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November 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.)

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**NURSING HOME NEWS****Restraint Teleconference Nov. 14: Restraining Restraints???**  
**Right!!!**

QSource, in conjunction with quality improvement organizations in the Carolinas, Georgia, Virginia, Maryland and the District of Columbia, is hosting a

teleconference on restraints.

The conference is scheduled for Nov. 14 from 1 p.m. to 2:30 p.m. CT/2 p.m. to 3:30 p.m. ET. Click [here](#) to register.

Diana F. Waugh, BSN, will share strategies on reducing and eliminating physical restraints in nursing homes. She is the owner of Waugh Consulting in Waterville, Ohio, which specializes in long-term care. Waugh is an expert on geriatric care such as behavior management, falls mitigation, restorative care and restraint freedom. She also consults on staff retention, teamwork, leadership and standards of practice in long-term care. Waugh is an Eden Alternative Associate and a member of the Northwest Ohio Gerontological Association.

**Culture Change Seminar**

The Tennessee Health Care Association (THCA) is sponsoring a one-

**Summer Issue of Quality Source Available**

The summer issue of *Quality Source* features the Centers for Medicare & Medicaid Services's (CMS) plans to revise the Medicare quality improvement organization (QIO) program based on reports outlining the program's progress and shortcomings.

In this issue, we will share strategies for improving acute care hospitalization, treating depression and managing heart failure.

We will also share the results of a hospital pay-for-performance demonstration, barriers to electronic health record adoption, and a new national heart care campaign.

[Click here view the latest issue of Quality Source](#)

day seminar on culture change in long-term care. The seminar will include in-depth information on eight basic principles of culture change.

Consultant and trainer Alice Truluck will provide personal caregiver experiences about the challenges that have been faced along the way to culture change. She trained more than 1,000 long-term care employees in 2005 and 2006 on person-directed care and culture change.

#### Seminar Dates and Locations

Nov. 7 - Knoxville  
Holiday Inn Cedar Bluff  
304 N. Cedar Bluff Road  
865.693.1011

Nov. 8 - Nashville  
Hotel Preston  
733 Briley Parkway  
615.361.5900

Nov. 9 - Jackson  
Doubletree Hotel  
1770 Highway 45 Bypass  
731.664.6900

The early registration fee is \$125 per THCA member/\$250 per non-member. The walk-in registration fee is \$180 per THCA member/\$360 per non-member. For registration information, contact [THCA](#) at 615.834.6520.

#### **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.

#### **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](#)

#### **HOME HEALTH NEWS** **Celebrate National Home Care Month** **in November!**



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[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!**

In honor of National Home Care Month, QSource would like to extend a big "THANK YOU" to all home health agencies in Tennessee for all you do to improve the lives of your patients by assisting them to remain in their own homes. Your dedication and professionalism makes an enormous difference in the health and happiness of your patients every day. There are thousands of people living in their homes today who would not be there without your care and teaching. We salute you this month and always!



QSource is working with the home care community to help agencies reduce the number of patients who require unplanned hospitalizations during their course of care. We are also working to help agencies improve their outcomes for improvement in the management of oral medications, to develop organizational cultures that nurture quality at all levels, and to assist agencies in implementing systems to assure home care patients receive influenza and pneumococcal immunizations. [Tools and resources](#) for developing these initiatives are available from the QSource Home Health Team.

National Home Care Month is celebrated every November. If you need ideas for ways to celebrate Home Care Month in your agency, visit [National Association of Home Care & Hospice](#).

Members of the QSource Home Health Team will be in Gatlinburg for the [Tennessee Association for Home Care](#) Fall Conference, Nov. 12-14. Betty DeBlasio, QSource quality improvement specialist, will be speaking on "Innovative Practices to Improve Your Acute Care Hospitalization Outcome." Marian Boxer, QSource home health manager, will be presenting awards to the agencies that have the lowest acute care hospitalization rates and to those who have made the greatest improvement in their rates.

For more information on quality improvement resources, contact the QSource Home Health Team:

[Boxer](#) at 800.528.2655 ext. 2638  
[DeBlasio](#) or [Barbara Meadows](#) at 615.259.1290

### **CDC Urges Everyone to Get a Flu Shot**

The Centers for Disease Control & Prevention (CDC) is urging everyone to get a flu shot this year. This flu season, there will be more than 100 million flu vaccine doses available; 17 million more than were available last year. "We need people who can benefit from this vaccine to get it," said Dr. Julie Gerberding, head of CDC.

A recent survey of 1,000 adults by the National Foundation for Infectious Diseases discovered that only 48 percent of adults plan to get vaccinated this year. About 43 percent of those adults said they do not think flu is serious, while 38 percent do not plan to get immunized because they do not think they are at risk. Those who

should get vaccinated include children between the ages of six months and five years, pregnant women, parents of infants, people over the age of 50, people with chronic medical conditions and healthcare workers. (USA Today 10/05/06)

### **World COPD Day Nov. 15**

World Chronic Obstructive Pulmonary Disease (COPD) Day is an annual event organized by the [Global Initiative for Chronic Obstructive Lung Disease](#) (GOLD) to improve awareness and care for COPD around the world. World COPD Day 2006 will take place Nov. 15; the theme will be "Breathless, Not Helpless."

### **Tools and Resources**

In [Cut Out the Middle Man](#), consultant Quint Studor discusses how to improve communication among co-workers.

[Healthcare-Associated Influenza Guidelines](#) include recommendations by the Centers for Disease Control and Prevention (CDC) for the prevention/control of healthcare-associated pneumonia

The CDC's Public Health Training Network is sponsoring [Immunization Training Events](#) on infection control, pandemic influenza and adult immunization.

## **HOSPITAL NEWS**



### **National Influenza Vaccine Summit Newsletter**

The August/September issue of [National Influenza Vaccine Summit Newsletter](#) is stocked with great information on everything from expected flu doses to free vaccine pocket guides to Advisory Committee Immunization Practices (ACIP) influenza recommendations.

The [National Influenza Vaccine Summit](#) home page has been updated with new resources including a "Dear Colleague" letter, tools to help providers increase their rates of influenza immunization and tools to improve influenza immunization rates in healthcare workers.

### **New! IHI On Demand Presentations**

The [Institute for Healthcare Improvement](#) is now offering convenient, easy access to quality experts. You may pause or stop the presentations at any point and resume where you left off. Current presentation include:

#### [The Right Treatment for the Right Patient Every Time- Applying Reliability Science to Health Care](#)

The first in a series, this 62-minute presentation features Roger Resar, MD, discussing the application of reliability science to health

care.

### [Effective Teamwork As a Care Strategy-SBAR and Other Tools for Improving Communication Between Caregivers](#)

The second in a series, this 49-minute presentation features Michael Leonard, MD, teaching the Situation Background Assessment Recommendation (SBAR) approach and other tools and behaviors for effective teamwork and communication to help ensure clear, accurate information between caregivers.

## **SCIP Update**

More than 1,700 hospitals are participating in the Surgical Care Improvement Project (SCIP). The hospitals that are publicly recognized on the [SCIP Web site](#) include only those who have chosen to send in a SCIP Hospital Letter of Participation. If you would like your hospital to be publicly recognized on the SCIP Web site, click [here](#) to download the Hospital Participation form. Click [here](#) to join the SCIP listserv. Click [here](#) to receive future issues of the SCIP newsletter.

## **What's New on the SCIP Web Site**

[SCIP Change Package \(handbook\)](#)

[SCIP Made Simpler \(PowerPoint presentation\)](#)

[Preventive Antibiotics in Colon and Rectal Surgery: Discontinuation Within 24 Hours After Operation \(presentation\)](#)

[Deep Vein Thrombosis Risk Factor Assessment \(tool\)](#)

[Thrombosis Screen and Prophylaxis Recommendations \(tool\)](#)

[SCIP Data Collection Sheets \(tool\)](#)

[Consumer Guide for Surgery Decisions \(tool\)](#)

## **FY2007 Annual Payment Update (APU) Data Submission Requirements Reminder**

The data from your 3Q-2006 discharges, which is due into the QIO Data Warehouse Feb. 15, 2007, must include the "Full Measure Set." Make sure that your internal processes and your vendor processes are properly set up to meet this requirement! We highly recommend that you begin your abstraction early and that you encourage your vendor to submit these data to the Warehouse well in advance of the deadline, so that any corrections can be made and re-submitted prior to the deadline. See the "APU" column of the Centers for Medicare & Medicaid Services/Joint Commission Accreditation on Healthcare Organizations Comparison document for a complete list of the measures that are included in the "Full Measure Set." To view the current measure set, click [here](#) and select "For Discharges 07/01/06 and Forward." If you have any questions, please contact [Judy Weddle](#) at 901.273.2613.

## **CME/CNE-Accredited Email Newsletter**

Nurses and physicians can earn continuing medical education (CME)/continuing nursing education (CNE) credits for participating in [eInfluenza Review](#), a concise review of the relevant journal literature on the latest influenza research, best practices and issues, with access to available abstracts and full text articles. The newsletter has been developed for primary care physicians, internists, infectious disease specialists and nurses. There are no fees or prerequisites for this activity. Nurses can earn 1.2 hours per month and physicians can earn 1.0 hour per month.

## **New Resource! *Community and Rural Hospital Weekly* Online Newsletter**

*Community and Rural Hospital Weekly* is a free electronic magazine from HealthLeaders Media. Featured articles include:

[The Challenges of Measuring Quality in Rural Hospitals](#)

[10 Tips for Establishing Quality Improvement Programs](#)

Click [here](#) for more information.

## **PHYSICIAN OFFICE NEWS**

### **Tennessee Health Care Technology Readiness Assessment**

The Tennessee chapter of the Health Information & Management Systems Society (HIMSS), in partnership with QSource, Tennessee Hospital Association, Tennessee Health Information Management Association, Tennessee Medical Group Management Association and Shared Health, is working with the Tennessee eHealth Advisory Council to improve the quality of health care available across our state. We are launching a study of the technological readiness of Tennessee's hospitals and provider practices through this survey. Read [more](#).



### **Tennessee Health Information Exchange to Expand**

The MidSouth eHealth Alliance in Tennessee in November will expand by adding a third emergency department to its member data users, reports iHealth Beat. Read [more](#).

### **Bredesen Announces eHealth Study Grant**

Governor Bredesen announced a \$72,000 grant to the Tennessee chapter of the Healthcare Information and Management Systems Society to assess how well-equipped the state is to create a statewide eHealth network, *Nashville Business Journal* reports. Read [more](#).

### **National Influenza Vaccine Summit Newsletter**

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### **AHQA and Bridges to Excellence Release Physician Practice Assessment Toolkit for QIOs**

The American Health Quality Association (AHQA) and Bridges to Excellence recently released a toolkit that quality improvement organizations (QIOs) can use to assess physician practices as they re-engineer their systems of care. Physician practices determined to meet the specific criteria will be eligible for financial rewards and public recognition. 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](#)!

### **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**

### **Latest Version of ELINCS Lab Standard Released**

The California HealthCare Foundation recently released a new version of ELINCS, a standard for transmitting data between clinical laboratories and electronic health record systems.

ELINCS (EHR-Lab Interoperability and Connectivity Specification) was developed by experts from commercial labs, electronic health record vendors, government agencies, professional associations, and nonprofit organizations. ELINCS standardizes the formatting and coding of electronic lab results and is part of the proposed Certification Commission for Health Information Technology (CCHIT) certification criteria for 2007. Read [more](#).

### **Survey Finds Little Growth in Physician- Patient E-Mail, Despite Demand**

The number of physicians who use e-mail has changed little in the past four years, despite an increasing demand among patients, according to a survey by the Center for Studying Health System Change, iHealth Beat reports. Read [more](#).

### **National Health Information Technology Week Nov. 5-11**

The American Health Information Management Association (AHIMA) instituted Health Information Technology (HIT) Week 17 years ago to educate peers, family, friends, and the public about the critical role played by HIM and HIT professionals in health care. The theme for this year's week, Nov. 5- 11, reflects the important role HIM and HIT plays in providing information between healthcare providers and settings for improved continuity of care: "Managing Information, Improving Care." Read [more](#).

### **More EHR Products CCHIT Certified**

The following Certification Commission for Healthcare Information Technology (CCHIT) products have been tested and passed inspection of 100 percent of a comprehensive set of criteria:

ABELMed PM-EMR (ABELSoft Corp.)  
AcerMed (AcerMed)  
Bond Clinician EHR (Bond Technologies)  
Medical Practice EMR 14 (CPSI)  
Sunrise Ambulatory Care (Eclipsys Corp.)

CareRevolution (EHS)  
PrimeSuite (Greenway Medical Technologies)  
MediNotes e (MediNotes Corp.)  
MedPlexus EHR (MedPlexus)  
Avatar (Netsmart Technologies)  
Noteworthy EHR (Noteworthy Medical Systems)

Click [here](#) for the entire listing of CCHIT certified products.

## MEDICARE NEWS

### PEPPER Training Update



In March 2006, quality improvement organizations (QIOs) and all short-term, acute-care inpatient prospective payment system (PPS) hospitals received a CD-ROM containing recorded training sessions and materials related to the Program for Evaluating Payment Patterns Electronic Report (PEPPER). The training was conducted by the New York QIO, IPRO, under contract with Texas Medical Foundation (TMF) Health Quality Institute.

Hospitals should be aware that the recorded training session titled "Utilization: One-day stays excluding transfers" included a flowchart on the evaluation of patients with chest pain, as well as slides containing chest pain case examples. The Hospital Payment Monitoring Program (HPMP) Quality Improvement Support Center (QIOSC) was made aware that the flowchart does not correspond with the American College of Cardiology/American Heart Association 2002 Guideline "Update for the Management of Patients with Unstable Agina and Non-ST-Segment Elevation Myocardial Infarction."

To address this concern, the PowerPoint slides have been updated and revised to serve as a stand-alone training document, and the recorded session has been removed from the PEPPER training materials located at [HPMP Resources](#).

TMF is planning additional Web-based training session on helping hospitals use PEPPER to support their auditing and monitoring efforts. Current plans include sessions sharing how hospitals have used PEPPER to support their auditing and compliance efforts, and how long-term, acute-care hospitals can use their PEPPER data. At this time, a training schedule has not been set.

### State Beneficiary Provider Appeals Lower Than Expected

The Benefits Improvement and Protection Act (BIPA) of 2000 gave Medicare beneficiaries the right to appeal a provider's decision to terminate services in certain care settings, but according to national data from the Centers for Medicare & Medicaid Services (CMS), the percentage of appeals from Tennessee beneficiaries is lower than expected when compared to some other states. Read [more](#).

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