

UQIOSC e-news

November 2007

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Announcements

UPIN Corrections

The Analytic Team at IFMC has stated that “QIO UPIN corrections from the second quarter-2007 Theme Completion data that were submitted to IFMC by 10/01/2007 will be applied to the Theme Completion data through 10/31/2007. These reports are scheduled to be released on 12/20/2007.”

QualityNet Conference 2007

The presentations from the QualityNet Conference can be located at the following link:

http://qionet.sdps.org/presentations_articles/pres_qualnetconf.shtml

Presentations on disparities include:

- ◇ Strategy for Reducing Health Disparities by Terris King, Deputy Director, Office of Clinical Standards and Quality
- ◇ American Indian and Alaska Native Health Disparities, CMS Tribal Affairs Group

QIO Scorecard

Thank you to everyone who completed your scorecard. We received over 85% response rate! This scorecard will assist us in quantifying how your QIO addresses healthcare disparities in underserved populations and promotes cultural awareness among healthcare providers in your state. We will also share aggregate information with the Communication QIOSC to contribute to the impact statement and other communication they develop to highlight the QIO program.

Press Release

The UQIOSC is pleased to share a new resource with the QIO community. This press release was developed as a Quality Improvement tool to help QIOs promote and recognize the successes of practitioners and practice sites following completion of the online Tools for Task 1d2. Please work with your Communication's Department in order to adapt this resource to the needs of your providers and practitioner community. For more details, please see the ListServe message from Deborah Crouse dated November 6, 2007.

Westat Results

The Westat results are now available. Please contact your internal Westat Coordinator to access the results for your QIO.

Transformational Speakers

The UQIOSC invites individual practitioners/providers to share his/her experiences in reducing healthcare disparities for any of the following populations: African American, American Indian/Alaskan Native, Asian American/Pacific Islander, or Hispanic/Latino. Please click on the link for additional information.

<http://www.qsource.org/uqiosc/Call%20for%20Speakers.pdf>

SDPS Memos

SDPS MEMO NBR:07-424-GN

2007 QualityNet Conference Presentations

http://qionet.sdps.org/sdps_memos/sdps_memos_2007/07424gn.pdf

MedQIC

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

Postings include:

Literature: Including African Americans in Health Care Research.

<http://www.medqic.org/dcs/ContentServer?cid=1192804459439&pagename=Medqic/MQLiterature/LiteratureTemplate&c=MQLiterature>

Literature: Mechanisms for Racial and Ethnic Disparities in Glycemic Control in Middle-aged and Older Americans in the Health and Retirement Study.

<http://www.medqic.org/dcs/ContentServer?cid=1191255872443&pagename=Medqic/MQLiterature/LiteratureTemplate&c=MQLiterature>

News feature: Blacks, Hispanics Less Likely Than Whites To Manage Diabetes Properly, Study Finds

<http://www.medqic.org/dcs/ContentServer?cid=1192804460380&pagename=Medqic/MQNews/NewsFeatureTemplate&c=MQNews>

Weblink: National Diabetes Education Program

<http://www.medqic.org/dcs/ContentServer?cid=1094593249941&pagename=Medqic/MQWeblinks/WeblinkTemplate&c=MQWeblinks>

Tool: Patient Worksheet

<http://www.medqic.org/dcs/ContentServer?cid=1176726266014&pagename=Medqic/MQTools/ToolTemplate&c=MQTools>

Underserved CoP

Mark your calendar for the upcoming Underserved CoP Call on Wednesday, November 21, 2007, at 1:00 p.m. CT. The topic will be "Updates from QualityNet".

Dr. John Michos, Medical Director for the Virginia Quality Health Center, will be sharing his presentation from QualityNet on "Reaching Physicians and Increasing the Quality of Care to Underserved Populations." Other QIOs will share their perspectives of the conference as well. The call information is 1.800.369.1540, with a pass code of 95562#.

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 13. Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

The following resources describe approaches to implementation of this standard as well as an example of policies drafted to ensure cultural competency.

- Conflict Research Consortium
<http://www.colorado.edu/conflict/peace/example/will5746.htm>
 - Lahey Clinic
http://www.lahey.org/NewsPubs/Publications/Ethics/JournalWinter1998/Journal_Winter1998_Ethicist.asp
-

Calendar of Events and Conferences

Healthcare Information and Management Systems Society (HIMSS) Annual Conference & Exhibition

February 24-28, 2008

Orlando, FL

<http://www.hcpro.com/content/78099.cfm>

American Health Quality Association 2008 Annual Meeting

February 25-29, 2008

San Francisco, CA

http://www.ahqa.org/pub/inside/158_672_2428.cfm

Annual National Summit on Health Disparities

April 14-15, 2008

Washington, DC

<http://www.nmqf.org/summitdate.aspx>

Articles/Resources

Weblink: Record Number of Students Apply to Medical Schools, Enrollment of Black, Hispanic Men Increases by 9.2%, Study Finds.

http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=48263

Weblink: Statehealthfacts.org has recently added new and updated data on Demographics & the Economy, Health Coverage & Uninsured, and Medicaid & SCHIP.

<http://cme.kff.org/Key=13347.CmY.C.C.V0rmF>

Weblink: Health coverage data for key populations - the nonelderly, adults, children, men, and women, and people living in poverty - have been updated to 2006 using the latest CPS data and are available for all states. Data on individuals with employer-sponsored insurance, Medicaid, and the uninsured have also been updated.

<http://cme.kff.org/Key=13347.CmY.F.C.G007L>

Weblink: NCQA To Announce Model To Identify Highest-Quality Primary Care Physicians, Establish Pay-for-Performance System.

http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=48705

Weblink: For more information about Medicare's coverage of flu vaccine, its administration, and educational resources please link to

http://www.cms.hhs.gov/MLNProducts/Downloads/flu_products.pdf

Weblink: Medicare Announces 2008 Physician Fees and Reforms for Accurate Payment and Quality.

<http://www.cms.hhs.gov/center/physician.asp>

Weblink: A toolkit for pharmacists for assisting low health literacy clients:
<http://www.ahrq.gov/qual/pharmlit/>

Healthcast: Partnerships to Achieve Health Equity Society for Public Health Education Summit.
<http://www.kaisernetwork.org/healthcast/sophe/01nov07>

Book: Medical Management of Vulnerable and Underserved Patients: Principles, Practice, and Populations: Edited by Talmadge E. King Jr., Margaret Wheeler, Dean Schillinger, Andrew Bindman, Kevin Grumbach, Teresa Villela. 2006, New York, NY, McGraw-Hill, By, 454 pages, \$39.95 (softcover) Elizabeth Lea Lynch Acad. Emerg. Med. published 24 October 2007, 10.1197/j.aem.2007.07.001
<http://www.aemj.org/cgi/content/full/j.aem.2007.07.001v1?ct=ct>

The UQIOSC has not secured copyright permission for any of the products or literature found in this issue.

In observance of the Thanksgiving holiday, the UQIOSC will be closed on Thursday and Friday, November 22 and 23, 2007. Normal hours will resume on Monday, November 26, 2006. The UQIOSC would like to wish all QIOs a Happy Thanksgiving!

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

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.
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