

I.A.H.Q.

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Healthcare Quality*

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President's Message

Carol Myer, RN, BSN, CPHQ

Greetings:

It is hard to believe that September is right around the corner-it seems like we just finished seeing everyone at the Annual Conference in May! As Quality Professionals, our days (and nights) our busier than ever. With the increased emphasis on not only the provision of quality, but also safe, care to those we serve, there is more for us to do than ever before. To me, this will hopefully bring home to our organizations and their leaders how valuable we as Quality Professionals are. It is a time for us to spotlight the great things health care providers do rather than just being seen as the person who comes around when there is a complaint or problem. It is not too early to start planning for Healthcare Quality Week October 12-18! Feel free to share your ideas with the Board and we will gladly post them in this newsletter for others to see. Speaking of the Board, we have several new faces this year and all of us are eager to help you in your career in Quality. Please contact any of us with any comments, suggestions, or thoughts you might have.

INTERCHANGE

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Mark Your Calendar

Annual Educational Program Report

Kerry Wrigley, Program Chair

The next Annual Educational Program will be held on Thursday, **April 29th, 2004** at the Holiday Inn, Matteson, IL. The Program Committee will be focusing on important topics to the healthcare quality professional. Several topics that have been selected are public reporting of hospital data and performance improvement initiatives for the national patient safety goals.

Phone Conference

Jeff Kalicki, Education Chairperson is organizing a phone conference for October. The date and time is being arranged with our guest speaker Cindy Blair from Solucient, on the topic of "Beyond billing data: Using UB-92 data for physician profiling, evaluating hospital performance and identifying patient safety issues". You will be notified via email when final arrangements have been made. As in the past, the cost for the phone conference will be \$40.00 for IAHQ members.

Welcome Members

Welcome Members

MEMBERSHIP REPORT

Janet Stifter

IAHQ would like to welcome our members who joined or renewed their membership during March - June 2003. IAHQ has 187 active members at this time.

Leslie Allen St. Mary's Good Samaritan,
Robert Archer
Ruth Barchfeld Northwest Community Hospital
Andrea Bassi Provena Health
Darralynn Beard Crawford Memorial Hospital
Helen E. Bohn American Family Insurance
Ella L. Bolam
Nancy Bracken IFQHC
Kathleen Brown St. Joseph Hospital
Naomi Brown Ada S. McKinley Hospital
Linda Burt St. Margaret's Hospital
Myra A. Celestin
Diane Cesarone University of Chicago
Mary Ann Coleman Barnes Jewish Hospital
Jackie Conley Our Lady of the Resurrection
Rebecca M. Covemaker
Paula J. Cozzo Advocate-Good Samaritan
Michelle Darnell St. Mary's Good Samaritan
S. Troy DeLay Passavant Area Hospita
Cindy Deuser Little Company of Mary Hospital
Patti Dominy Illinois Valley Community Hospital
Cindy L. Dougherty Northwest Community Hospital
Karen F. Eberhardt St. Luke's Medical Center
Lee Egberman Health Alliance Medical Plans
Jodi Eisenberg Northwestern Memorial Hospital
Donna Escallier
Judy Friedrichs Rush Presbyterian St Lukes
Kristie Geil CGH Medical Center
Dr. Alice D. Giese
Linda M. Gonia OSF Health Plans
Vada A. Grant Foster MCGaw Hospital
Beth Hackman IHQHC
Carrie Hagen Galesburg Cottage Hospital
Brian Haggard Provena Health
Criste J. Hicks CGH Medical Center
Jean Holm Swedish American Hospital
Pamela Hyziak Saint Mary of Nazareth
Beth Jelesky Linden Oaks at Edwards
Thomas Johnson Provena Health

Continued.....

LaWanda Jones Advocate Trinity Hospital
Linda Juhant Morris Hospital
Jeffrey R. Kalicki Provena Health
Anne C. Kaufman
Carol Kelly Illinois Valley Comm Hospital
Sarah Klenske Northwest Community Hospital
Deborah Knight DVAIHCS
Judy Laube Gottlieb Memorial Hospital
Marlene Lebron Morris Hospital
Janet K. Leers
Susan Livvix Paris Community Hospital
David J. Lohnes VA Medical Center
Letty Losurdo Advocate Christ Medical Ctr
Maureen E. Lydon Veterans Health Adm
Susan Maciejczyk Alexian Brothers Medical
Charlene Massarolo Hammond-Henry Hospital
Beverly McAdam Gottlieb Memorial Hospital
Mary McCarthy Swedish American Hospital
Jerry Molumby Gateway Foundation
Kimberly Mulquin Rest Haven Christian Svc
Joyce A. Nicklas OSF St. Anthony Medical
Sue Nowak-Small Blue Cross
Amy Ogarek Good Samaritan Hospital
Ellen Otomo Chicago Read Mental Health
Barbara Palese Elmhurst Memorial Hospital
Sister Joan Marie Paris OSF Healthcare Sys
Lana Royse Richland Memorial Hospital
Naomi Rubinstein Palliative Care North Shore
Marisa Santangelo University of Illinois Hospital
Jennifer Scheunemann Provena Health
Karen Schrimmer Rush North Shore Medical
Judy K. Scott St. Mary Medical Center
Thomas Sifner VA Chicago Health Care
Cheryl Smith IFQHC
Janet L. Smith Gateway Regional
Sheryl Smothers Memorial Hospital
Jodell Speckhart Blessing Hospital
Evelyn Springer
Lynn Stambaugh Sarah D. Culbertson Hospital
Teresa Stewart Kindred Hospital Northlake
Barbara Swanson Alexian Brothers Medical
Mary Ellen Totzke
Kathleen Vipond Abraham Lincoln Memorial
Elizabeth Weiler
Nancy E. Webster Care Education Group

A Recent JCAHO Unannounced Survey

Kerry Wrigley

In the spirit of sharing and collaboration of the membership, thought it would be helpful to share the experience as noted below by a member:
Friday morning (7/18/2003) at 8:15 a.m., a nurse surveyor from the JCAHO came to the hospital and conducted a "**surprise**" unannounced survey. She indicated that 5% of the hospitals would receive this type of unannounced survey sometime between the regular three-year accreditation survey periods. The agenda she brought with her included the following documents request:

- * Updated Part 4 of the Statement of Conditions
- * Infection Control meeting minutes since the last survey
- * Restraint Policies in the Behavioral Health Unit
- * Polices for the National Patient Safety Goals and implementation dates and monitoring results
- * FMEA conducted for 2002-2003
- * Performance Improvement Committee Minutes
- * Blood Transfusion Informed Consents

The tour part of the agenda included a tour of the ED, ICU, OR, and PACU, and a review of chart documentation, pain scores, timely dictations, etc. The Pharmacy was toured, and she focused on the need for the Pharmacy to audit Narcotics in Endoscopy and the Cath labs and medication use in general. In all of the tour areas, the department managers were questioned on the following areas:
IC: Surveillance, Prevention and Control of Infection
PE: Initial Assessment
LD: Role in Improving Performance
TX: Medication Use
HR: Human Resource Planning

JAHO Unannounced Survey Continued....

Finally, the surveyor looked at previous accreditation survey findings for this hospital and plans of correction and any complaint and sentinel event information. The exit conference occurred at 4:30 p.m. with two recommendations:

1. Site Verification - Whether it is a surgical procedure or invasive procedure outside of the ORs, site documentation in the record is required of all the participants (ours specifically was a lack of documentation that the Anesthesiologist verified the site) in the procedure and documentation as to what sources were used to verify the site (i.e., an x-ray of a fx hip). The H&P, informed consent, Operative report, and nurses notes all need to note the site.
2. Read-Back of Verbal Orders - Telephone and other verbal orders must have a read-back to verify the accuracy of the orders. This includes not only nurses, pharmacists but, in our case, a respiratory therapist not performing the read-back.

CarePaths and Clinical Protocols

The National Electronic Library of Health sponsored by the UK National Health Service (NHS) has developed an online point of access for sharing and disseminating clinical protocols and integrated care pathways. Included on this site is a document explaining the role of protocols and care pathways and a database of care pathways being used in NHS organizations. Nearly 200 full-text care pathways are currently available for browsing and downloading. One section of the site is devoted to information on best practices for designing, developing and implementing integrated care pathways.

The NHS care pathways information and tools can be found online at:

<http://www.nelh.nhs.uk/carepathways/>

Web Site Hot Links!

IAHQ's web site has surpassed 1000 hits!

Below are web links that we think are useful safety and quality resources for healthcare quality.

If you know of a site with useful information that you would like to share, please email the link to clydeg@cndnetweb.com

Sign up for a weekly E-zine on Quality Improvement and Patient Safety. Go to www.CNDnetweb.com and click on "Free Stuff" for e-zine subscription and a bonus FMEA outline.

National Patient Safety Foundation's Patient Safety Listserv is an excellent resource and helpful discussions. Join at www.npsf.org/html/join_in.html

The web based **ICU Safety Reporting** system collects and analyzes anonymous report of ICU errors. This system is developed by researchers at John Hopkins. Go to www.ICUSRS.org for more information.

The Web journal, called AHRQ WebM&M (<http://www.webmm.ahrq.gov>), is part of an ongoing effort by the agency to educate healthcare professionals about how to prevent medical errors in a blame-free environment. AHRQ WebM&M will feature five "near miss" cases or those that do no permanent harm each month, including commentaries from experts and a forum for readers' comments.



Treasurer's Report 2nd Quarter 2003

<u>Account</u>	<u>Balance</u>
Income	\$18,269
Expenses	\$ 9,740
Quarterly Profit	\$ 8,529

Fiscal Year End 7/1/2002 - 6/30/2003

<u>Account</u>	<u>Balance</u>
Income	\$24,530
Expenses	\$16,989
Quarterly Profit	\$ 7,541

How IAHQ Protects your personal information

IAHQ receives requests for mailing labels periodically. It is our policy to only release the mailing address you have provided. No phone numbers or email address will be released to anyone. Although the membership information is posted on our website, it is password protected for active IAHQ members only. This information is provided for networking opportunities within the IAHQ association.



Did you know.....?

IAHQ members can post job openings free on the IAHQ web page. Go to the "Employment" tab on the IAHQ web page for instructions.

Where are you? We don't want to lose you. If you have a change of mailing address or email address, please contact Janet Stifter at (773) 665-3342 or Jstifter@reshealthcare.org
OR you can go to **www.iahq.org** Select **Member's Section** button
User ID: m105 Password: quality
Enter the new information, check that this is an "update" and then "submit form". It's that easy!

Give Us Your Opinion on Two Topics!!

In developing the strategic plan for the IAHQ, questions came up about an IAHQ list-serv and organizational membership. We would like to know your interest in establishing an **IAHQ list-serv**. Would you find it helpful to network with other Illinois Hospitals and healthcare organizations via a list-serv?

Organizational Membership - would your facility have an interest in an "Organizational Membership" that would be available for 3 or more members from the same facility for \$150 a year.

Please email your response to IAHQ President at Carol.Myer@ivch.com

2003 - 2004 Board of Directors

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