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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**CMS Launches Advancing Excellence in America's Nursing Homes Campaign**

Advancing Excellence in America's Nursing Homes is a new coalition based campaign that is reinvigorating efforts to improve

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

HOME HEALTH NEWS**CMS to Launch Home Health Quality Improvement National Campaign**

The Centers for Medicare & Medicaid Services (CMS), in conjunction with the Home Health Quality Improvement Organization Support Center (HHQIOSC), will launch a national home health quality improvement campaign Jan. 11 targeting home health agencies (HHAs) and other key stakeholders. QSource Medical Director Stephen Winbery, PhD, MD, will be a featured speaker at the Home Health National Summit and Kickoff in Baltimore.

**Fall Issue of Quality Source Available Soon**

In this issue, we will share the success stories of Tennessee hospitals that have improved patient safety and quality, non-pharmacological interventions for treating depression and lessons learned from physicians who have implemented electronic health records.

We will also share the Institute of Medicine (IOM) report on pay-for-performance initiatives.

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The campaign will provide HHAs with a monthly intervention packet that 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 to assist with reducing avoidable hospitalizations.

QSource is excited to partner with the Tennessee Association for Home Care and Tennessee Hospital Association Home Care Alliance as Local Area Networks for Excellence (LANEs). LANEs are liaisons between the the Centers for Medicare & Medicaid Services (CMS), the Home Health Quality Improvement Organization Support Center (HHQIOSC) and HHAs. LANEs will assist with the promotion, registration and dissemination of intervention materials to campaign participants.

The QSource Home Health team encourages all HHAs across Tennessee to register for the campaign. There is no charge and NOTHING is required of agencies.

Each month beginning in March, HHAs will have the opportunity to download an intervention package for reducing avoidable hospitalizations plus additional data from QSource will be mailed with the monthly progress reports. Remember, home care patients will be the real winners!

HHAs can register for the campaign beginning **Jan. 11** at **noon ET** at **www.homehealthquality.org**. Click [here](#) to learn more about the campaign.

Create an Emergency Care Plan for Your Patients

Do you provide patients with an emergency care plan? If not, [download](#) this simple, comprehensive emergency care plan to provide to your patients.

How you can customize this document:

- Customize it with your agency name and phone number.
- Update it with protocols specific to your agency.
- Post it in your patients' homes.
- Use it as a guide to teach patients the actions to take when specific symptoms occur.
- Put a copy in the patient's record. The care plan can be done at the start of care (SOC) and resumption of care (ROC). It also may be helpful to place in SOC/ROC packets.

Tools and Resources

Phone-Based Care Program Reduces Risk of Death in Older Adults

A telephone-based program linking chronically ill older adults to home or community services may significantly reduce mortality risk, according to a recent study. Read [more](#).

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Nursing Home STAR Site
Setting Targets - Achieving Results

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Patient-Centered Care Important in Efforts to Measure Healthcare Quality, Forum Speakers Say

Speakers at a forum hosted by the Alliance for Health Reform and the Commonwealth Fund recently said that "patient-centered care" is important in efforts to measure healthcare quality. Read [more](#).

New Additions to QSource Tools and Resources Page

A comprehensive listing of current, significant home health resources that cover a wide range of topics has been added to the QSource Home Health [Tools and Resources](#) page.

HOSPITAL NEWS



Influenza Vaccine Update

- On Jan. 8, GlaxoSmithKline (GSK) will begin offering its influenza vaccine Fluarix to customers to order online at www.GSKvaccinesdirect.com.

GSK anticipates having Fluarix available to health departments through the Centers for Disease Control and Prevention (CDC) contract, and doses will be available to federal purchasers through the Federal Supply Schedule. As with the 2006-2007 season, influenza vaccine FluLaval will be available through three distributors---Henry Schein, McKesson and ASD Healthcare.

- On Jan. 4, FFF Enterprises will launch its 2007-2008 flu vaccine ordering programs. The company is offering two methods by which customers can place their orders: the traditional ordering program and [MyFluVaccine](#), for customers who require specific dates and quantities.

New Resources!

In the article "[Using Real-Time Problem Solving to Eliminate Central Line Infections](#)," the *Journal on Quality and Patient Safety* reports on the effort at Allegheny General Hospital in Pittsburgh to eliminate these infections by applying the Toyota Production System principle of managing work so problems are seen as they occur and the problems are solved once they are seen.

The December 2006 issue of [The Medical Letter](#) features the article "Antimicrobial Prophylaxis for Surgery." Registration is required to view the article.

[Rural Health Quality Resources October 2006](#) is a compilation of web links with annotations providing quality resources and tools for patient safety and rural health quality.

[ROSC Annotated Bibliography October 2006](#) is a compilation of annotated bibliographies representing rural health quality improvement, patient safety, and organizational culture.

A comprehensive list of resources on topics such as information technology, quality improvement, rural health and SCIP is now available on the QSource Hospital [Tools and Resources](#) page.

PHYSICIAN OFFICE NEWS

Save the Date: EHR Webinar Featuring Murfreesboro Practice Jan. 31

Susan T. Andrews, MD, of Family Practice Partners in Murfreesboro, will share the small practice's journey of implementing and using an electronic health record (EHR) system.



The webinar, "Creating the Quality Epidemic! How One Small Practice Implemented an Electronic Health Record System and Significantly Improved Patient Care," will take place Jan. 31 from noon to 1:30 p.m. ET/11 a.m. to 12:30 p.m. CT. Call-in information is forthcoming.

Tennessee Medical Group Uses EHRs for Clinical Trial Recruitment

An electronic health record system used at Holston Medical Group in Kingston has aided clinical research trials, which in turn has offset the entire cost of the system and its operation, iHealthBeat reports. Read [more](#).

Tennessee Prescription Drug Database to Track Abuse

The Tennessee Department of Commerce and Insurance has launched a program that requires pharmacists and healthcare employees who distribute Section II-V controlled substances, such as the painkiller OxyContin, to report patient and drug information to an online database twice a month in an effort to identify patients with substance abuse problems, iHealthBeat reports. Read [more](#).

Study: EHRs Increase Rate of Osteoporosis Screenings

An electronic health record system significantly increased bone density screenings among women who are at risk for osteoporosis, according to a recent study, iHealthBeat reports. Read [more](#).

Free Interactive Cultural Competency Curriculum Modules Training Sessions

QSource is sponsoring free online training sessions for the Office of Minority Health Cultural Competency Curriculum Modules (CCCMs).

Each month, from January through March, an online interactive training session will be devoted to one of three modules.

The training sessions in January will focus on "Language Access Services" and take place every **Wednesday from 3 p.m. to 4 p.m.**

CT. To participate in the session, dial **800.270.1153** and enter passcode **96401**.

Training sessions are only available to providers who have completed the Culturally and Linguistically Appropriate Services (CLAS) standards. Click [here](#) to complete the CLAS standards.

If you have completed the CLAS standards, but HAVE NOT registered at the Think Cultural Health site, click [here](#). For registration assistance, click [here](#).

Save the Date: EMR Road Show March 28

Mark your calendars for the 2007 Electronic Medical Record (EMR) Road Show March 28. The one-day event provides user-based education on EMRs for specialty and family practice physicians.

The event will take place at the Sheraton Hotel in downtown Nashville. Registration details are forthcoming.

Medicare Links Doctor's Pay to Practice

Doctors had been fearing a pay cut under Medicare, the healthcare program for 43 million elderly and disabled, but Congress instead has offered doctors a small bonus with big strings attached. To get the money, doctors will have to report how often they provide quality care, as defined by the government, HealthLeaders reports. Read [more](#).

Physician Voluntary Reporting Program

As part of its overall quality improvement efforts, the Centers for Medicare & Medicaid Services (CMS) launched the [Physician Voluntary Reporting Program \(PVRP\)](#) on Jan. 1. This new program builds on Medicare's comprehensive efforts to substantially improve the health and function of our beneficiaries by preventing chronic disease complications, avoiding preventable hospitalizations, and improving the quality of care delivered.

Under this voluntary reporting program, physicians who choose to participate will help capture data about the quality of care provided to Medicare beneficiaries.

For more information about how to participate in PVRP, contact [Gayle McRae](#) at 901.273.2619.

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 Vendor List

The following are vendors who have successfully tested their

electronic health record (EHR) software products and are able to submit clinical data to the Quality Improvement Organization Clinical Warehouse.

Current vendors as of Dec. 6, 2006:

[A4 Health Systems](#)

[eMDS](#)

[Misys Healthcare Systems](#)

[NextGen Healthcare Information Systems](#)

[Sapphire Enterprises](#)

The Lighthouse Data Group (no Web site available)
794 Lighthouse Ave.
Pacific Grove, CA 39350
831.641.0914
James@TheLighthouseDataGroup.com

[Virtual Medical Network](#)

Cultural Competency Module Training

The Centers for Medicaid & Medicare 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 continuing medical education credits in the process. Nurses can earn 10.8 continuing education units upon completing the course.

Physicians are asked to complete Theme 2 first because it assesses Language Access Services, and then proceed to Themes 1 and 3. Upon completion of the modules, notify our physician office team to receive a free gift. Click [here](#) to register. Free marketing materials to promote Cultural Competency Training to hospital staff are available by clicking [here](#).

DOQ-IT RELATED NEWS

Healthcare Blogs Detail Patient Experiences

Healthcare blogs are not widely available yet, but individual surgeons and physicians might post more unfiltered information on the Internet soon, according to Dmitriy Kruglyak, who runs the Web site "The Medical Blog Network." Patients' conversations about treatments are "increasingly playing out online" for millions of readers, iHealthBeat reports. Read [more](#).

Americans See Access to Medical Information as a Way to Improve Quality, Reduce Costs

Americans overwhelmingly want to have electronic copies of their medical records and believe that having greater access to their information will reduce medical mistakes and costly repeat procedures, according to a survey, PR Newswire reports. Read [more](#).

Certification Commission Expands EHR Criteria

The Certification Commission for Health Information Technology (CCHIT) will expand its certification criteria for ambulatory electronic health records (EHRs) to address various medical specialties and care settings, iHealthBeat reports. Read [more](#).

The Business Case for Paperless Medicine

When the Vioxx recall hit in late September 2004, it was almost a yawner for Peter Basch. "It took us two or three minutes to figure out which of our patients were on it," says Basch, who is part of an eight-doctor practice in Washington, D.C. That two to three minutes was how much time it took to structure and execute a search for the practice's electronic records database, HealthDecisions reports. Read [more](#).

MEDICARE NEWS

Medicare Web Tool Estimates Prescription Costs

The Centers for Medicare & Medicaid Services (CMS) has posted a new cost estimator tool online that can estimate monthly and yearly expenditures for prescription drugs based on the drugs beneficiaries take and their pharmacy, iHealthBeat reports. Read [more](#).



FitzGerald Named New QSource CEO

QSource Chief Operating Officer Dawn FitzGerald was recently appointed chief executive officer (CEO).

FitzGerald assumed her new position Jan. 1, succeeding Albert Grobmyer III, MD, who served as CEO for five years before retiring.

email: lhouston@tnqio.sdps.org
phone: 800.528.2655 ext.2606
web: <http://www.qsource.org>

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