

[<Back](#)[Print](#)

QSource-TN-Taskall-2007-08

August 2007

**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****It's Not Too Late to Register for the "Advancing Excellence in America's Nursing Homes" Campaign!**

There are approximately 5,614 nursing homes participating in "Advancing Excellence in America's Nursing Homes," a new coalition-based campaign focused on

improving the quality of care and quality of life for those living in America's nursing homes. Click [here](#) to learn more about the campaign and register.

**Set Your 2008 STAR Targets**

Don't forget to set your 2008 Setting Targets-Achieving Results (STAR) targets.

Click [here](#) to set your 2008 targets or to create a new account. Don't wait!!

For further assistance, contact QSource QI Specialists [Beth Hercher](#) 800.528.2655 ext. 2640 or [Mittie Robinson](#) 800.528.2655. ext. 2642.

**Reminder: Tools and Resources Available on QSource Web Site****Register Now for the TIPS Conference Sept. 5**

The Tennesseans Improving Patient Safety (TIPS) conference is a one-day session that focuses on patient safety issues and topics in home health, hospital and nursing home settings. Hear special guest speakers and attend the awards luncheon.

The conference will take place at the Renaissance Nashville Hotel in downtown Nashville. There is a \$150 conference registration fee, which includes all general sessions, breakfast, awards luncheon, breaks, and a choice of one afternoon breakout session.

**[Click here to register!!](#)**

**Quick Links...**

[Visit QSource Online](#)

[Newsletter Archive](#)

The QSource Nursing Home team has a host of free, archived calls on topics ranging from consistent assignment to falls management and restraint reduction. Click [here](#) to visit the Tools and Resources page.

[NEWSLETTER ARCHIVE](#)

[Contact Us](#)

[More About Us](#)

## HOME HEALTH NEWS

### Message from the QSource Home Health Program Manager: Update on ACH and Oral Meds Measures



At the end of August, each agency's Acute Care Hospitalization (ACH) score will be compared against its baseline as of July 2004. Collectively, Tennessee's ACH rate will be compared to its target rate and nationally. Tennessee began at 47th in the nation, yet 65 agencies (47 percent) have improved their ACH scores.

With the release of April data, Tennessee home care agencies showed a slight increase in ACH by moving from 32.73 percent in March to 32.76 percent in April. Tennessee's target rate is 30.25 percent. The current national average is 28.66 percent.

The statewide score for Improvement in the Management of Oral Medications continues to show progress. The target outcome of 42.11 percent was exceeded in April with a score of 44.32 percent. Congratulations to agencies that have worked hard to improved their scores.

### August is National Immunization Awareness Month (NIAM)

The goal of NIAM is to increase awareness about immunizations across the life span, from infants to the elderly. Click here to learn more about NIAM and resources available from the [Centers for Disease Control and Prevention](#).

### Home Health Immunization Survey

QSource is tasked with assisting home health agencies to incorporate influenza and pneumococcal immunization into the comprehensive patient assessment as part of QSource's current contract requirements.

Any agency that has not completed the remeasurement survey, should do so by clicking [here](#). Most agencies completed the same survey one year ago. It is very important that every agency to complete the survey. The completed survey should be faxed to Marian Boxer, QSource home health program manager, at 901.761.3786.

For more information, contact [Boxer](#) at 800.528.2655 ext. 2638. Agencies can also contact QSource Quality Improvement Specialists [Barbara Meadows](#) at 615.574.7202 or [Betty DeBlasio](#) at 615.574.7200.

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](#)



**Home Health STAR Site**  
Setting Targets - Achieving Results

[Join our mailing list!](#)

## **ACH Campaign Intervention Package Now Available!**

The sixth Best Practice Intervention Package [-Telemonitoring -](#) is now available.

This is one of 12 intervention packages that will be provided electronically to home health agencies registered for the National Home Health Quality Improvement Campaign. More than 5,289 HHAs have signed up to participate.

The intervention package includes educational tools and resources, information sharing, best practice education and individual agency reports with data not available through Outcome Based Quality Improvement (OBQI) reports. These resources assist agencies with reducing avoidable hospitalizations. Click [here](#) to learn more about the campaign and register.

## **ACH Target Achievers**

QSource is proud to recognize agencies that have achieved their target rate for acute care hospitalization set by CMS. Click [here](#) to view the featured agencies.

## **2008 STAR Targets**

QSource is asking all agencies to set goals for 2008 on the [Setting Targets-Achieving Results \(STAR\)](#) site. In addition to acute care hospitalization and improvement in management of oral meds, agencies are encouraged to set targets for any or all of the other publicly reported measures. Putting agency targets into STAR is not a contractual commitment; there are no penalties for not reaching targets. This site also provides access to valuable information on OASIS.

A username and password is required to access STAR accounts. To acquire an agency password, contact the QSource Home Health team: [Betty DeBlasio](#) 615.574.7200 and [Barbara Meadows](#) 615.574.7202. Agencies can also contact [Marian Boxer](#) at 800.528.2655 ext. 2638.

Note: OASIS progress charts are now available on the [STAR](#) site.

## **Frontloading Visits for Patients at Risk for Hospitalization**

A frontloading visit is defined as "providing more visits early in the episode with the expectation that more frequent visits will not only increase symptom surveillance but also promote more intensive patient teaching." Many agencies that visit patients at high risk for hospitalization more often in the first few weeks have experienced a reduction in acute care hospitalizations.

Minimally, consider the following three populations:

- Patients with heart failure have substantial rehospitalization rates, ranging from 25 percent to 40 percent with rehospitalization most often occurring in the first one to

three weeks following hospital discharge.

- Patients with COPD and diabetes require extensive support self-management and also experience substantial rehospitalization rate between 28 and 30 percent.

Learn more about frontloading visits by downloading the following resources: [Best Practice Intervention Package: Phone Monitoring and Frontloading Visits](#) and [The Impact of Frontloading Visits on Patient Rehospitalization](#).

## Home Care Industry Will Encounter 'Care Gap' Soon

As baby boomers "begin encountering the frailties of old age, the nation will face a widening 'care gap' that experts fear will compromise the quality of home care and force people into nursing homes too soon," the *Dallas Morning News* reports. Read [more](#).

## Tools and Resources

MedQIC contains a number of tools for [Acute Care Hospitalization](#), [Disease Management \(Diabetes\)](#) and [Wound Care](#) that are available in Spanish.

Check out other new tools available on MedQIC!

[Ready, Aim, Improve-Improvement in Ambulation/Locomotion](#)

[Ready, Aim, Improve-Improvement in Bathing](#)

[Falls Risk Detailed Assessment](#)

[2007- 2008 Immunization Toolkit](#)

[TMF Health Quality Institute ACH Workbook Tool](#)

## HOSPITAL NEWS



### "Dry Run" Version of HSR on 30-Day Mortality Measure for PN Uploaded to Quality Net

CMS has uploaded the "dry run" version of the Hospital-Specific Reports (HSR) on the 30-day mortality measure for pneumonia (PN) to [QualityNet Exchange](#).

Each hospital's report was placed in the QualityNet Exchange inbox of that hospital's designated user with the "QIO Clinical Warehouse Feedback Reports" role.

The reports display hospital-specific mortality rates reflecting care of Medicare patients, age 65 and older, with a principal discharge diagnosis of PN, based on July 2005-June 2006 Medicare fee-for-service claims. All hospitals that were open between July 2005-June 2006, had eligible pneumonia cases, and currently have

QualityNet Exchange users have received HSRs.

The 2005-2006 mortality rates that are contained in these "dry run" reports will not be posted publicly on the [Hospital Compare](#); the "dry run" is intended to allow hospitals to preview the report format and the type of information it contains.

Please be aware that the HSR files now contain protected patient-level data. Due to this inclusion, sending HSRs or information containing patient identifiers in the body of an e-mail message (to [mortalitymeasures@coqio.sdps.org](mailto:mortalitymeasures@coqio.sdps.org), your QIO, or any other entity) would violate HIPAA regulations and is strictly prohibited. QualityNet Exchange is the only CMS-approved means of transmitting protected patient-level data electronically.

A copy of your HSR has been distributed to your state QIO as an informational resource. For any file-related issues (e.g., retrieving or opening files, misrouted files, etc.) please contact the [QualityNet Help Desk](#) at 866.288.8912. For help in interpreting the data or other content of the Hospital-Specific Report, contact [Colorado Foundation for Medical Care](#).

Information and updates about this initiative will be posted periodically to [QualityNet](#) under the "Hospitals" section. Providers are encouraged to visit the site periodically for the most current information.

### **July MedQIC Update!**

A comprehensive list of topics ranging from heart care to rural health to quality improvement is now available on MedQIC. Click [here](#) to view recently posted resources.

## **PHYSICIAN OFFICE NEWS**

### **Important Notice Regarding PQRI!**

It has come to the attention of CMS that some clearinghouses are stripping the National Provider Identifier (NPI) prior to submission of the claim to Medicare. This will adversely affect Eligible Professionals in that these claims will not count toward Physician Quality Reporting Initiative (PQRI) participation.



CMS urges Eligible Professionals that use clearinghouses to check with their clearinghouse to assure NPIs are not being stripped from claims. If the Eligible Professional determines that their clearinghouse is stripping NPIs from the claim, the Eligible Professional may want to consider other billing options.

A recent [Special Edition MLN Matters article](#) contains important information for Medicare providers and suppliers, including how to use the NPI correctly on Part A and Part B claims. For up-to-date information on NPI, click [here](#).

## **OMH Releases Online "Health Care Language Services Implementation Guide"**

The Office of Minority Health (OMH) recently released the "Health Care Language Services Implementation Guide," an interactive Web-based learning tool designed to help healthcare professionals plan, implement and evaluate language access services within their organizations. The guide is available at no cost to healthcare providers by clicking [here](#).

## **FREE Health IT and Care Management Resource Available**

The Doctor's Office Quality-Information Technology (DOQ-IT) University is an interactive, Web-based learning environment available to physician practices. DOQ-IT University offers learning tools to facilitate the adoption and application of health information technology and care management strategies. Click [here](#) to visit [DOQ-IT University](#) (registration required). Click [here](#) for registration instructions.

## **"Welcome to Medicare" Exam Available**

The Medicare Prescription Drug, Improvement and Modernization Act of 2003 (MMA) expanded Medicare's menu of preventive benefits by covering an initial preventive physical examination. This benefit, also referred to as the "Welcome to Medicare" visit, is an excellent way for new Medicare beneficiaries to get up-to-date on important screenings and vaccinations, as well as to talk with their healthcare provider about their medical history and how to stay healthy. Read [more](#).

## **FREE Resources from QSource**

The Spanish version of the Diabetes Road Map is now available. The Road Map is a pocket-size booklet in which patients can keep track of daily blood sugar readings and readings performed during doctor's visits. The Diabetes Road Map is also available in English.

The "EHR Under Construction" brochure is available for practices implementing an electronic health record (EHR).

To place an order for the Diabetes Road Map or "EHR Under Construction" brochure, click [here](#) or call 800.528.2655 ext. 2664.

## **EHR Resources & Tools Available Online**

In the process of looking for an electronic health record (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 RELATED NEWS**

### **Doctor EHR Adoption Could Reach 30 Percent by 2011, Survey Finds**

Nearly 18 percent of U.S. physicians in 2006 had an electronic health record (EHR), and that figure could increase to 30 percent by 2011, according to a new survey, iHealthBeat reports. Read [more](#) (registration required).

### **Survey: Family Physicians Use of EHRs on the Rise**

The number of family physicians using electronic health records has increased consistently during the last four years, according to a survey by the American Academy of Family Physicians, iHealthBeat reports. Read [more](#) (registration required).

### **Study: EHR System Efficiencies Can Cover the Cost of Adoption**

Electronic health record (EHR) systems in less than two years after adoption can create enough cost reductions to pay for the cost of the systems, according to a study published in the July issue of the Journal of the American College of Surgeons, iHealthBeat reports. Read [more](#) (registration required).

## **MEDICARE NEWS**

### **Hospital Discharge Resources Now Available!**



As of July 2, hospitals must deliver a revised version of the "Important Message from Medicare" to inform Medicare beneficiaries who are hospital inpatients about their hospital discharge appeal rights. Notice is required for both Original Medicare beneficiaries and those enrolled in Medicare health plans. Beneficiaries who choose to appeal the discharge decision will also receive a more detailed notice.

QSource is requesting organization contact information by completing the [Hospital Discharge Appeals Contact Information](#) form. Click [here](#) to learn more about the hospital discharge appeals process and available resources.

This material was prepared by QSource, the Medicare Quality Improvement Organization for Tennessee, under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

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

phone: 800.528.2655 ext.2606

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

[Forward email](#)

 **SafeUnsubscribe®**

This email was sent to [lmables@tnqio.sdps.org](mailto:lmables@tnqio.sdps.org), by [lhouston@tnqio.sdps.org](mailto:lhouston@tnqio.sdps.org)

Email Marketing by



[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).



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