

Utah Association for Healthcare Quality – Fall 2007 Newsletter



THE PRESIDENT'S CORNER



I've noticed lately that time seems to be passing at a much faster rate than I ever remember. It really struck me last year when, just one week before Thanksgiving, I realized we had failed to make any plans, due primarily to the fact that we seemed, in my mind, to jump directly from July 4th to Thanksgiving. I don't remember spring or fall in the last several years – only the cold of winter and the heat of summer. I look in the mirror and wonder where the years, firm skin, and slender figure went. I don't remember having time to grow older.

As I've pondered my current status with the universe, I also recognize that I am expected to accomplish more in less time, develop and execute complex action plans, and then demonstrate results (all while smiling sweetly). I have to justify my existence to the CEO and CFO, who both have difficulty valuing anything that does not have a positive return on investment (ROI) in the current fiscal year. Sound at all familiar?

All this thinking is painful and has caused me to ask, "Who am I and what am I doing here?"

In September I had the privilege of attending the NAHQ National Conference. This for me was an opportunity to bring myself up-to-date on new initiatives and quality models as well as energize myself. I met a seasoned quality pro who had taken a first-time attendee under her wing. Not only was the pro helping the "newbie" find her way around the conference, but she also invited her to share dinner and sightseeing activities instead of sitting in her room ordering room service every night. I am confident the newbie will return again with fond memories of the woman who guided her at her first conference. It made me think how important it is for us to take the time to mentor the next generation of quality professionals.

In the keynote address, Beatrice Perry shared her energy and insight. She emphasized the importance of staying focused on purpose in times of change. "Purpose is not your job, it is your calling," she said. I looked those terms up. A job is a duty for a fee or the principal activity you perform for money. A calling is your career, profession, or vocation; it is a duty to which we attach special importance or care. If we can see quality improvement as our purpose, and view that as a calling, surely we will have greater success and satisfaction from our efforts.

Ms. Perry told us that the alignment of the mind, spirit, and body create wellness. We need to think of wellness in terms of ourselves as well as those we serve. To achieve that alignment, we need appreciation. I would like to let you know how much I appreciate the great support of the UAHQ board, their diligence in providing our membership an organization with purpose, and the hours and effort that go into planning events that will help you fulfill your purpose. I appreciate the friendships I have made within UAHQ and the resources provided me through association with you.

I would encourage you all, before time overtakes you like a steamroller, find your purpose, focus on it, and make the effort to express your appreciation to your colleagues.

Lynette Hansen, President

2007 UAHQ Board members and council chairs

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Representative, Home Care Services Assoc. – Michelle Dunn, 801-233-6238, mdunn@cnsvna.org

FINANCE COUNCIL

We continue to do well financially and our account balances as of September 26, 2007, are \$1813.03 in checking, and \$6747.63 in savings. We are breaking even so far this year comparing revenues to expenses, and anticipate a small amount of net income at the end of the year. Additional revenue continues to come in from our Lucinda Pin fundraising efforts and membership dues, and we will have offsetting revenue and expenses from the upcoming annual conference and CPHQ workshop. If anyone has questions about UAHQ finances, please contact me.



Russ Elbel, Treasurer

LEGAL/LEGISLATIVE COUNCIL

Deb Wynkoop and Iona Thraen provided updates on the various users groups and current activities below.

- ✓ **Safe Patient Lifting Work Group** has completed the protocol and sent it to hospitals for endorsement. The team will be meeting to see who has committed to support these guidelines and determine next steps in November. (Team Leader is Marlyn Conti, Intermountain Healthcare)
- ✓ **Health Care Acquired Infection Work Group** has completed the FMEA on central line infections. Reporting will be starting at year end. (Team leader is JeanMarie Mayer, University of Utah)
- ✓ **Adverse Drug Event work group** has finished and posted a patient medication card on the UHA web site. It can be downloaded and printed on your own letter head. Plans are in process for a marketing campaign. You can access the card at the url below



<http://www.uha-utah.org/patientsafety/medication/MedRec.htm> .

(Team Leader is Linda Tyler, U of U Pharmacy)

- ✓ **Sentinel Event Work Group** will meet November 1st to review the 2007 Sentinel events and trouble shoot issues with the new web reporting tool and the updated regulation. The new rule can be found at <http://www.rules.utah.gov/publicat/code/r380/r380-200.htm> (Team leader is Marilyn Mariani, DON, LakeView Hospital)

Lynn Elstein, Legal and Legislative Council

EDUCATION COUNCIL

August Brown Bag – Adverse Drug Effects

Our August Brown-bag lunch speaker featured dynamic speaker and University of Utah Hospitals and Clinics Pharmacist, Linda Tyler, Pharm.D., chair of the Utah Patient Safety Steering Committee's Adverse Drug Effects (ADE) User Group. She delivered a stimulating and useful presentation on efforts of the statewide user group in developing ADE prevention and reporting recommendations. Starting with the top-3 medications causing harm (insulin, anticoagulants, and opioids) the Utah state coalition, comprised of multi-facility pharmacy & patient safety leaders, collaborates to promote ADE reporting and development of ADE prevention analysis tools. She also shared useful medication reconciliation and patient medication forms that are available free of charge on the state website at <http://uha-utah.org/patientsafety/medication/MedRec.htm> .

Linda has invited UAHQ to become a coalition sponsor, adding our name in promoting state-wide ADE prevention and medication patient safety information. Their education materials, publications, and web presentations can be found at <http://www.uha-utah.org/ADEpublications.htm> .

Linda has graciously agreed to be a featured speaker for our annual meeting on November 9, where she will share recommendations to help our members respond to the 2008 **JCAHO patient safety goal: Reduce the likelihood of patient harm associated with the use of anticoagulation therapy.**

UAHQ Annual Conference – Friday, November 9

Education council co-chairs, Ellen Richards and Michele Fisher, invite you to attend our annual conference on Friday, November 9, for the UAHQ Fall meeting,

“Taking the Quality Road through the Land of Oz”

It will be held at Shiners' Hospital for Children,
Fairfax Rd & Virginia Ave,
Salt Lake City,
8 AM - 4 PM.



Early bird registration is due by October 31 and brochures were delivered soon by email.

Speakers will include;

NAHQ's President-elect, Thom Smith;
Marilyn Tang; founder and President of Certified Handling Systems, Salt Lake City;
Linda Tyler, Pharm.D., and a panel discussion on Rapid Response Teams.

Don't miss this day of networking and educational opportunities guaranteed to support your work environment's quality and patient safety efforts.

To register contact Michele Leader, 801-892-6635, mleader@healthinsight.org

CPHQ EXAM Prep – Friday, November 16

Wrapping up our successful year, we will also be sponsoring a C.P.H.Q. exam preparation class on **Friday, November 16**, with nationally-recognized instructor Nancy Claflin, RN PhD CPHQ FNAHQ, Chair, Education Department, Education Services, Carl T. Hayden Veterans Affairs Medical Center Phoenix, Arizona



Many of you share the goal to become "Certified Professionals of Healthcare Quality".....make this your year to attend the class and take the exam.

The course will follow the exam matrix and will present information on the following areas:

- Healthcare Quality methods
- Information Management
- Application strategy and leadership
- Change management and innovation
- Continuous readiness

Who Should Attend?

This is a review session for healthcare professionals who are preparing for the CPHQ examination or who want to expand their existing quality management skills.

For more information regarding these upcoming events, email or call:

Michele Leader at 801-892-6642, MLeader@healthinsight.org

You may also contact Education Co-Chairs Ellen Richards at ellen.richards@intermountainmail.org or Michele Fisher at MicheleF@aruplab.com .

For ideas, suggestions, and volunteer support, please contact us per the emails above

Michele and Ellen

Value Driven Healthcare in Utah

"Every American should have access to a full range of information about the quality and cost of their health care options."

- HHS Secretary Mike Leavitt

If every American has access to full information about quality and cost we will all be armed to make decisions about healthcare based upon value. Value decisions will bring the best to the top and reward all the stakeholders for good choices. If physicians' actions are supportable by the best outcomes, if insurers only pay for effective processes, if patients demand interventions that have been shown to increase quality of life, and employers buy healthcare coverage based upon value of benefits offered, the entire system improves.

In healthcare circles we have talked about the quality/cost equation for a long time and have struggled to make clear what value really means. Mike Leavitt has helped tremendously by identifying the Cornerstones of Value Driven Healthcare:

1. Adopt Interoperable Health Information Technology (Connectivity)
2. Measure and Publish Quality Information (Transparency of Quality)
3. Measure and Publish Price Information (Transparency of Cost/Price)
4. Promote Quality and Efficiency of Care (Appropriate Incentives)

The Utah Partnership for Value Driven Healthcare was founded this year in response to that call for Value. The Partnership (UPV) **exists to maximize the availability and accuracy of information on value to facilitate better healthcare decision making.**

The UPV has been designated a Community Leader by HHS and hopes by the end of this year to become a Chartered Value Exchange, enabling greater access to Medicare data and the opportunity to engage with other Value Exchanges around the country in learning dialogue.

Members from each of the four stakeholder groups (Payers, Providers, Purchasers, and Patients) form the Partnership of approximately 50 Utah organizations. Governance is by key leaders who constitute the Steering Committee. The work of the Partnership is carried out through a number of task forces designed to achieve the following objectives:

- Assure membership in the UPV encompasses all stakeholder groups in a balanced and representative way
- Collect and report standardized, reliable health plan and provider performance data across all settings
- Promote the use of accurate and comparable quality measures within healthcare to encourage quality improvement
- Create efficiency in data collection leading to reduced burden and cost to all reporting participants
- Educate the public about health care quality and provide understandable information to aid in healthcare decision making

The value of the partnership to the stakeholder groups include:

For payers:

- Closer to 100% sample for greater validity
- Simpler reporting process
- Availability of accurate provider utilization data

For providers:

- Access to broad sample of care provided
- Increased ease in data reporting
- Uniform reporting standards across agencies

For purchasers:

- Data availability across time and settings (episodes of care)
- Independent reliable source of information

For patients:

- Transparency of cost/price and quality information
- Ability to identify high value providers
- Ability to take greater personal responsibility in healthcare decision making

The public also gains value through:

- Increased quality and access of healthcare to all residents of Utah
- Greater efficiency of public spending
- Opportunity to make choices around healthy lifestyle as well as healthcare

For more information on Value Exchanges see the HHS website www.hhs.gov/transparency. If you would like partner information contact Kim Bateman (kbateman@healthinsight.org) or Christie North (cnorth@healthinsight.org). HealthInsight provides leadership and staffing for the Utah Partnership for Value-Driven Healthcare.

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NEWS FROM THE INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)

The 5 Million Lives Campaign is a voluntary initiative to protect patients from five million incidents of

medical harm over the next two years (December 2006 – December 2008).

IHI Estimates that 15 Million Incidents of Patient Harm Occur in U.S. Hospitals Each **Year**

New interventions targeted at harm

- ❑ Prevent Methicillin-Resistant Staphylococcus aureus (MRSA) infection...by reliably implementing scientifically proven infection control practices throughout the hospital.
- ❑ Reduce harm from high-alert medications...starting with a focus on anticoagulants, sedatives, narcotics, and insulin.
- ❑ Reduce surgical complications...by reliably implementing the changes in care recommended by the Surgical Care Improvement Project (SCIP).
- ❑ Prevent pressure ulcers...by reliably using science-based guidelines for prevention of this serious and common complication.
- ❑ Deliver reliable, evidence-based care for congestive heart failure...to reduce readmissions.
- ❑ Get boards on board...by defining and spreading new and leveraged processes for hospital boards of directors, so they can become far more effective in accelerating the improvement of care.

The six interventions from the 100,000 Lives Campaign

- ❑ Deploy Rapid Response Teams... at the first sign of patient decline – and before a catastrophic cardiac or respiratory event.
- ❑ Deliver reliable, evidence-based care for acute myocardial infarction...to prevent deaths from heart attack.
- ❑ Prevent adverse drug events...by reconciling patient medications at every transition point in care. Prevent central line infections...by implementing a series of interdependent, scientifically grounded steps.
- ❑ Prevent surgical site infections...by following a series of steps, including reliable, timely administration of correct perioperative antibiotics.
- ❑ Prevent ventilator-associated pneumonia...by implementing a series of interdependent, scientifically grounded steps.

Tools and goal documents are available on line at

<http://www.ihl.org/IHI/Programs/Campaign/Campaign.htm?TabId=2#InterventionMaterials>

19th National Forum on Quality Improvement in Health Care

December 9-12, 2007: The National Forum on Quality Improvement in Health Care is the premier "meeting place" for people committed to the mission of improving health care. This annual event draws over 5,500 health care leaders from around the world in person and an additional 6,000 via satellite.

International Forum on Quality and Safety in Health Care 2008

April 23-25, 2008: The annual International Forum, co-sponsored by IHI and the BMJ Publishing Group, is the premier international "gathering" of people committed to improving the quality of health care.

► **Available at <http://www.ihl.org/IHI/Programs/ConferencesAndSeminars/>**

FOR MORE INFORMATION ON THESE PROGRAMS AND OTHER OFFERINGS FROM IHI, CALL (866) 787-0831 OR GO ONLINE AT www.ihl.org.

MEMBER-AT-LARGE/MEMBERSHIP COUNCIL

The membership council has completed the ballot for this year's board elections, and we are trying something new. Accompanying the ballot will be a brief member survey. We encourage everyone to complete the survey and add comments liberally. Your input helps us to improve your member benefits. All ballots must be returned by October 31, 2007. Get out and vote!

We would also like to encourage members to become more involved in your organization. We need people to serve in elected and appointed positions on the board, and as volunteers on our councils. The time commitment is not as great as you might think, and the leadership experience can be invaluable to

you in moving ahead in your career. You can also contribute by submitting items for this newsletter, presenting at a Brown Bag, or submitting a poster presentation for the annual conference. UAHQ is your organization and you will receive so much more than you will give in time if you get involved.

Contact me at ljohnson@healthinsight.org to learn more about opportunities in UAHQ.

Linda Johnson

MEMBER SPOTLIGHT

Dear UAHQ Member,

In the near future I will be transitioning from a quality professional to a new career as a retiree and Medicare beneficiary. I will be leaving my role in healthcare quality entirely in your hands.

In my healthcare quality career I have seen amazing progress toward making the system work for both patients and caregivers. We have had great success in moving from “I’m the expert and I’ll tell you what I think you need to know,” to “patient-centered” care. I have seen the healthcare industry recognize that value is both cost and quality. I’m now asking you to continue in your important work. I need you.

When I visit my doctor I want her to guide me in controlling my cholesterol and blood pressure. I want to understand the medications she prescribes and when to report possible side effects.

When I visit your hospital I don’t want to acquire MRSA, a decubitus, or a DVT. I want my pain controlled and my family informed about my condition and prognosis (in language they can understand).

Some day I would like to be able to choose my doctor, hospital, nursing home, home health agency or hospice using data that really measures value – not by the condition of the aquarium in the lobby (although there may be a relationship between well-tended fish and well-tended patients).

In a few years you will join me in retirement, and we will all need to depend on the people in the background of healthcare to make sure our care gives value to us and to society. For now I’m leaving it in your hands.

Anne Smith

COMMUNICATIONS COUNCIL

Please visit our web site at <http://www.uahq.org/> for updated information such as board members Bylaws for 2006, educational opportunities, and more!



Marlyn Conti, Communication Council

SHARED LEARNING CORNER

NAHQ PUBLISHING OPPORTUNITIES

JHQ's Editorial Board always encourages papers for publication on the following topics; Accreditation Issues and Successes, Administration/Management, Behavioral Healthcare Quality, Compliance, Conceptual Articles, Continuum Focus, Education's Move to Quality, Evidence-Based Practice, Global/International Issues, Government Affairs and Policy-Making, Information Systems and Management, Innovations in Healthcare, Knowledge Management, etc. Submissions can be in the form of featured articles, brief reports, quality stories, or letters to the editor.

Please see *JHQ Information for Authors* <http://www.nahq.org/journal/pubsauth.htm> for assistance in preparing your submission. For a more detailed description of each topic, please visit the NAHQ/JHQ Web site at <http://www.nahq.org/journal/pubstopc.htm>

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NAHQ QUICK CORNER

Upcoming NAHQ Continuing Education Courses

Tuesday, October 30, Audio Course, *Disclosing Medical Errors to Patients: A Skills Workshop, Part 1*

For more information and to register, visit <http://www.nahq.org/education/opportunities.html>

2008 Annual Conference

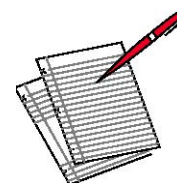
Plans are in the process for the NAHQ's 2008 Annual Conference is available online at www.nahq.org. The full brochure is ready for downloading, and complete descriptions of concurrent sessions are also available.

The Joint Commission's newsletter is available online at

<http://www.jointcommission.org/Library/ThisMonth>

WANTED: UAHQ WANTS YOUR MANUSCRIPTS AND PRESENTATIONS

Have you recently completed a QI project that has positively impacted clinical care, customer satisfaction, access to health care, or the bottom line? Maybe you have learned a new tool and others could benefit from your experience. Have you given a presentation lately or had an article published? UAHQ is formally requesting that you share what you are doing, what challenges you are addressing and how you are overcoming barriers to quality in your institution.



Send your ideas, experiences, etc. to Marlyn Conti at Marlyn.Conti@intermountainmail.org for inclusion in our next newsletter and/or posting on the UAHQ website

We all know how important teams are in making progress; let's model this team behavior and share what we are learning!!

Your Paper will appear here?

LEADERS NEEDED FOR TODAY!

Those of us who work in the quality field find that we need to hone our leadership skills each day. Leadership is the process whereby one or several individuals influence other team members or employees to attain group or organizational goals (Timberlake, n.d.). Some qualities of leaders are self-confidence, vision, extraordinary behavior, and the ability to effect change.

Different leadership styles can be used for different situations. An assessment of the situation, team, environment, and goals can give the leader clues about which style will be most effective.

What type of leadership does your work group, organization, or team need from you? Step back, do an assessment, and fit your skills to the situation or need.

Transactional leaders tend to focus on the behavior, the moment, the goal, or the outcome and to use rewards. They may manage by exception (either active or passive) and sometimes show a laissez-faire attitude.

Transformational leaders have charisma, inspire people, provide stimulation, and balance the individual's needs with the system's needs.

Principle-centered leaders focus on the principles rooted in the unchanging laws that govern human and organizational effectiveness.

Value-based leaders focus on adding value to the entire process.

“The challenge today is not knowledge, it is insight. You must bring your heart and head to work.”
Gary Hamel

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By Marlyn Conti RN, BSN, MM – Intermountain Health Quality/Patient Safety, E-QUALTips, NAHQ News, June 2007

Please note that opinions and statements in this newsletter are NOT to be construed as standards or policy, they are only opinions of the members who submitted them.

Any comments, submissions, questions or additions should be forwarded to the Editor,
Marlyn.Conti@intermountainmail.org or call (801) 442-3173.

Marlyn Conti