



# The Tennessee Quality News and Networking Connection

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Tennessee Association for HealthCare Quality

EDITOR: Heidi Benson, RN, MS, CPHQ



## President's Corner *Michelle Franklin*

Summer is fast approaching and it's hard to believe I am half way into my term as your President! This has been another exciting month for Healthcare Quality.



The TAHQ Board met on April 16, 2004. A poll of the Board revealed that most of the Board plans to attend the NAHQ national meeting in Orlando September 18-21. The Brochure for the meeting can be found on the NAHQ website and I believe it will be a very exciting and informative session. Several of our TAHQ members are presenting educational sessions and posters. Please let one of your board members know if you plan to attend so we can all get together.

The NAHQ Award for Association Excellence recognizes the state healthcare quality association that provides exceptional membership services and benefits. The award is intended to enhance the goals and objectives of NAHQ by promoting quality educational offerings and providing information to healthcare quality professionals through the affiliated organizations. Each state association application is assessed on the states' achievement of its established goals and objectives, the quality of its newsletter, the quality of its educational programs, and the state membership's involvement in NAHQ. The Gold, Silver and Bronze winners will be announced at the NAHQ meeting in Orlando. We have been working very hard on this application and fully expect to win! Another reason you will want to consider attending NAHQ!

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*Even if you're on the right track, you'll get run over if you just sit there.  
—Will Rogers*

## Congratulations to the following Tennessee quality professionals who earned their CPHQ designation in the Nov/Dec 2003 testing cycle.

Nuzhat A. Ali  
Pam A. Hara

Deborah A. Audley  
Wilma J. Jones

Linda A. Buck  
Patty M. Orr



### President's Corner *Continued from Page 1*

Planning continues for our TAHQ Educational Conference and Annual Meeting to be held on September 29 and 30 at the Renaissance Hotel and Nashville Convention Center. As Chairman for the Education Committee, Irv Koehler has already secured several excellent speakers and vendor sponsorships. Please let Irv know if you have suggestions for sponsors to help defray the cost of the conference. I would also encourage you all to save the date for the conference and make plans to attend. This event is held in conjunction with the Tennessee Hospital Association Annual Meeting and is an excellent way to hear exceptional speakers, network with other healthcare professionals and meet continuing education requirements. Spread the word and invite your colleagues!

As we continue to work diligently on both the Association Award for Excellence and the Educational Conference and Annual Meeting we need your help. We would really like to hear from you our members about the ways you promote healthcare quality in your every day work. Please email or phone any of the board members and take an opportunity to share the great work you do. We are especially interested in knowing if you have been published in any journals, spoken at any local, regional or national meetings, or celebrated healthcare quality in your facility. Finally, we want to be an organization that meets the needs of our members, so let us know how we are doing!

## **JOB OPPORTUNITY— Director of Quality Management**

### Opportunity Profile

- Reports to the Vice President of Clinical Services and oversees five FTEs
- Responsibilities include supervising the daily operations of quality improvement, risk management, infection control and case management
- Qualified Candidates will be registered nurses with proven management experience and excellent team building and communication skills; Bachelor's required, Master's preferred.

### Hospital Profile

- 194-bed not-for-profit hospital with broad service mix
- 650 FTEs and a medical staff of more than 100

### Community Profile

- Pennyryle area of southwest Kentucky with a growing population of 33,000
- Area provides easy access to over 200 miles of hiking trails and countless opportunities for water recreation as it sits near Kentucky Lake

Salary will be commensurate with background and experience. Interview and relocation costs will be paid by the hospital.

Contact: Joyce Tucker  
Associate Vice President, Executive Search  
B.E. Smith Associates, Inc.  
(800) 467-9117 or Fax: (888) 238-4276  
jtucker@besmith.com

## SEEKING CANDIDATES FOR TAHQ 2005

Nominations are needed this year for:

- **President-elect (3 year commitment)**
- **Secretary/Treasurer (2 year commitment)**
- **Director Middle TN Region (2 year commitment)**

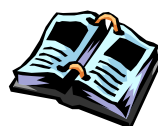
Any TAHQ member may nominate another member for consideration (with their consent). Self-nominations are also permitted. The nominees must agree to serve in the role that (s)he is being nominated for. For more information on the job role and responsibilities please review the bylaws on the TAHQ website at:

<http://tahquality.freewebspace.com/TAHQ%20Bylaws%200304.pdf>

If you are interested in being a part of those who make things happen for TAHQ, we would encourage you to nominate yourself. TAHQ needs your talent! If you should have any questions, please feel free to contact Michael Greer at 615-344-8698, or e-mail him at [michael.greer@hcahealthcare.com](mailto:michael.greer@hcahealthcare.com). The TAHQ Board of Directors will review all potential candidates and a master ballot will be sent to all members for voting on or before August 27, 2004. Election results will be announced at the annual TAHQ educational meeting scheduled for Wednesday September 29, 2004.

**Mark These Dates!**

**2004 TAHQ Calendar**



- TN 1<sup>st</sup> Symposium on Patient Safety in August 26, 2004 (TAHQ co-sponsor)
- NAHQ Annual Meeting September 18-21, 2004 Orlando FL
- TAHQ-THA Annual Educational Conference September 29-October 1, 2004 Renaissance Hotel and Convention Center (partnering with THIMA to provide a presentation on public reporting).
- National Healthcare Quality Week October 10-16, 2004
- QSource Annual Quality Conference October 28, 2004 Opryland Hotel (TAHQ co-sponsor)

### Editor Notes:

Please submit newsworthy information for inclusion in the newsletter. We will print exciting news about you, your workplace, fellow quality professionals, etc. Remember— it can't be printed if you don't tell us!

Submit information to: [heidi\\_benson@northcrest.com](mailto:heidi_benson@northcrest.com)

## HHS Announces New Initiative to Improve Quality of Care for Medicare Beneficiaries with Chronic Illnesses



(Washington) HHS Secretary Tommy G. Thompson recently announced a new Medicare initiative known as the Voluntary Chronic Care Improvement Program as authorized by the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA). The initiative will target about 150,000-300,000 beneficiaries who are enrolled in traditional fee-for-service Medicare and who have multiple chronic conditions, including heart failure, complex diabetes and chronic obstructive pulmonary disease. Beneficiaries who agree to participate will receive help in managing their conditions, following their physicians' plan of care and ensuring that they know about, and can take advantage of, Medicare-covered benefits that will help to reduce their health risks. Similar strategies have been widely and successfully adopted across the health care system.

Chronic conditions are a leading cause of illness, disability, and death among Medicare beneficiaries and account for a disproportionate share of health care expenditures. For instance, about 14% of Medicare beneficiaries have congestive heart failure but account for 43% of Medicare spending. Likewise, about 18% of Medicare beneficiaries have diabetes but soak up 32% of Medicare spending.

The Centers for Medicare & Medicaid Services (CMS) is seeking innovative proposals from qualified organizations to run large-scale chronic care improvement projects under the initiative. Qualifying organizations must demonstrate success in population-based chronic care improvement services. CMS will choose about 10 projects, each of which will serve about 15,000 to 30,000 beneficiaries in specific regions around the country over a three-year period. Each project will provide participating beneficiaries with information and support to help them better care for their conditions. In addition, organizations will work with physicians to ensure that the patient care is coordinated appropriately with other physicians. Elements of the projects that succeed in improving quality of care, reducing Medicare costs and promoting patient satisfaction could be expanded to reach more Medicare beneficiaries with chronic health conditions.

The chronic care improvement services will supplement the benefits already provided under fee-for-service Medicare. Beneficiary participation will be completely voluntary and will not affect beneficiaries' access to services or their ability to choose their doctors and other health care providers. Their Medicare benefits will not change as a result of receiving these additional services.

More information, including the solicitation for the program, is available at <http://www.cms.hhs.gov/medicarereform/ccip>.

### ***DID YOU KNOW?***

**Remember the Nursing Home, Home Health, and Hospital CMS pilot projects for quality measurement and reporting? CMS is now expanding this focus into the physician office setting.**



**<http://www.cms.hhs.gov/quality/pfqi.asp>**



## PTAC MEETING SUMMARY

TAHQ member Susan Goodwin is NAHQ's PTAC liaison. A summary of the March 30, 2004 JCAHO PTAC meeting as reported by Susan is highlighted below:

- Board of Commissioners meeting: JCAHO is working to improve alignment of its standards with the CMS Conditions of Participation, especially as related to the measurable elements of performance. The board also reviewed the draft of the 2005 National Patient Safety Goals and reviewed a very comprehensive report about the new accreditation process.
- From the Standards & Survey Procedures meeting: JCAHO appears to be moving forward with development of standards that would require a hospital to inform patients about service limitations of the hospital. The PTAC has opposed this proposal on the grounds that it should be the physician's role to convey this information as part of the informed consent process. JCAHO responded that they did not view this as a consent issue.
- Hospital PTAC Meeting/Agenda Items:

**ISSUE #1: Infection Control**— Proposed additions to the standards to address emerging antimicrobial resistance, and management of epidemics and emerging pathogens. NAHQ voiced support of the proposal which achieved general PTAC concurrence.

**ISSUE # 2: Human Resources**—Proposed adding requirements for primary source verification of licensure, registration, certification, education and training to the standards related to management of human resources: NAHQ agreed that credentials should be verified at the primary source, but only for credentials that are legally required for practice (e.g., a RN license) and not for all forms of credentials (e.g., BLS certification required by hospital policy, but not by state law). NAHQ also expressed that primary source verification for education should not be required in states that verify this (e.g., a BSN) prior to issuing a license. The PTAC discussed the issue in great depth and generally concurred that the checks should occur in the interest of patient safety. Falsification of information, though rare, is high risk. During the discussion, issues such as verification of licenses for non-medical workers (e.g. electricians) became an item of interest to JCAHO. It was clear that the proposed standards have multiple ramifications that will require further investigation and consideration by the JCAHO prior to adoption.

**ISSUE #3: Culturally & linguistically appropriate health care services** — proposal to add a standard requiring hospitals to request and document a patient's race, ethnicity, and primary language. NAHQ voiced concerns because of the lack of a standardized taxonomy/nomenclature/dictionary of race and ethnicity categories, including lack of means of categorizing multiracial or multiethnic individuals. Among comments from other PTAC participants, ASHRM pointed out that staff discomfort and patient resistance to questions about race/ethnicity would likely result in inaccurate data (staff would simply record their "best guess"). This problem would only be compounded in light of a lack of standardized definitions. After hearing the feedback, JCAHO staff agreed that the proposed standard was not ready for implementation.



***The TAHQ Board wishes to extend a warm welcome to new member Pamela Stelmack of Kingsport, TN.***

## NAHQ Update

### CONFERENCE UPDATES:

- The 2004 Annual NAHQ Conference Orlando, Florida: "Discover the Universal Magic of Quality" will be held September 18-21, 2004, at the Royal Pacific Resort-Loews Universal in Orlando, Florida. There will be two half day pre-conference workshops, "Changing Patterns of Communication in Healthcare" and "Systems Thinking" and a full day data review session taught by Sandra Murray. General session keynote speakers include Sister Mary Jean Ryan, who will speak on "Establishing a Climate of Quality Throughout the Organization" and Michael Rothman, who will speak on "Pursuing Perfection: Raising the Bar for HealthCare Performance. A special forum on "Pay for Performance" will be held on the final day of the conference. The forum's distinguished panel includes Michael Rothman (Robert Wood Johnson Foundation), Becky Cherney (Florida Health Care Coalition), Brett Bennett (Premier Hospitals, Inc), Karen Milgate (Medicare Payment Advisory Commission), and Brian Lindberg (Consumer Coalition for Quality Health Care). This year's track sessions will feature cutting edge topics sure to appeal to NAHQ's diverse membership. Luc Pelletier and the JHQ editorial team will present the ever-popular writer's workshop as free pre-conference offering. New this year is a free pre-conference session on presentation skills led by Heidi Benson and Thom Smith.

### NAHQ WEB PAGE:

- Visitors to the NAHQ web site now enjoy the fruits of upgraded web content management software. Users will appreciate the new look and functionality of the site. Most importantly, the upgrade will enable NAHQ staff to more easily update web content, leading to improved communication of time-sensitive material to members. Online conference registration will be a breeze this year thanks to the upgrade.

### CPHQ UPDATES:

- The Healthcare Quality Certification Board (HQCB) has awarded more than 11,000 CPHQ credentials during its twenty years of existence. There are currently over 7,400 active CPHQs in the United States and worldwide. A new testing format established last year enables candidates to take the exam Monday through Friday using a computer-based format at over 100 sites throughout the United States. If you plan to take the exam, don't forget to schedule a testing appointment within 90-days of your application. Missing the deadline will require that you reapply and repay your examination fees. The on-line application submission is available on the CPHQ website (<http://www.cphq.org>) or the AMP website (<http://www.goamp.com>).
- The HQCB is also looking forward to a festive 20th anniversary celebration to be held with all currently certified CPHQs at a breakfast during the NAHQ 2004 annual meeting. The HQCB will once again offer the "Secrets to Competency Assessment" complimentary workshop during NAHQ's annual meeting. There will not be a CPHQ forum at the conference this year.

### MEMBER ACTIVITIES:

- Quality Volunteers Program: There are now 137 NAHQ Quality Volunteers. If you would like more information about being a Quality Volunteer, visit the NAHQ-Plus web site under Networking Activities and the Volunteer Activities Board. As a quality volunteer, you can volunteer your time and services in a number of ways, with opportunities catering to diverse interests and time availabilities.

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Tennessee Association for  
HealthCare Quality

**TAHQ Mission:**

*To improve health care quality and patient safety through the development and support of initiatives designed to enhance the effectiveness of healthcare quality professionals.*

**TAHQ Vision:**

*To be recognized as Tennessee's premier source of expertise in healthcare quality and patient safety.*



**2004 TAHQ Board and Officers**

**President: Michelle Franklin**

Phone: 615/591-0758

E-Mail: Michelle.Franklin@HCAHealthcare.com

**President-Elect: Irv Koehler**

Phone: 423/763-3710

E-Mail: Irv\_Koehler@bcbst.com

**Past-President: Jerry Hardwick**

Phone: 615/344-5869

E-Mail: Jerry.Hardwick@HCAHealthcare.com

**Sec-Tres: Helen Vaughan**

Phone: 865/541-4905

E-Mail: HVaughan@covenant.com

**West TN Rep: Sharon Pettigrew**

Phone: 901/772-8411

E-Mail: PettigrS@email.uophx.edu

**Middle TN Rep: Marion Mosby**

Phone: 615/342-4797

E-Mail: Marian.Mosby@hcahealthcare.com

**East TN Rep: Nancy Van Voorhis**

Phone: 865/429-6578

E-Mail: nvanvoor@covhlth.com

**Director-At-Large: Michael Greer**

Phone: 615-344-1745

E-Mail: Michael.Greer@HCAhealthcare.com

***TAHQ Exofficio Board Member:***

**TL Communications (Editor): Heidi Benson**

Phone: 615/384-1578

E-mail: Heidi\_Benson@northcrest.com

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- NAHQ-Plus Message Board: Don't forget that NAHQ-Plus has a message board for members to initiate dialogue on specific topics.
- NAHQ List-Serve: Sign in to NAHQ-Plus and join the NAHQ list-serve for an opportunity to dialogue with your fellow NAHQ members.

**PRODUCTS AND SERVICES:**

- NAHQ is excited about new products in the pipeline that are designed to address ideas voiced through member feedback including focus groups, membership surveys, and strategic planning.
- A salary survey should be online very soon! Watch for more information!
- Sandra Murray recently presented a data review workshop in Oregon which was videotaped and will be available for purchase at this year's annual conference.

**Visit us on the Web at:**

**<http://tahquality.freewebspace.com>**