

Utah Association for Healthcare Quality Fall 2008 Newsletter



PRESIDENT'S CORNER

It was very exciting to serve as your chapter president for 2008. We have had a very busy year with multiple initiatives launched on the national and state level to improve clinical quality and patient safety throughout the health care continuum. Our members have participated in an amazing number of these improvement activities. This edition of the newsletter details just a few of the activities of our chapter. The peer to peer sharing through our meetings, seminars, website and newsletters demonstrates the wealth of talent and knowledge within this group of dedicated healthcare professionals.

Remember, the more you are involved with UAHQ, the more you will increase your knowledge, improve your skills and expand your network.

Thanks to all who are serving with me on our Board and Committees. For those of you who would like to get more involved, just call or email. We will match your available time and talents with a worthy project that will benefit both our patients and colleagues.

The following new officers were elected at the October Annual Conference:

- President Elect - Linda Egbert (our current Secretary)
- Secretary - Sandi Gulbransen
- Member At Large - Robyn Toth

Welcome to our new board members!!

Fritz Kron

2008 UAHQ Board members and council chairs

President	Fritz Kron, 801-357-3048, fritz.kron@imail.org
President Elect	Judith Matts, 801-357-7462, judi.matts@imail.org
Past-President	Lynette Hansen, 801-933-3660, lynette.hansen@ahplans.com
Secretary	Linda Egbert, MS, RN, 801-585-5595, linda.egbert@hsc.utah.edu
Treasurer	Russ Elbel, 801-587-6564, russ.elbel@hsc.utah.edu
Member At Large	Robyn Toth, 801-408-1244, robyn.toth@imail.org
Communications	Marlyn Conti, 801-442-3602, Marlyn.Conti@imail.org
Legal/Legislative	Lynn Elstein, 801-442-3674, Lynn.Elstein@imail.org
Education	Ellen VanTreuren Richards, 801-507-2956, ellen.richards@imail.org
	Michele Fisher, 801-583-2787, fisherm@aruplab.com
Finance	Russ Elbel, 801-587-6564, russ.elbel@hsc.utah.edu
Home Care Assoc. Rep	Michelle Dunn, 801-233-6238, mdunn@cnsvna.org

FINANCE COUNCIL

We continue to do well financially and our account balances as of November 26, 2008, are \$10,437.67 in checking, and \$12,782.25 in savings for a total of \$ 23,291.92. This, however, does not reflect the majority of expenses related to the annual conference or the CPHQ training course, held in October and November, respectively.



We continue to cover all expenses, and this year, due to Linda Johnson's persistence, we received a NAHQ grant for \$1500.00 that off set many of our largest expenses for the conference (i.e., the keynote speaker, food, and the donation to Shriner's Hospital in appreciation for the conference facility). Once again, thanks to Lynette Hansen, we have had continued revenue from Lucinda pin sales, and I understand she has some left if anyone is looking for one as a holiday gift.

As I mentioned at the annual conference, I am committed in 2009 to implementing an online payment system to make registering for the annual conference, the CPHQ training, and paying member dues a much easier process for members, and for UAHQ. If anyone has questions about UAHQ finances, please contact me.

Russ Ebel

EDUCATION COUNCIL

The UAHQ Education Council and fellow board members strive to bring you timely information in support of your multidisciplinary healthcare careers. Education events this year included brown-bag lunch speakers, the Fall Annual Meeting and Conference and a CPHQ exam preparation class.

June Brown Bag meeting:

Marc Bennett, President and CEO of HealthInsight, presented his thoughtful insights regarding current healthcare activities. Fellow members and guests learned about the following topics: the rationale and politics behind changes at HHS and CMS, transparency in healthcare and what it means for the quality professional, the Utah Partnership for Value Driven Healthcare, the development of Utah's Patient Safety Organization (PSO); and the role of the Recovery Audit Contractors (RAC).

August Brown Bag:

Held on August 27 at HealthInsight featured Debra Wynkoop, MPA, Director, Health Policy Utah Hospitals and Health Systems Association. Utah Hospitals & Health Systems Association is the leading association in Utah's diverse healthcare industry. The Association represents member hospitals and healthcare systems in the State of Utah and serves as an advocate in legislative healthcare issues for its members, as well as a valuable resource for information. Debra's topic, "Looking Out for Quality and Patient Safety" included:

- Description of the UHA and the Utah Patient Safety Steering Committee
- The statewide patient safety initiatives supported by the UHA (healthcare acquired infection, sentinel event, medication safety, C3, safe lifting and transfer, colored arm bands)
- The relationship between the UHA and the Utah Health Care Association and Utah Organization of Nurse Leaders, and other partners
- Explanation of UHA's role in healthcare reform in Utah

Members & nonmembers are always welcome at this free, lunchtime meeting. Bring your brown-bag lunch, bring a friend, and also receive C.E. credit for CPHQ recertification.

UAHQ Annual Conference:

This year's UAHQ Annual Conference and Meeting theme, consistent with our national election season excitement was , "Cast Your Vote for Quality". The conference was held at Shriner's Hospital, Friday, October 3, 2008. The agenda included speakers from NAHQ, National Quality Forum, Utah State Hospital Acquired Infections Team: Central Line Blood Stream Infections, Utah Healthcare Reform, and Quality Leadership.

CPHQ Exam Preparation Class:

In response to last year's well-received CPHQ Exam Preparation Class, another class was held Friday, November 7, 2008 at HealthInsight.

Nationally recognized Nancy Claflin, RH, PhD, CPHQ, FNAHQ of Phoenix area VA Medical Center shared tips and insights on healthcare quality methods, information management, strategy and leadership, change management and innovation, and continuous regulatory readiness. This was a good opportunity for in-depth knowledge and skills building in healthcare quality as well as preparation for certification.

For those of you who need more information about certification, the NAHQ website has the CPHQ self-assessment and handbook online for review at <http://www.cphq.org/2selfAssessment.html> .

UAHQ Education Council members

Helen Bemis, Michele Fisher, Jeanne Nelson, Robyn Toth, Ellen Richards

Michele and Ellen

LEGAL/LEGISLATIVE COUNCIL

Utah Legislature's Health Reform Task Force

Utah's insurance industry was the focus of Octobers' meeting of the Utah Legislature's Health Reform Task Force. The task force has four working groups 1) healthcare providers, 2) hospitals, 3) insurers, and 4) community advocates. These groups have been drafting proposals to improve Utah's healthcare system. In the task force's last two meetings, the working groups have been reporting their recommendations.



What steps does the insurers' group recommend? At last week's meeting, Rep. James Dunnigan of Taylorsville delivered a report from the insurers working group with recommendations from health insurance companies and brokers. A summary of his presentation:

The core problem is the rising cost of medical care. The first goal of health reform should be lowering those costs.

The Legislature could help to reduce costs by encouraging healthy behaviors, reducing administrative costs through electronic medical records, and working to avoid cost shifting by fully funding Medicaid programs.

A proposed new insurance product, NetCare, could help people who lose insurance coverage when they become unemployed.

A proposed internet portal could increase transparency for insurance products. Rep. Dunnigan cautioned the Legislature against increasing government involvement in Utah's insurance market.

Now: Task force needs to identify solutions before the full Legislature meets.

Task force co-chair, Rep. David Clark of Santa Clara expressed concern about the willingness of some participants to find meaningful solutions. He also said the task force has a brief window to lay out a path for success. Doug Emery from Prometheus Payment recommended a new healthcare payment model

called Episodes of Care. His organization, funded through a grant from the Robert Wood Johnson Foundation, developed the model, which would pay providers for each patient's episode of care, as opposed to the current fee-for-service payment method. Other speakers included Rep. Merlynn Newbold of South Jordan, who updated the task force on potential changes to Utah's Medicaid program, and John T. Nielsen, who discussed efforts by the governor's office to fulfill executive department-specific tasks outlined in the bill that established the task force.

Sign up for updates on legislative and political activities.

The task force was created by the 2008 Utah Legislature and charged with developing recommendations to reform the state's health system by the end of this year. If you're interested in e-mail updates on the task force and other health-related political issues sign up for Intermountain Healthcare's Health Policy Network.

To sign up, click on <https://intermountain.net/portal/site/govrelations/> or contact Bill Barnes at bill.barnes@imail.org.

Source: *Intermountain Healthcare Stories – November 3, 2008*

New Council Chair needed!

Lynn Elstein has completed her two year appointment as Legal council chair and will be leaving the board. Thanks to Lynn for her guidance and support on the UAHQ Board!

Per our Bylaws this position is responsible for the following functions;

- 1) ... to ensure that UAHQ is conducting business consistent with approved bylaws, and communicate legislative activities which impact the quality of healthcare in Utah to members.
- 2) ... Council consists of a chair and as many members as deemed necessary by the chair.
- 3) Responsibilities ...:
 - a. Annually review the UAHQ bylaws, determine that the Bylaws reflect current practice, and make recommendations for changes to the Board.
 - b. May organize members to write or call representatives to express supporting or opposing views about pending legislation.

If you are interested or would like to nominate someone to this position please contact Judi Matts, President Elect.

Farewell for now! Lynn Elstein

NEWS FROM THE INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)

The 20th annual IHI Conference is being held December 8 to 11th, 2008 in Nashville. Key note presentations include;

- *Donald M. Berwick, MD, MPP*, President and CEO, Institute for Healthcare Improvement
- *Susan Dentzer*, Editor-in-Chief, Health Affairs, and On-Air Health Policy Analyst, The NewsHour with Jim Lehrer on PBS
- *John Kitzhaber, MD*, President, Estes Park Institute, is also Director for the Center for Evidence-Based Policy at Oregon Health and Science University
- *Dr. Hippocrates Is Out: Please Leave a Message*, a multimedia theatrical experience created by famed playwright **Robert Brustein**, and starring actors **Tony Shalhoub** (of *Monk* fame), Academy Award winner **F. Murray Abraham** (*Amadeus*), and **Brooke Adams**

The 5 Million Lives Campaign which began December 2006 is continuing through December 2008. If you are not already participating or using these 'best practice' recommendations, then check out the site below. IHI Estimates that 15 Million Incidents of Patient Harm Occur in U.S. Hospitals Each Year. <http://www.ihi.org/IHI/Programs/Campaign/Campaign.htm?TabId=2#InterventionMaterials>

MEMBER-AT-LARGE/MEMBERSHIP COUNCIL

2008 Goals

- Increase membership by 5%
- Contact lapsed members to determine why they are no longer to active, and to re-engage them in the organization; maintain active members in that status
- Build leadership capacity among members in order to strengthen and diversify the board, using the results of the 2006 member focus group and the 2007 member survey as a guide; increase active member participation
- Collaborate with the Education Council to design member-centered educational offerings
- Revisit the nominations process and begin actively recruiting nominees beginning with the 2007 annual conference

We have tried various ways of learning what our UAHQ member's value about our organization and what you would like to see improved. In 2007 we experimented with an abbreviated survey and found the results interesting. I am considering holding a focus group this year, similar to the one we had in 2006. Do you think this is a good idea? Who should be invited? Would you attend? Should we include non-members? Do you have suggestions for member survey questions? If you have an opinion on these questions, or on the survey results, please send me your thoughts at ljohnson@healthinsight.org.

UAHQ Sponsors Successful CPHQ Review and Study Session

Linda Johnson, MA, RN, CPHQ
Member-at-Large

In November UAHQ sponsored a formal Certified Professionals in Healthcare Quality (CHPQ) review and study session. This was an intense, one day session for quality professionals interested in becoming certified. We were very fortunate to have Nancy Claflin from the VA Medical Center in Phoenix, AZ as our instructor. Nancy has extensive experience as a healthcare quality professional, is a NAHQ past-president, and has many years experience teaching the course nationally and internationally.

Course materials were provided by NAHQ, and course modules included foundation, techniques, and tools; using data for improvement; strategy and leadership; continuous readiness; change management and innovation; and test taking tips. Overall response to the course was very positive, with the data module being the most popular.

There has been a perennial interest in CPHQ preparation courses, and if there is enough interest, UAHQ would be inclined to repeat the course annually or biennially. If you, or your colleagues in other facilities or settings, are interested in again having a course in Utah, please contact me at ljohnson@healthinsight.org

We regretfully accept the resignation of our Council Member-at-Large, Linda Johnson, of HealthInsight. She has been a large part of the successful education and membership outreach provided by UAHQ and her efforts will be sorely missed. Please join us in wishing her well and thanking her for all her efforts. Her shoes will be hard to fill, but we welcome Robyn Toth to this role!

Linda Johnson

MEMBER SPOTLIGHT

Spotlights on our new President and Member-at-Large Chair

President Elect: Judi Matts R.N., B.S.N., C.P.H.Q.:

Judi works for Intermountain Healthcare as the Department Manager of Quality for the Urban South Region. The region consists of three facilities - Utah Regional Medical Center, American Fork Hospital and Orem Community Hospital. Her responsibilities include regulatory compliance, process improvement and medical staff support. Judi has experience as a critical care nurse, house supervisor and process improvement coordinator.

Judi's childhood was spent in the cold state of Michigan where she received her nursing diploma degree from Hurley Medical Center School of Nursing. Moving to the warmer and drier climate of Utah she went back to school at Brigham Young University for her bachelor's degree in nursing.

Judi's current residence is in Utah County where her mother and a very spoiled and pampered cat named Chessie live with her.

Member-at-Large: Robyn Toth, RN, B.S.:

Robyn works in the quality department for Intermountain Healthcare's Urban Central Region. She received her nursing degree from SLCC in 1993. Prior to that she received a bachelor's degree in Psychology from Westminster College and worked as a Social Services Worker in several Psychiatric facilities for over 7 years.

Robyn has worked for IHC for over 15 years with the last 4 years in Quality.

Robyn has been married for 21 years and has three kids. The oldest, Ryan, is at Utah State, Chris is almost 16 and Megan is 12.



COMMUNICATIONS COUNCIL

This newsletter is published 4 times yearly. In addition, we use emails and updates on our website to communicate with members between newsletter publication dates.

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



Marlyn Conti

SHARED LEARNING CORNER

NAHQ PUBLISHING OPPORTUNITIES

JHQ's Editorial Board 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. See *JHQ Information for Authors* <http://www.nahq.org/journal/pubsauth.htm> for assistance in preparing your submission and for more detailed description of each topic, visit

NAHQ QUICK CORNER

The 33rd NAHQ Annual Educational Conference - *Collaboration: The Spark Behind Quality* was held September 14–17, 2008 in Arizona.

NAHQ Calender of Events can be found at this link:

http://www.awebsource.com/clients/nahq/ws_events/evt_calendar_public.php

A summary of our annual meeting will be in the next edition of the Newsletter.

NAHQ Offers Continuing Education Courses on a regular basis. Two standing courses are the Quality Boot Camp Course and Healthcare Quality Review.

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

Membership articles and papers

Protecting 5 million lives from harm

By Linda Egbert, MS, RN

Many of you are likely familiar with the 5 million lives campaign launched by the Institute for Healthcare Improvement (IHI). It is a continuing national effort to reduce preventable deaths in United States hospitals. Many of the Utah hospitals are participants in this initiative.

Just as a reminder, the 5 million lives campaign challenges hospitals to adopt 12 specific interventions to save lives and reduce injuries to patients. They are:

- Deploy rapid response teams
- Deliver reliable, evidence based care for acute Myocardial Infarction
- Prevent adverse drug events
- Prevent Central Line infections
- Prevent surgical site infections
- Prevent ventilator associated pneumonia
- Prevent harm from high-alert medications (specifically anticoagulants, sedatives, narcotics and insulin
- Reduce surgical complications by implementing changes recommended by the Surgical Care Improvement Project (SCIP)
- Prevent pressure ulcers
- Reduce methicillin-resistant Staphylococcus aureus (MRSA) infection
- Deliver reliable, evidence based care for congestive heart failure
- Get boards on board

As you can recognize from looking over the list, these initiatives support the various national healthcare improvement initiatives- including the Institute of Medicine (IOM), Agency for Healthcare Research and Quality (AHRQ), Centers for Medicare and Medicaid (CMS), The Joint Commission, Centers for disease control (CDC) and the National Quality Forum.

The web site (<http://www.ihl.org/IHI/Programs/Campaign/>) offers lots of information and resources- from sample policies and procedures, web conferences, sample forms and resource people. If you haven't had the opportunity to review this information, it might be well worth your time. All the information and resources are available for no cost.

Some is not a number! Soon is not a time!

The number is five million! The time to start is now!

QUOTE OF THE MONTH

" There are risks and costs to a program of action. But they are far less than the long-range risks and costs of comfortable inaction." —John Fitzgerald Kennedy, 1917– 1963, 35th President of the United States

WANTED: UAHQ WANTS YOUR MANUSCRIPTS AND PRESENTATIONS

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, and papers to Marlyn at Marlyn.Conti@imail.org for inclusion in our next newsletter and/or posting on the UAHQ website

LEADERS NEEDED FOR TODAY!

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@imail.org or call (801) 442-3173.



Marlyn Conti