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

There are approximately 2,284 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.

Certified Eden Alternative Associate Training

During a three-day session, Eden Alternative trainers will reveal the Ten Principles of the Eden Alternative and give specific suggestions and guidelines for putting them into practice. Anyone interested in making a difference in long term care should attend.

The training will take place March 7-9 from 8:30 a.m. to 5 p.m. at Bordeaux Long Term Care, located at 1414 County Hospital Road in Nashville. The cost is \$400 per attendee (early bird) and \$450 per attendee after Feb. 21. To register, contact [Jesse Rogers](#), with the Eden Alternative Home Office, at 512.847.6061.

Culture change is one area the QSource Nursing Home (NH) team is assisting Tennessee NHs with implementing. Click [here](#) for

**Fall 2006 Issue of Quality Source Available Online**

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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culture change tools and resources.

HOME HEALTH NEWS
Statewide ACH Rate Improves

QSource is pleased to announce that Tennessee's statewide acute care hospitalization (ACH) rate improved by .13 percent during a one-month period. From October to November 2006, the rate decreased from 32.79 percent to 32.66 percent. Our statewide goal is 30.25 percent by August 2007. Click [here](#) for tools and resources for reducing ACH.



ACH Target Achievers

QSource is proud to recognize agencies that have achieved their target rate for acute care hospitalization set by the Centers for Medicare & Medicaid Services. Click [here](#) to view the featured agencies and learn more about the site.

National ACH Campaign Intervention Package Now Available!

The first [Best Practice Intervention Package - Hospitalization Risk Assessment](#) - is now available. This is one of 12 intervention packages that will be provided electronically to home health agencies (HHAs) registered for the National Home Health Quality Improvement Campaign. More than 4,275 HHAs have now signed up to participate in the campaign. This is more than 50 percent of HHAs in the country.

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 will assist agencies with reducing avoidable hospitalizations. Click [here](#) to learn more about the campaign and register.

2007 STAR Targets

QSource is asking all agencies to set goals for 2007 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 your targets into STAR is not a contractual commitment; there are no penalties for not reaching your targets. This site also provides access to valuable information on OASIS.

You will need your user name and password to access your STAR account. To acquire an agency password, contact the QSource Home Health team: [Betty DeBlasio](#) 615.574.7200 and [Barbara Meadows](#) 615.574.7402. Agencies can also contact [Marian Boxer](#) at 800.528.2655 ext. 2638.

For More Information...



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



[Be A STAR!](#)



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HHS Unveils Two New Efforts to Advance Pandemic Flu Preparedness

The Department of Health and Human Services (HHS) recently announced new guidelines and a public outreach effort designed to improve state, local, and community preparedness for pandemic influenza.

The guidelines, developed by the Centers for Disease Control (CDC), provide community-level actions that can be taken to reduce infection during an incident of pandemic flu. Included in the guidelines is a new pandemic influenza planning tool—the Pandemic Severity Index (PSI). Click [here](#) to read more.

Improving Clinical Communication Through Structured Conversation

Nurses are embedded in a complex network of clinical relationships, the most important being nurse-patient, nurse-nurse and nurse-physician. Communication is the core of these relationships and is dependent on the nurse's ability to listen, assimilate, interpret, discriminate, gather and share information in constantly changing systems made up of many disciplines and hierarchies. Read [more](#). (Note: The article is free, but registration is required.)

Tools and Resources

The [Acute Care Hospitalization Workbook](#) was created as a guide to assist home health agencies in developing agency processes for the implementation of key strategies for reducing avoidable hospitalizations and emergent care.

[Visiting Nurses Association of America Clearinghouse](#) provides home care managers and clinicians with the most innovative chronic care "best practices" from Visiting Nurse Agencies across the country - quickly, easily and at no cost.

[Fall Prevention Center for Excellence](#) identifies best practices in fall prevention and offers fall prevention programs for older people who are at risk of falling.

[Agency for Healthcare Research and Quality](#) supports, conducts, and disseminates research that improves access to care and the outcomes, quality, cost and utilization of healthcare services.

HOSPITAL NEWS



Conference Call Series on Improving Patient Safety Culture in Rural Hospitals

The National Rural Health Association and Hospital Interventions Quality Improvement Organization Support Center (HIQIOSC) are sponsoring a series of free, educational

conference calls from experts around the country. These experts will share research findings, and highlight successful strategies for improving patient safety culture in rural hospitals.

On March 8, Judith Tupper, MA, with the Muskie School of Public Service, University of Southern Maine, will present "Lessons Learned in the Tennessee Rural Hospital Patient Safety Project."

On April 4, Ann Cook, PhD and/or Helena Hoas, PhD, with the University of Montana, National Rural Bioethics Center, will present "Advancing Patient Safety in Rural Hospitals."

Both calls will take place from 2 p.m. to 3 p.m. ET/1 p.m. to 2 p.m. CT and registration is not required. The dial-in number is 800.261.8738 and handouts will be posted one week prior to each call on the [National Rural Health Association](#) or [MedQIC](#) sites.

CBS Evening News Broadcast Featuring Donald Berwick and IHI Now Available

As part of a week-long series profiling extraordinary Americans, CBS Evening News recently featured Donald Berwick, president and CEO of the Institute for Healthcare (IHI), and his work with IHI.

Click [here](#) to watch the Feb.6 CBS News broadcast.

Click [here](#) to read the transcript (text) of the broadcast.

" Preventative Antibiotics in Orthopedic Surgery" Presentation Now Available

The presentation, "[Preventative Antibiotics in Orthopedic Surgery](#)" is now available on MedQIC. The presentation includes a recorded session, slides, and list of references.

New! Clinical Quality Guidelines

- The joint committee of the Infectious Disease Society of America and the American Thoracic Society released new consensus guidelines for the management of community acquired pneumonia. The guideline is available for free download by clicking [here](#).
- The Society of Thoracic Surgeons has released the second part in its series on antibiotic prophylaxis for cardiac surgery, which focuses on antibiotic selection. Click [here](#) to read more.

Pneumonia Fact Sheets

The Pneumonia Fact Sheets provide a useful, easy-to-reference tool on four pneumonia-related topics: Chest X-ray, Pneumonia Diagnosis ED/Direct Admit, Another Suspected Source of Infection, and Risk factor(s) for Drug Resistant Pneumococcus. Click [here](#) to view to the fact sheets.

February SCIP Update

The February issue of the Surgical Care Improvement Project (SCIP) Update is packed with everything from a SCIP Consumer Tip Sheet to an updated SCIP Measures Crosswalk to a SCIP Literature Review. Click [here](#) to view the newsletter.

PHYSICIAN OFFICE NEWS

Physician Quality Reporting Initiative Site Now Available

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce that the 2007 Physician Quality Reporting Initiative (PQRI) Web page is now available.



PQRI establishes a financial incentive for eligible professionals to participate in a voluntary quality reporting program. Click [here](#) to learn more.

NPI Compliance Date Approaching!

There are less than four months left to implement the National Provider Identifier (NPI) into business practices prior to the compliance date of May 23. All Medicare providers and healthcare providers who transmit health information electronically in connection with any of the Health Insurance Portability and Accountability Act (HIPAA) standard transactions are required to obtain a NPI.

Failure to prepare could result in a disruption of cash flow. If you have not obtained your NPI by now, you should do so immediately to begin the implementation and testing process. Click [here](#) to read more about the NPI and how to apply.

EMR Road Show March 28

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

The event will take place March 28 at the Sheraton Nashville Downtown Hotel, located at 623 Union Street in Nashville. Contact the hotel at 615.259.2000 to make reservations. The workshop is \$40 per attendee and \$30 per attendee for groups of three or more. **The first 100 people that register will have their registration fee waived.** The registration fee includes lunch and admission to all of the sessions. Click [here](#) to register.

FREE Resource Available! Diabetes Log Book for Patients

QSource is providing FREE Diabetes Road Maps to providers to distribute to patients. The Diabetes 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 currently available in English and will soon

be available in Spanish.

To place an order for the English and Spanish Diabetes Road Maps, contact [Roberta Esmond](#), QSource Community Quality Improvement Specialist, at 800.528.2655 ext. 2664. (Note: The Spanish version will be shipped once available.)

FREE Interactive Cultural Competency Curriculum Module Training Sessions

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

The training sessions in March will focus on "**Culturally Competent Care**" and take place every **Wednesday from 3 p.m. to 4 p.m. CT**. To participate in the sessions, 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](#).

"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](#).

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

HHS Report Details Health IT Accomplishments, Goals

The Department of Health and Human Services (HHS) recently released a report that detailed its progress since 2004 in automating the healthcare system, iHealthBeat reports. Read [more](#).

Report: U.S. EHR Market to Near \$5 Billion by 2015

The electronic health record (EHR) market in the U.S. is expected to grow at a rate of 13.5 percent until 2009, and by 2015 the market will exceed \$4.85 billion, according to a recent study, iHealthBeat reports. Read [more](#).

Physicians Tap Technology to Revitalize Family Practices

A small but increasing number of physicians are trying to use technology and curb overhead costs to make family practices more manageable and profitable, iHealthBeat reports. Read [more](#).

Consumers Want EHRs, Willing To Pay, Survey Finds

A majority of consumers said that the availability of electronic health records influences their physician selection and that they would be willing to pay for the service if the cost were reasonable, according to a recent survey, iHealthBeat reports. Read [more](#).

MEDICARE NEWS

"Incorporating PEPPER in Compliance Activities" Webinar March 21



The series of nationwide Webinars on the Program for Evaluating Payment Patterns Electronic Report (PEPPER) continues with more practical information for hospitals looking to enhance their compliance efforts.

This free, educational seminar features a short-term, acute care hospital that has been successfully using PEPPER in its compliance activities. Compliance officers and utilization, health information management, and coding professionals are invited to attend.

This second Webinar in the series of three will take place March 21, from 2 p.m. to 3 p.m. ET/1 p.m. to 2 p.m. CT, and will feature Kathy Roberts, MS, CHC, corporate compliance and privacy officer, with Baptist Health in Little Rock, Ark. Click [here](#) to read more and register.

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This material was prepared by QSource, the Medicare Quality Improvement

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