nursing homes to set their 2007 Setting Targets-Achieving Results (STAR) target.

Nursing homes that would like assistance with improving pressure ulcers, physical restraint use, depression and chronic care pain can also register for STAR.

Click [HERE](#) to set your 2007 target or to create a new account. **Don't wait!!**

NOTE: If the person that created the STAR account is no longer with the facility or you have forgotten your password, contact [Beth Hercher](#), QSource QI specialist.

Conference Call: The Benefits of Culture Change

QSource would like to invite you to participate in a statewide teleconference on the benefits of culture change on **July 27** with guest speakers from the Tennessee Eden Alternative Coalition.

The conference call will take place July 27 at 1:30 p.m. CST. The call-in number is 800.615.2820 and the pass code is 848325.

The panel will consist of facilities that are currently on the culture change journey, state survey agency and long term care professionals.

For more information, contact [Laurie Gyscek](#), QSource nursing home program manager.

Nursing Home Tools & Resources Page Added to QSource Web Site

The new QSource tools and resources Web page for nursing homes features downloadable tools that facilitate transformational and organizational changes, and physical restraint reduction.

Click [here](#) to visit the new tools and resources page.

**Latest Issue of Quality Source Available**

The current issue of *Quality Source* is filled with articles on everything from managing oral medications to cultural competency.

In this issue, we introduce you to the *Digital Doctor*, inform you of a NHIFT (pronounced nifty) little tool that can assist nursing homes with improving their quality of care and tell you how hospitals will SCIP to improve the quality of surgical care they provide.

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HOME HEALTH NEWS

Statewide ACH Rate Increasing

Although the statewide acute care hospitalization (ACH) rate steadily decreased from May 2005 through November 2005, it has gradually increased since December 2005. The July 2004 baseline was 33.36 percent. The statewide ACH rate as of February 2006 was 33.72. At the current rate, Tennessee will have a difficult time reaching the transformational changes expected by the Centers for Medicare & Medicaid Services (CMS).

However, many agencies have seen their ACH rates go down by implementing best practices, training and retraining staff, and improving communication with physicians and discharge planners. Auditing and monitoring has proven to be key to isolating and addressing issues related to unplanned hospitalizations.

Agencies that would like assistance with reducing ACH or quality improvement, contact [Marian Boxer](#), QSource home health program manager at 800.528.2655 ext. 2638. Agencies can also contact Quality Improvement Specialists [Barbara Meadows](#) or [Betty DeBlasio](#) at 615.259.1290.

Unmet ADLs Lead to Increased Hospitalizations

A recent study by Purdue University found that older people who do not have assistance in meeting their activity of daily living (ADL) were much more likely to be hospitalized for an acute illness than older adults who received the help they needed. The study looked at frail elderly adults who lived with unmet daily living needs before enrollment in a program that provides medical and social needs to meet the daily living needs of those eligible for nursing homes.

Click [here](#) to read more.

Facts About Preventable Hospitalizations

In 2000, the Agency for Healthcare Research and Quality (AHRQ) published a fact book that examines one critical area of healthcare quality: preventable hospitalizations or hospitalizations that may be preventable with high quality primary and preventive care.

Click [here](#) to check out the AHRQ Fact Book.

Problems with Ensuring OASIS Accuracy

In a study titled "Assessment of OASIS Reliability and Validity Using Several Methodological Approaches" conducted by the Center for Home Care Policy and published in Home Health Care Services Quarterly, researchers found "inconsistencies between several domains of OASIS and the CMS 485." The researchers went on to say that "consistently low reliability of some items still suggests that patient status may not be accurately reflected. Poor reliability impacts quality and reimbursement measures derived from these items."

Click [here](#) to read more.

Nine Focus Areas to Reduce Avoidable Hospitalizations

The majority of best practices to reduce avoidable hospitalizations will fall into one of nine categories. When choosing best practices in an effort to reduce avoidable hospitalizations, focus on one or more of the following areas:

- [Disease management](#)
- [Falls](#)
- [Front loading visits](#)
- [Hospital risk assessment](#)
- [Medication management](#)
- [Patient emergency care planning](#)
- [Patient self management](#)
- [Telehealth](#)
- [Transitional care coordination](#)



[Find out more about DOQ-IT](#)

Nursing Home STAR Site
Setting Targets - Achieving Results

[Be A STAR!](#)

[Tell Us What You Think!](#)

[Complete The Readership Survey](#)



Join our mailing list!

Tools & Resources

[Resource binder-Home Health Publicly Reported Quality Measures](#)

[Resource package- Improvement in Status of Surgical Wounds](#)

[Resource package- Ready, Aim, Improve for Surgical Wounds](#)

[Resource package- Improvement in Dyspnea](#)

[Resource package- Ready, Aim, Improve for Dyspnea](#)

[Resource package- Improvement in Urinary Incontinence](#)

[Resource package- Ready, Aim, Improve Urinary Incontinence](#)

[Resource package- Improving Discharge to Community](#)

HOSPITAL NEWS

SCIP Module 1 Available on Medscape

The SCIP Module 1: Infection Prevention self- study course that is available on [MedQIC](#) is now available at [Medscape](#). This means that both nurses and physicians nationwide have another resource for completing the course.



Hospital Data Collection: Incorrect/Invalid Record Selection Clarifications

Due to the impact of an "Invalid Record Selection" on a hospital's validation score, the Centers for Medicare & Medicaid Services (CMS) is supplying Invalid Record Selection details to Quality Improvement Organizations (QIO) and providers. The CDAC (CSC-York) will select this status of "Invalid Record Selection" if any of the following on the submitted medical record do not match what was requested:

- Admission date
- Discharge date
- Birth date

Click [here](#) to view "Invalid Record Selection" details.

Conference Call: Improving Patient Safety Culture-What Works in Rural Hospitals?

The Hospital Interventions Quality Improvement Organization Support Center is hosting a conference call **June 27** in which a panel of rural hospitals from across the country will share successful strategies for improving patient safety culture in your hospital.

The conference call will take place June 27 from 1 p.m. to 2:30 p.m. CST / 2 p.m. 3:30 p.m. EST. To participate in the call dial 800.830.7418. There is no cost to participate. No registration is required and no handouts will be distributed prior to the call.

New MedQIC Tutorial

Review the latest navigation tips for MedQIC 2.1 and learn shortcuts to tools and resources. The MedQIC tours can be used as a refresher course for yourself or your staff. MedQIC offers tools, articles and links to resources on how to transform organizational culture, adopt health information technology, redesign care processes, and measure and report performance.

Click [here](#) to start your tour!

American Heart and Stroke Associations Offer Educational Programs

The American Heart Association and the American Stroke Association are offering healthcare providers a series of ongoing certified educational programs addressing topics that impact the treatment of patients with cardiovascular disease. Each activity is delivered via a variety of multi-media platforms throughout the year. Topics within the series are partially supported through unrestricted educational grants from commercial

supporters and are offered at no charge to participants.

Click [here](#) to check out past, present and future programs.

National Quality Forum Endorses Consensus Standards for Prevention and Care of Venous Thromboembolism

The National Quality Forum announced the endorsement of 20 national voluntary consensus standards around model policies, practices, and performance measures related to the prevention and care of venous thromboembolism (VTE), including deep vein thrombosis (DVT) and pulmonary embolism (PE), according PR Newswire.

Click [here](#) to read more.

HCAHPS Vendor Authorization

Participants in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey are reminded that they must complete the online process to authorize a survey vendor (or vendor acting on their behalf) to submit data on their behalf.

To access the hospital HCAHPS vendor authorization feature in QualityNet Exchange, hospital personnel must be assigned the HCAHPS role by the hospital's QNet Exchange Security Administrator. (If you do not see the link titled HCAHPS Vendor Authorization for Data Submission in the "Provider Profile Information" section, you do not have this granted role.)

Click [here](#) to view instructions on how a hospital authorizes a vendor to submit data on its behalf.

New Heart Care Fact Sheets on MedQIC

There are five new/updated fact sheets on heart care available on [MedQIC](#):

- AMI Diagnosed Late
- ACEI/ARB Contraindications
- Discharge Instruction
- Hydralazine/Nitrates for Heart Failure in Black Patients
- ACE Inhibitor in Heart Failure Patients with Renal Insufficiency

Second Presentation in the Transformational Grand Rounds Now Available on MedQIC

The slides, summary and webinar of the second presentation in the Transformational Grand Rounds for the Inpatient Setting: Key Factors in Creating a Total Culture of Quality in a Community Hospital presented by Norman Regional Health System is now available on [MedQIC](#).

American Hospital Association Creates Quality Improvement Resource

The American Hospital Association has created a new Hospital Quality Center as a resource designed to help hospitals accelerated their quality improvement processes to achieve better outcomes and improve organizational performance.

Click [here](#) to check out the AHA Quality Center.

PHYSICIAN OFFICE NEWS

EHRs in the Exam Room: Tips on Patient-Centered Care

Electronic health records (EHRs) are clearly part of family medicine's future. However, the information available on EHRs to date has focused on the practicalities of buying and implementing a system. Minimal attention has been paid to understanding how family physicians use EHRs with patients in the examination room, reports [American Academy of Family Physicians](#).

Click [here](#) to read more.



Physicians, Patients and the Electronic Health Record: An Ethnographic Analysis

In this study, authors used 80 hours of physician office observations to identify and discuss factors related to EHR selection and placement that influence how EHRs are used during physician-patient encounters.

Click [here](#) to read the study.

Sign Up for DOQ-IT

The Doctor's Office 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.

Under the contract with the Centers for Medicare & Medicaid Services (CMS), QSource is to work with primary care physicians who treat adults 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](#)!

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 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.

Cultural Competency Module Training

The Centers for Medicare & Medicaid Services (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. Nurses can earn 10.8 CEUs upon completing the course.

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 the modules, notify our physician office team to receive a free gift. If interested, click [here](#).

DOQ-IT RELATED NEWS

Tennessee Chosen to Participate in RHIO Best Practices

The American Health Information Management Association Foundation of Research and Education has chosen nine state-level regional health information organizations to participate in developing consensus on best practices for state-level regional health information organizations (RHIOs), reports [Atlantic Information Services](#).

The nine states selected are: California, Colorado, Florida, Indiana, Maine, Massachusetts, Rhode Island, Tennessee and Utah. Click [here](#) to read more.

IT Implementation: How to Do It Right

[Medical Economics](#) provides steps physicians should take to help assure that their transition to an EHR is as problem-free as possible. Click [here](#) to read more.

MEDICARE NEWS

Hospitals Get New Resource to Prevent Payment Errors

There's a new Internet resource for hospitals looking to prevent Medicare payment errors and reduce their audit risk. HPMPResources.org provides compliance officers, utilization and health information management professional and other staff with one-stop shopping for tools and information related to payment error prevention. All of the materials on HPMPResources.org are available to hospitals free of charge as part of the Hospital Payment Monitoring Program (HPMP), the national initiative to measure, monitor and reduce the incidence of improper fee-for-service inpatient payments.

Hospitals can access all of these resources and more by visiting [HPMP](#) or [QSource](#).

email: lhouston@tnqio.sdps.org

phone: 800.528.2655

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

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