

[« Back](#)[Print](#)

8SOW-TN-Taskall-2006-12

August 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](http://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.)

**IN THIS ISSUE OF...**

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

**NURSING HOME NEWS****Set Your 2007 STAR Targets**

Don't forget that time is running out to set your 2007 Setting Targets-Achieving Results (STAR) target.

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

For further assistance, contact QSource QI Specialists [Beth Hercher](#) or [Mittie Robinson](#)

**Mark Your Calendars!****Depression: What Are We Doing for Our Residents?  
Part II-Your Intervention**

Dr. Ira Katz, MD, PhD, MA, will present best practices on treating depressed residents during a conference call on depression intervention. This call is a follow-up to the May 10 conference call on depression assessment and communication.

The conference call will take place Oct. 4. Registration details are forthcoming.

QSource, in conjunction with Quality Improvement Organizations in

**Spring Issue of Quality Source Available Online**

The spring issue of *Quality Source* is filled with articles on everything from disease management to cultural competency.

In this issue, we will introduce you to the Public Voluntary Reporting Project and share the Institute of Medicine's evaluation of Quality Improvement Organizations.

[Click here to read Quality Source...](#)

**Quick Links...**

[Visit QSource Online](#)

[Newsletter Archive](#)

[Contact Us](#)

[More About Us](#)

the Carolinas, Georgia, Virginia, Maryland and the District of Columbia, is hosting the depression conference call as part of the Super 7 Conference Series.

Dr. Katz is an internationally recognized expert in geriatric psychiatry with a specialization in the relationship between mental and physical co- morbidity. He is a professor of psychiatry and director of geriatric psychiatry at the University of Pennsylvania. Dr. Katz is also the director of geriatric psychiatry at the Philadelphia VA Medical Center and director of the VA VISN 4 Mental Illness Research Education and Clinical Center.

### **New Tool: *The Artifacts of Culture Change Tool Report***

The [Artifacts of Culture Change Tool](#) is a self- evaluation questionnaire containing 79 items that represent actual changes that culture changing homes have made.

The tool was developed by the Centers for Medicare & Medicaid (CMS) for nursing homes to tell how they compare to culture change innovator homes in a large set of actual changes they have made to their policies, resident autonomy, staffing enhancements, and to their buildings.

Read [more](#).

## **HOME HEALTH NEWS**

### **Save the Dates: THA Fall Workshops**

Mark your calendar for the following Tennessee Hospital Association (THA) and QSource sponsored fall workshops:



Sept. 19 - THA office, 500 Interstate Blvd. South, Nashville

Sept. 28 - Baptist Eye Institute, 2020 Kay, Street, Suite 1A, Knoxville

Oct. 4 - Alliance Home Care, 6400 Shelby View Drive, Memphis

Stephen Winbery, MD, PhD, medical director for QSource, will be one of the featured speakers.

\*\*Workshop topics and registration details will be sent as they become available.

### **Tennessee ACH Rate Is Rising**

The statewide acute care hospitalization (ACH) rate is increasing. In March, the statewide rate was 32.66 and in April it rose to 32.78.

Marian Boxer, QSource home health manager program manager, asks agencies the following questions:

- Has your agency implemented best practices to reduce avoidable rehospitalizations?

For More  
Information...



[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!**

- Have you adequately educated your staff?
- Are you auditing all unplanned hospitalization charts?
- Are you prepared for pay-for-performance (P4P)?

For assistance with reducing ACH, contact [Boxer](#) at 800.528.2655 ext. 2638 or 901.273.2638. Agencies can also contact Quality Improvement Specialists [Betty Deblasio](#) at 615.259.1290 ext. 7200 or [Barbara Meadows](#) at 615.259.1290 ext 7202.

## **Five Safe Healthcare Practices to Teach Your Patients**

Patient safety is one of the nation's most pressing healthcare challenges. A 1999 report by the Institute of Medicine estimates that as many as 98,000 people die in U.S. hospitals each year as a result of lapses in patient safety.

This [fact sheet](#) tells you five practices to teach your patients so that they receive safer health care.

### **Physician Communication**

Clear, concise and pertinent information is essential for home health agencies (HHAs) to communicate with their physicians. HHAs need to evaluate how staff members communicate with physicians by addressing the following questions:

- Is there any standardized method (i.e., Situation, Background, Assessment and Recommendation (SBAR), script, a physician liaison nurse)?
- Do the clinicians know how to reduce the content to essential and relevant information?
- Are clinicians obtaining all the information before calling the physicians?
- Do clinicians have a possible plan in mind before calling physicians?

Basic demographic information

- Name
- Age
- Diagnoses
- Entire medication list
- Allergies

More specific information can include:

- Physical assessment findings (specifically related to the problem)
- Complete pain assessment
- Assessment of potential causes of problem
- Medication and diet compliance
- Significant recent lab values
- Current wound status

### **SBAR Physician Communication Process**

- (S) Situation: Describe the situation you are calling to report.
- (B) Background: Give the physician pertinent background information related to the situation.
- (A) Assessment: Relay the clinician's assessment of the situation.
- (R) Recommendation: Recommend what action you would like the physician to take.

Read [more](#).

## Tools and Resources

### New ACH Tools: Call Me First! Poster and Button

QSource has developed a free, downloadable poster to remind staff to always tell their patients to "[Call Me First!](#)". Click [here](#) to purchase "Call Me First!" buttons.

### ACH Audio Tools

Free education for your entire staff on reducing your ACH rate. Audio recordings are posted to MedQIC-one for [clinicians](#) and one for home health [aides](#).

### National Network for Immunization Information

The [National Network for Immunization Information](#) provides the public, health professionals, policy makers, and the media with up-to-date, scientifically valid information related to immunization to help them understand the issues and to make informed decisions.

## HOSPITAL NEWS

### HQA and RHQDAPU Preview Data Available

Preview data for the Hospital Quality Alliance (HQA) and Reporting Hospital Quality Data for Annual Payment Update (RHQDAPU) are available for participating provider and Quality Improvement Organization (QIO) review on the QualityNet Web site only during the preview period.



Participating providers will need to have the QIO Clinical Feedback Reports Role in order to access the reports. Preview reports will be updated each evening as measures are suppressed or HQA pledge forms are processed by the QIO. To access the HQA preview report, select the "HQA Preview Reports" link located in the reports section of [QNet Exchange](#). For detailed instructions, refer to the QNet Exchange User's Guide.

A [Help Document](#) with general information regarding this public reporting period has been added to the HQA Preview Report description screen.

The Preview Report reflects first through fourth quarter 2005 discharge data accepted into the QIO Clinical Warehouse. The data will be posted to [Hospital Compare](#) Sept. 21.

To withhold publication of data, the provider must contact [Judy Weddle](#) at 800.528.2655 ext. 2613 with its request and transmit a completed [Request for Withholding Data from Public Reporting](#) form no later than 5 p.m. CT on Aug. 11.

If providers identify a publication error, contact Weddle before the end of the preview period. The QIO will compare data in the preview report to QIO Clinical Warehouse data. If there is a difference, the QIO will forward results for correction.

For questions or concerns, contact Weddle.

### **New ACIP Recommendations for Prevention and Control of Influenza**

The new Advisory Committee on Immunization Practices (ACIP) recommendations for prevention and control of influenza will assist providers as they plan for the upcoming flu season. Read [more](#).

### **New Resource: National Influenza Vaccine Summit Newsletter**

The American Medical Association and the Centers for Disease Control and Prevention have partnered to create The Summit. The Summit is an action-oriented entity with over 400 members who represent over 100 public and private organizations with an interest in addressing and resolving influenza and influenza vaccine issues.

Beginning with this first issue, the Summit will publish and distribute monthly bulletins about recent developments related to the production, distribution, and administration of influenza vaccine. Read [more](#).

### **Save the Dates: American Heart Association Workshops**

QSource and the American Heart Association (AHA) are hosting a series of workshops with that will focus on "The Pursuit of Clinical Excellence" in heart attack and heart care failure.

The workshops are free and will take place from 9 a.m. to 3:30 p.m. on the following dates:

Aug. 23 - Jackson  
Aug. 24 - Nashville  
Aug. 29 - Knoxville

\*\*Registration details are forthcoming.

Featured topics include "Applying Science to Everyday Clinical Practice for Coronary Artery Disease and Heart Failure" and "The Return on Investment (ROI) for Quality Improvement." There will also be collaborative sharing by hospitals of their best practices in patient care.

CMEs, CEUs and CPHQs credits will be available through AHA.

## PHYSICIAN OFFICE NEWS

### Save the Date: Third Annual Tennessee Improving Patient Safety (TIPS) Symposium



All healthcare professionals are invited to attend the [Tennessee Improving Patient Safety](#) (TIPS) symposium. Nationally known speakers and panelists will present on various topics such as technology changes, and changes in patient safety and quality cultures. You will also have the opportunity to exchange ideas with other healthcare professionals from across the state.

The conference will take place Sept. 14 and 15 at the Renaissance Hotel in Nashville. Registration details are forthcoming.

### Analyst Predicts EHR Spending to Increase

Group practices with three or more physicians are expected to spend \$1.24 billion on electronic health record (EHR) systems in 2008 - a 125 percent increase from 2005, reports iHealthBeat. Read [more](#).

### First Certified EHR Products Announced

The Certification Commission for Health Information Technology (CCHIT), a government agency, recently certified 18 products that complied with 100 percent of its functionality and security criteria. This has provided the first real benchmark for EHR products. Read [more](#).

Click [here](#) to see the complete list of EHR products and vendors.

### 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](#)!

### DOQ-IT Vendor List

The vendors listed below have signed a DOQ-IT letter of intent to declare their intention to meet program expectations. They have successfully demonstrated the ability to report on the 35 DOQ-IT ambulatory clinical quality measures and output the data to the DOQ-IT clinical warehouse.

### Current vendors as of June 26, 2006:

[A4 Health Systems](#)

[Misys Healthcare Systems](#)

[NextGen Healthcare](#)

[Sapphire Enterprises](#)

## **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**

### **General Motors CEO Calls for Healthcare Reforms**

General Motors CEO Rick Wagoner addressed a Senate Special Committee on Aging hearing to promote health IT adoption and other policy reforms to curb healthcare costs and improve access, iHealthBeat reports. Read [more](#).

### **Advisory Panel to Develop Health IT Standards**

The Healthcare IT Standards Panel plans this summer to develop guidelines aimed at helping IT users and vendors implement a set of data transmission activities for biosurveillance (the automated monitoring of information sources in detecting an emerging epidemic), personal health record development and EHR interoperability, reports iHealthBeat. Read [more](#).

### **Small Practice, Big Decision: Selecting an EHR System for Small Physician Practices**

Purchasing an electronic health record (EHR) system is probably one of the most important decisions a small physician practice will

make. The systems require major investments of time and money, and they bring fundamental change to the practice's clinical and business processes. Read [more](#).

## MEDICARE NEWS

### Mediation: A Win-Win Situation

With the cost of medical malpractice suits more than \$42 billion in 2004, it is any wonder more and more medical providers are considering using mediation as a cheaper and more effective way of settling disputes with patients. Read [more](#) in the current issue of *Quality Source*.

email: [lhouston@tnqio.sdps.org](mailto:lhouston@tnqio.sdps.org)

phone: 800.528.2655

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

#### [Forward email](#)

 [SafeUnsubscribe™](#)

This email was sent to [Imaples@tnqio.sdps.org](mailto:Imaples@tnqio.sdps.org), by [lhouston@tnqio.sdps.org](mailto:lhouston@tnqio.sdps.org)  
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Powered by



QSource | 3175 Lenox Park Blvd, Ste. 309 | Memphis | TN | 38115