

UQIOSC e-news

June 2007

In This Issue You Will Find:

Announcements.....	1
NPI: Get It. Share It. Use It.	1
QIONet	1
QNet Quest.....	2
MedQIC	2
Underserved CoP	3
National Call	3
CLAS Implementation.....	3
Cultural Competency Tools.....	4
Calendar of Events and Conferences	4
Articles/Resources.....	5

Announcements

The UQIOSC would like to remind all QIOs that Task 1d2 Deliverable #63, QIO Statewide Activities, is due Wednesday, August 1, 2007. As in the past, this deliverable will include all your statewide activities that took place during February 1, 2007 through July 31, 2007.

Reminder, Wednesday October 31, 2007 is the due date for the OMH module completion, as per SDPS Memo number 07-162-PO.

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07162po.pdf

NPI: Get It. Share It. Use It.

The NPI Compliance Deadline is Here!

Any entity that is noncompliant, and has not implemented a contingency plan, is at risk. For additional information, CMS has released a new "Guidance on Compliance with the HIPAA National Provider Identifier (NPI) Rule."

<http://www.cms.hhs.gov/NationalProvIdentStand/Downloads/ContingencyTipSheet.pdf>

QIONet

QIONet is a source of information for Task 1d2.

FL QIO has launched a campaign to contact all of Florida's Malpractice Insurers and alert them on how physicians' work on the cultural competency project can minimize the potential for litigation.

Please click on the links below to access the latest "Malpractice Resources" shared by the FL QIO.

http://qionet.sdps.org/SoW/Underserved/TN_FL_ReduceMalpractice.doc

http://qionet.sdps.org/SoW/Underserved/TN_FL_Flyerletter_front.pdf

http://qionet.sdps.org/SoW/Underserved/TN_FL_Flyerlette_back.pdf

http://qionet.sdps.org/SoW/Underserved/TN_FL_FaxBackForm.pdf

QNet Quest

QNet Quest contains questions and answers pertinent to Task 1d2. Below is a question posted this month.

Question: How will practice administrators be linked to 1d2 IPG in relation to OMH training? After reviewing the Program Progress Reports we didn't find registered practice administrators for some 1d2 IPGs.

Answer: Practice administrators are linked to practice sites by the use of a group UPIN. Administrators can enter the group UPIN in the UPIN field when registering for the training or providing it when updating their registration profile. If that information is missing from the OMH data, QIOs can provide it on the UPIN Exception File Correction/Multisite Administrator Template. It can be found with SDPS Memo #06-508-PO. Administrators will be given credit for Theme 3 only. You will be able to see credit given to a practice site, not necessarily an individual, in the OMH Theme 3 Completion Program Progress report.

The UQIOSC encourages you to visit this site regularly at:

http://www.qnetquest.org/quest/index.do?mode=9c&image=http://qnetexchange.org:80/public/includes/images/Qnet_questbanner.jpg

Here you will find the most current responses to QIO questions for Task 1d2.

MedQIC

Please check <http://www.medqic.org> regularly as the UQIOSC continues to upload relevant tools, literature and links on a weekly basis.

Recent postings include:

Tool: "Family Reunion" Diabetes Public Service Announcement

<http://www.medqic.org/dcs/ContentServer?cid=1179933919827&pagename=Medqic/MQTools/ToolTemplate&c=MQTools>

Tool: "Future Generations" Diabetes Public Service Announcement

<http://www.medqic.org/dcs/ContentServer?cid=1179933919964&pagename=Medqic/MQTools/ToolTemplate&c=MQTools>

News Feature: House Committee Approves Measure That Would Improve Access to Care for American Indians, Native Alaskans

<http://www.medqic.org/dcs/ContentServer?cid=1179933918677&pagename=Medqic/MQNews/NewsFeatureTemplate&c=MQNews>

Presentation: Policy Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting "Limited English Proficient Persons" (LEP)

<http://www.medqic.org/dcs/ContentServer?cid=1179933919521&pagename=Medqic/MQPresentations/PresentationTemplate&c=MQPresentations>

Literature: Will pay-for-performance and quality reporting affect health care disparities?

<http://www.medqic.org/dcs/ContentServer?cid=1179933918502&pagename=Medqic/MQLiterature/LiteratureTemplate&c=MQLiterature>

Underserved CoP

The next Underserved CoP Call will be Wednesday, June 20, 2007 at 1:00 p.m. CST. The topic for this call is "Post CLAS Assessment." The MO and NE QIOs will be sharing on this call. The call in information is 1.800.369.1540, with a pass code of 95562#.

National Call

The UQIOSC would like to thank the FL and TN QIOS for providing the speakers for this call, Farzanna Haffizulla, MD, Gerard Shu Tangyie, MD, MPH and Pamela R. Emmons, RN, BSN who shared with us their experiences and successful strategies in dealing with a diverse patient population.

Thank you to all the QIOs who responded to the National Call Evaluation survey.

CLAS Implementation

The following excerpt is from the CLAS Implementation Guide that was developed to help you assist providers in adhering to the CLAS standards. (<http://qsource.org/uqiosc/CLASGuide.pdf>)

CLAS Standard 9 states that *"Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS related activities and are encouraged to integrate cultural and linguistic competence-related measures into*

their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.”

The following links contain tools and resources that may be useful/helpful to your practitioner and practice sites in meeting this standard:

- Improving Patients Satisfaction Survey to Assess Cultural Competence in Health Care
<http://www.chcf.org/documents/consumer/PatientSurveysCulturalCompetence.pdf>
- HRSA description of culturally competent care practice
<http://www.hrsa.gov/culturalcompetence/indicators/>

Cultural Competency Tools

OMH Tool

As a reminder, please be aware that although the Culturally Competent Nursing Modules (CCNMs) located on the [www.thinkculturalhealth](http://www.thinkculturalhealth.org) web site are specifically designed for Nurses, the CCNMs will NOT count for Task 1d2. The ONLY approved module that will count for QIOs working with practitioners/practice sites in Task 1d2 are the Cultural Competency Curriculum Modules (CCCMs). For more details please see SDPS MEMO NBR:06-465-PO The Role of the Nurse and the Advance Practice Nurse
http://qionet.sdps.org/sdps_memos/sdps_memos_2006/06465po.pdf

For additional FAQs please go to:

https://cccm.thinkculturalhealth.org/GUIs/GUI_Help.asp

Quality Interactions Tool

When working with your practitioners to facilitate completion of the Quality Interactions Tool, please remind your practitioners to enter his/her correct UPIN.

For additional information please go to

http://www.qualityinteractions.org/about_us/index.html

Calendar of Events and Conferences

Health Equity Forum: “National Conference on Health Disparities”

July 19-21, 2007

Charleston, SC

<http://www.apha.org/programs/pubhealthcalendar/33616588-421C-446C-B698-C0A79AB931A3.htm>

National Association of Hispanic Nurses Annual Conference:

"Celebrating Excellence: Hispanic Nurses Leading the Fields of Education, Research, and Clinical Practice"

July 17-20, 2007

Industrial Hills. CA

<http://thehispanicnurses.org/us/32nd-annual-conference/2.html?Itemid=261>

Articles/Resources

Tutorial: The Number of Uninsured. Catherine Hoffman, Sc.D., MN, Associate Director, the Kaiser Commission on Medicaid and the Uninsured, August 2005

<http://www.kaiseredu.org/tutorials/CountingtheUninsured4/CountingtheUninsured4.html>

Tutorial: Expanding Health Coverage to the Uninsured. Diane Rowland, Sc.D., Executive Director, the Kaiser Commission on Medicaid and the Uninsured, March 2006

http://www.kaiseredu.org/tutorials/uninsured/uninsured_update.html

Website: Mammogram rates in women 40 and older, 50 and older, and rates by race/ethnicity for 2006 are now available from Centers for Disease Control and Prevention's (CDC) Behavioral Risk Factor Surveillance System (BRFSS). Data are also available for Pap smear rates, colorectal cancer screening rates, cholesterol screening rate and others.

<http://cme.kff.org/Key=12608.Cr5.G.C.J3rJZP>

Article: Dying of hospital indifference syndrome. Steve Lopez.

This story is about a woman who died on the floor of the King-Harbor hospital emergency room while staffers ignored her pleas for help.

<http://email.latimes.com/cgi-bin/1/DM/y/jBP6K0H4mXq0G2B0lbpz0E1>

Article: At Med Schools, a New Degree of Diversity Classes Reflect A Foreign Flavor. David Brown. New medical students reflect the increasingly diverse makeup of the U.S. population.

<http://letters.washingtonpost.com/W5RH02EAB9995D378C77F31E2EADC0>

Movie: Hold Your Breath-A Journey into Cross-Cultural Medicine. A film directed by Ginger Grainger-Mosen. This film from the Stanford School of Medicine's Center for Biomedical Ethics began airing nationally April 2007.

<http://medethicsfilms.stanford.edu/holdyourbreath/>

Podcast: Kaiser Family Foundation and the National Governors Association Center for Best Practices.

A panel of health policy experts discussed the steps that states have taken to improve healthcare quality.

<http://www.kaisernetwork.org/elements/25may07>

The UQIOSC team is committed to assisting you in Task 1d2, please let us know what you need. We appreciate your comments and feedback.

If you have questions or comments about the UQIOSC e-news, please contact Gladys Hunt at ghunt@tnqio.sdps.org or 901.273.2610

DISCLAIMER

This material was prepared by the Underserved Quality Improvement Organization Support Center (UQIOSC), under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services. For questions and additional information: tn_uqiosc@tnqio.sdps.org 1.800.528.2655. QSource-TN-Task4-2007-09