

I.A.H.Q.

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Healthcare Quality

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President's Message

Jodell Stephens Speckhart

2002 Annual Conference on Patient Safety was a hit!

The satisfaction surveys were excellent! The Program Committee is already back at work planning for the 2003 conference and selecting topics of interest to our members. One of the IAHQ's strategic priority is to provide educational topics for our members in a cost effective manner. One new method we are pursuing is the introduction of the **Audiokonferences**. A schedule of audioconference topics for this year is on page 5. IAHQ is also partnering with other healthcare associations for educational insights to help meet all aspects of the Healthcare Quality Professionals in our association such as MANI, IRMS, and IHA.

IAHQ Newsletter goes CYBER.....

The IAHQ Board evaluated the mechanisms of communication used to disseminate information to our members. The goals were to improve the timeliness and quality of information available in a cost effective manner. The opportunity to move the INTERCHANGE on-line became a key target to improve member benefit. In order to properly implement this new communication process, IAHQ will need to create an email database of our members. IAHQ will contact you via email within the next month to verify the correct email where you wish to receive your online newsletter. A printed newsletter will be mailed to those members that wish to continue receiving a printed copy.

We will begin emailing the newsletter effective with the November issue. The newsletter will also be available on the IAHQ web site under the members section.

Results of the IAHQ Board Election are in. Thank you for your vote!

The IAHQ Board election for **President Elect** was a unanimous vote for Carol Myer. Carol previously held the IAHQ Board position of Secretary. She is the Director of Quality Management at Illinois Valley Community Hospital in Peru, Illinois. The **Treasurer** position was a unanimous vote for Michelle Darnell. Michelle was previously the Past President and served as IAHQ President during 2000-2001. Michelle is Vice President Quality and Resource Management at St. Mary's-Good Samaritan in Mt. Vernon, Illinois. The **Secretary** position was unanimous for Mary Lynn Szperra. Mary Lynn previously held the position of Southern Regional Representative and past member of the Program Committee. Mary Lynn is Manager Quality Appraisal at St. Mary's in Centralia, Illinois.

INTERCHANGE



Welcome New Members
Welcome New Members

Treasurer's Report
(Includes unrealized gains)

Account	6/30/02 Balance
<hr/>	
ASSETS	
Cash and Bank Accounts	
IAHQ	\$2,906.85
INVESTMENT	1,110.65
TOTAL Cash and Bank Accounts	<u>\$4,017.50</u>
TOTAL ASSETS	\$4,017.50
OVERALL TOTAL	\$4,017.50

**Message from the American
Hospital Association on
Patient Safety**

The heart of the nation's hospitals is healing -- one patient at a time, by highly skilled men and women, with enormous compassion -- for 35 million inpatients and 475 million outpatients every year. The people who care for patients in America's hospitals constantly strive to improve safety.

The AHA has developed an initiative to help you improve patient safety by reducing medication errors. This web site will be a place where you can find useful resources -- references and links to other helpful sites -- as well as stories from your colleagues about safety strategies that worked.

AHA will be working closely with the state and metropolitan hospital associations and with its affiliated personal membership groups -- the American Organization of Nurse Executives, the American Society for Healthcare Risk Management, and the Society for Healthcare Consumer Advocacy -- to make sure that it can deliver to all hospitals and health systems the most up-to-date and reliable information about how to make medication systems safer. To provide expertise and leadership to these efforts, the AHA has formed a relationship with the Institute for Safe Medication Practices, the foremost authority on medication safety practices in hospitals and health systems.

The AHA is committed to helping create a safer, more effective, and more efficient health care system Visit their web site at www.aha.org/patientsafety

IAHQ would like to welcome our new members who joined in January - July 2002

Mary Ellen Aishton, Northwest Community Hospital
Denise Ambroz, University of Chicago
Liz Behrens, Rockford Health System
Connie Blaine, Advocate Good Shepherd Hospital
Dixie DeWitt, Hamilton Memorial Hospital
Patti Dominy, Illinois Valley Community Hospital
Karen Eberhardt, St. Luke's Medical Center
JoAnne Gasienica, University of Chicago
Kristie Geil, CGH Medical Center
Clyde Grooms, CNDNet
Tracey Haviland, Northwestern Business College
Jean Holm, Swedish American Hospital
Linda Juhant, Morris Hospital
Mary Ellen Kamprath, Blessing Hospital
Carol Kelly, Illinois Valley Community Hospital
Michelle Kuhn, University of Chicago Hospitals
Mary J. Maloney, Streamwood, IL
Beverly McAdam, Gottlieb Memorial Hospital
Ismene Munch, Marianjoy Rehabilitation Hospital
Donna Plane, Palos Community Hospital
Connie Schuffert, Christie Clinic
Sheryl Smothers, Memorial Hospital
Sharon Sprenger, JCAHO
Evelyn Springer, CIMRO
Mary Ellen Totzke, Hinckley, IL
Tami Ward, Health Trends, Ltd.
Judy Webb, Central DuPage Hospital
Charlotte Whiteside, Advocate Illinois Masonic Medical Center

Did you know....?

**IAHQ has 170 active members
99 (58%) have their CPHQ
136 (80%) work in an Acute Care Facility**

We don't want to lose you.....If you have a change of address, please contact Janet Stifter at (773) 665-3342 or by email at jstifter@reshealthcare.org.

CHECK THE STATUS OF YOUR MEMBERSHIP ON IAHQ's web page.

www.iahq.org
Go to Member's Section
User ID: m105
Password: quality

Use of the ISMP Medication Self Assessment Tool to Improve Medication Processes
by Kerry Wrigley, RHIT, BS

Medication processes in healthcare settings have come under intense analysis in the past year. Unfortunately many medication errors have resulted in patient deaths or permanent injury. Memorial Hospital, located in Southwest Illinois, Quality Management Council declared the medication process as high risk and took a proactive look at its process. A Medication Safety Committee was established. The committee consists of the Medical Director, Director of Pharmacy, Patient Advocate, Director of Quality Improvement, Nurse Manager from the Medical/Surgical Unit, and Director of Clinical Nursing. A Medication Safety Plan was then developed to guide the committee and establish its responsibility in the organization.

The first task of this committee was to complete the ISMP Medication Self Assessment. The ISMP medication self assessment had 20 Core Distinguishing Characteristics and a total of 194 questions. When the comparative results were received, there were four Core Characteristics that the Medication Safety Committee identified as below the national benchmark. Four teams were then established to improve these processes.

Orientation and Staff Competency Team goals were to create a Pharmacy orientation for safe medication use and actively participate in the biweekly new employee orientation process. A written orientation for the new Medical Staff members was also created and is now part of the new physician on staff education packet. The Nursing Education department established baseline and annual competencies evaluation related to safe medication practices.

Medication Error Reduction Team goals were to promote a non-punitive approach to reporting medication errors and increase identification and reporting of medication errors. This team also explored the root causes of certain medication errors and conducted educational programs with nursing staff and used actual cases to demonstrate how the break-down in systems occurred. This team also identified the most common medication errors by drug class, process errors, etc., and noted that almost 50% of medication errors occurred within the first 24 hours of admission. This information is being used to help prepare for a computerized pharmacy generated Medication Administration Record.

Patient Education Team goal was to develop an educational patient medication brochure. The team researched patient education literature and found that the Massachusetts Hospital Association had a patient medication education brochure available on its web site that we adapted for our hospital. This medication educational brochure is now available in the physician's medical offices as well as the hospital's patient admission packet.

Medication Administration Record Team goals was to develop safe methods of communicating drug information. We found that there were 20 different medication forms where medication could be documented. A tool was created to objectively review each medication form to determine its value in the medication process. Several forms were immediately deleted. Other medication forms were combined. A pre-printed MAR for orthopedic and coronary bypass procedures was developed to reduce the need for medication transcription and potential for errors in transcribing such lengthy medication orders. This team is also responsible for paving the way for computerized medication administration record.

The activities of the Medication Safety Committee are reported to the Pharmacy and Therapeutic Committee and the Quality Management Council. Memorial is now at the point of conducting a follow-up of the ISMP Medication Self Assessment to other medication processes for improvement.

Several excellent websites for reference material are www.fda.gov/cder/drug/MedErrors/default.htm www.ihatoday.org/public/patsafety/tools.htm www.ismp.org www.chcf.org www.aha.org

The Lincoln Foundation for Performance Excellence Best Practice Conference

October 2, 2002

McDonald's Hamburger University

Ronald Lane

Oak Brook, Illinois 60523

The Lincoln Foundation for Performance Excellence is hosting a fall conference for professionals in all sectors of education, healthcare, government, industry, and service.

Dr. E. David Spong, President of the Military and Aerospace Support Division of The Boeing Company will address the participants in the morning keynote as a former Baldrige recipient.

Twenty-six information-packed breakouts will be offered throughout the day as well as a networking luncheon. An overview of The Foundation's courses are offered on October, 1, 2002. Please see the Lincoln Foundations web-site for further information www.lincolnaward.org. Event registrations accepted on the website by September 27, 2002.

Tuition: \$295 per person

Contact:

Carol Binder

1415 West Diehl Road

Naperville, IL 60563

Ph: 630-637-1595

Fax: 630-579-1620

Email: cbinder@lincolnaward.org

Website: www.lincolnaward.org



JCAHO Eliminates Clarifications

Kathy Matzka, CMSC

In an effort to minimize confusion, Joint Commission's Standards Interpretation Group (SIG) has done away with Clarifications. According to Darlene Christiansen, Director of the SIG, when the JCAHO looked the current clarifications they found that most were really Frequently Asked Questions (FAQ's). The Standards Clarification web page, which once contained 16 Clarifications, now contains just one – Temporary Privileges. The other 15 Clarifications have been incorporated into the standards manuals or converted to FAQ's.

Clarifications vs. FAQ's

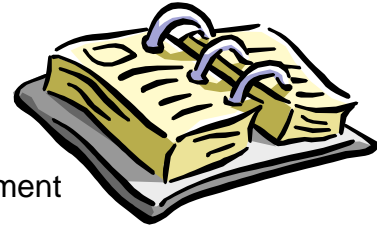
Per Christianson, clarifications were developed to help provide a clearer description of the intent of the Standard. During the mid to late 1990's there were about 30 clarifications to the Comprehensive Accreditation Manual for Hospitals published. As updates to the standards manuals incorporated the information from the clarifications, the clarifications were retired.

Frequently Asked Questions (FAQ's) are developed when a significant number of inquiries related to the same aspect of a Standard are received. They are also generated from feedback from surveyors regarding questions obtained from organizations during surveys. FAQ's provide an example of one way to meet the intent of the Standard but they do not generate a change in the intent of the Standard. Christiansen states, "The FAQ example is only **one way** of meeting the Standard, not the **only way**."

(continued on page 5)

IAHQ Phone Conferences

Why pay the high prices for phone conferences? IAHQ has planned a monthly phone conference on the topics that are most important to you at an exceptional value.



2002 topics include:

- July 30th AAAHC and JCAHO Collaboration Agreement
Naomi Kuznets, PhD, Director AAAHC Institute for Quality Improvement
- August 14th Preparation for JCAHO Survey
Janet Stifter, RN, MS< CPHQ, Director Systems Quality and Outcomes Management Services, St. Joseph Hospital, Chicago, Illinois

Dates to Be Announced.....

- American Heart Association "Get with the Guidelines". Vadie Reese, North Central Regional Director
- Redesign of the Medical Record Review Process that Effected Real Change.
- JCAHO New Medication Standards Effective January, 2003
- Medical Staff Quality Improvement

Check the web page for more phone conference news at www.iahq.org

For more information about the conferences contact Kerry Wrigley at kwrigley@memhosp.com or by phone at 618-257-5328.

JCAHO Clarification (continued from page 4)

In order to get the real meaning of a standard, you have to read the standard, the intent, and the scoring guideline. Clarifications sometimes caused confusion because they included additional requirements that hospitals were held accountable to on survey, but may not have know about unless they were aware of the clarification. Clarifications were not always incorporated into the manuals on a timely basis.

FAQ's on JCAHO's website are organized by manual, followed by chapter, topic, and the date of the last revision. Click on any of the programs to view the FAQs related to that particular manual. Plan on making frequent visits to the website to check for the latest FAQ's (go to JCAHO.org, click on the Standards link, then click the Frequently Asked Questions link).

Not Sure? Ask the JCAHO

If you have a question for the JCAHO, call the Standards Interpretation Group at 630-792-5900. Telephone inquires will be responded to within eight business hours. JCAHO also accept faxes at 630-792-5942. A written response may require up to ten business days. You can also use the online form for submitting questions. Questions submitted via the form are typically answered via email within 10 business days.

Q H A I

2002 - 2003 Board of Directors

Jodell Stephens Speckhart, President, 217-223-8340, jspeckhart@blessinghospital.com
 Carol Myer, President Elect, 815-780-3397, carolmyer@hotmail.com
 Michelle Darnell, Past President and Treasurer, 618-241-2218,
 Michelle_Darnell@ssmhc.com
 Mary Lynn Szperra, Secretary, Mary_Lynn_Szperra@ssmhc.org
 Troy Delay, Member at Large, Acute Care, 217-245-9541,
 tdelay@passavanhospital.com
 Donna Escallier, Member at Large, Home Care, 773-549-5822, donnaesca@aol.com
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 kpodgorn@gatewayfoundation.org
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 Mary Lewis, Education Chair, 847-228-9900, ml@plasticsurgery.org
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 Janet Sitter, Membership Chair, 773-665-3342, jsitter@reshealthcare.org
 Kerry Wrigley, Publications and Program Chair, 618-257-5328,
 kwrigley@memhosp.com

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P.O. Box 350
 Kenilworth, IL 60043

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We need your help! Interested in being an IAHQ reporter? Put your writing skills to work for your association. Contact Kerry Wrigley at kwrigley@memhosp.com for more information.