



Maryland Association for Healthcare Quality

July - August - September 2009, Issue 33

In This Issue

- President's Message
- Upcoming Events
- Aligning Accreditation and Quality
- Legislative Update
- Partnering with Our Patients to Improve Quality
- From NAHQ E-News
- Did You Know
- Open Board
- 2009 MAHQ Board of Directors Roster

PRESIDENT'S MESSAGE

Dear MAHQ Members,

Spring is finally here!

MAHQ hosted an informational table at the Maryland Patient Safety Center 5th Annual Patient Safety Conference. MAHQ Board members staffed the table, where the following information was available:



- CPHQ Review Course Interest Survey
- Organizational Membership Survey
- Sample copies of past newsletter issues
- Spring Educational Conference Brochure
- Spring Educational Conference Save the Date Flyer
- What is MAHQ? Brochure
- Why Become a CPHQ? Flyer

The Board plans to conduct a survey via Survey Monkey regarding interest in organizational membership, CPHQ review courses, and Meet and Greet events to facilitate networking, as well as PayPal usage, especially barriers/challenges.

The Spring Educational Conference entitled, "**Aligning Accreditation with Quality: The DNV Perspective**," will be held on Friday, May 22, 2009 at the Maritime Institute. The conference brochure is available on the MAHQ web site at: <http://www.mdahq.org>. Additional conference information can be found later in the newsletter. Please share this information with your colleagues, especially those involved in accreditation and regulatory activities. The registration deadline is **May 11, 2009**.

The Board recently completed the annual By-laws' update. Members will be receiving a copy via email. Please review and send any comments/suggestions to me at: cwilso42@jhmi.edu. The By-laws will be voted upon during the President's Welcome at the conference.

Subscription to the MAHQ Google Group is a membership benefit. Members are encouraged to use the Group as a resource. Per the MAHQ Job Posting Policy, MAHQ members can post job positions from their places of employment to the Group as well as to the web site for 60 days. I will be personally emailing all Google Group members, who have not yet renewed for 2009, before unsubscribing anyone from the Group.

The MAHQ Board meets on the 4th Thursday from 6:00 p.m.-8:00 p.m. at a rotating site. Board meetings are open to MAHQ members. Please contact a Board member, if you would like to attend.

Lastly, I and the Board welcome your input in our effort to make MAHQ the premier state healthcare quality association. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Cheri Wilson, MA, MHS candidate, CPHQ
President, Maryland Association for Healthcare Quality (MAHQ)

Upcoming Events

May 19, 2009 – Maryland Association of Health Care Executives (MAHCE), Executive Roundtable, Four Points by Sheraton at BWI Airport, Baltimore, MD
<http://mahce.ache.org/x16.xml>

May 20-22, 2009 - National Patient Safety Foundation (NPSF) Annual Patient Safety Congress, Gaylord National, Washington, DC area
<http://www.npsf.org/npsfac/>

May 22, 2009 - MAHQ Spring Educational Conference, "Aligning Accreditation with Quality: The DNV Perspective," Maritime Center, Linthicum, MD

June 18, 2009 - Maryland Society for Healthcare Risk Management (MDSHRM) Annual Dinner Meeting and Educational Session on the Disclosure Process, Tentative Location Turf Valley Country Club, Time TBD

September 13-16, 2009 - 34th NAHQ Annual Educational Conference, Gaylord Texan Resort Hotel & Convention Center, Grapevine, TX
<http://www.nahq.org/conference/>

October 18-24, 2009 - Healthcare Quality Week
<http://www.nahq.org/hqw/>

From NAHQ e-news

[New Data Say Uninsured Account for Nearly 20% of Emergency Room Visits](#)

Health and Human Services Secretary Kathleen Sebelius recently released new data from the Nationwide Emergency Department Sample—the largest all-payer emergency department (ED) database in the United States. It is managed by the Agency for Healthcare Research and Quality (AHRQ) and is designed to help public health experts, policymakers, healthcare administrators, researchers, journalists, and others find the data they need to answer questions about care that occurs in U.S. hospital EDs.

For example, the data indicate that uninsured people accounted for nearly one-fifth of the 120 million hospital-based ED visits in 2006. The [Nationwide Emergency Department Sample](#) contains 26 million records from ED visits from approximately 1,000 community hospitals nationwide. This represents 20% of all U.S. hospital EDs. The database also provides weighted calculations for national estimates of the 120 million ED visits in 2006.

The database generates national estimates on the number of ED visits in all community hospitals, by region, urban or rural location, teaching status, ownership, and trauma designation. It also provides in-depth information on acute management of patients for all visits, including the reason that patients were seen in the ED, the treatments they received, what happened to them at the end of the visit (admitted to the hospital, discharged home, transferred to another hospital, died in the emergency room, or left against medical advice), the charge for their care, and who was billed.

The database is part of AHRQ's Healthcare Cost and Utilization Project (HCUP), a federal-state-industry partnership for building a standardized, multistate health data system. In addition to databases, HCUP includes software tools and statistical reports to inform policymakers, health system leaders, researchers, and the public.

HCUP databases can be accessed by using the AHRQ online query tool, [HCUPnet](#). Researchers and analysts who need the most in-depth data should contact the HCUP Central Distributor for information on purchasing the 2006 Nationwide Emergency Department Sample and for further information about its composition and technical requirements.

NQF

National Quality Forum

[Waste Not, Want Not: The Right Care for Every Patient](#)

[New NQF Issue Brief Addresses Overuse](#)

More does not mean better when it comes to the healthcare that Americans receive. The National Quality Forum (NQF) has published an issue brief that addresses how to eliminate waste, harm, and disparities to create and expand world-class patient-centered, affordable healthcare. The [issue brief](#) is based on NQF's [2009 spring implementation conference](#), "[Waste Not, Want Not: The Right Care for Every Patient](#)," which examined the pervasive influence of unnecessary and even dangerous care in the health system, and offered a look at some promising practices to reduce waste and provide safer care.

The new issue brief—"[Waste Not, Want Not: The Right Care for Every Patient](#)"—highlights that up to 30% of healthcare services delivered each year in the United States are estimated to be unnecessary. This overuse, the cost of which amounts to approximately \$700 billion a year, is both wasteful and often dangerous to patients, and it occurs in every sector of the healthcare industry.

The brief also identifies the nine areas where healthcare suffers from overuse, which were gathered from the 2008 National Priorities Partnership report, [National Priorities and Goals: Aligning Our Efforts to Transform America's Healthcare](#). The areas include inappropriate medication use; unnecessary laboratory testing; unnecessary maternity care interventions; unwarranted diagnostic imaging; inappropriate nonpalliative services at the end of life; unwarranted procedures; unnecessary consultations; preventable emergency department visits and hospitalizations; and potentially harmful preventive services with no

benefit. Fortunately, steps can be taken to address this issue.

The issue brief maintains that, as with any culture-driven challenge, a solution exists, but it must be robust, and it will take time to be successful. Some of these solutions require larger system overhauls, such as payment reform or the implementation of information technology systems; other solutions demand a change in mindset, such as involving patients in their own care, along with creating guidelines and care paths. Learn more about NQF's work on [overuse](#).



Joint Commission Q&A

Question: I understand that the Joint Commission has an internal improvement initiative in place. When will Joint Commission customers see the results?

Answer: The Joint Commission's internal Robust Process Improvement (RPI) initiative, which began in mid-2008 to improve the efficiency and effectiveness of internal processes and to better meet customers' needs and expectations of value, is making substantial progress.

"The Joint Commission enterprise is undergoing a significant transformation, and customers will soon reap the benefits," says Anne Marie Benedicto, MPH MPA, executive vice president, support operations, and chief of staff. "We are committed to improving our business processes to better help accredited organizations deliver safe, high-quality care."

RPI projects are in varying stages of completion and include the following:

- Pilot testing of a project to improve the consistency of standards interpretation and elements of performance. This fall, Joint Commission customers will receive a "power pack" of resources to help them comply with complex standards and National Patient Safety Goals.
- Conducting "Work Outs" that focus on making the Joint Commission's internal systems and processes more efficient and effective. Examples of Works Outs include
 - increased flexibility and customization of survey agendas
 - improved scheduling practices
 - improved turnaround time for having survey results posted on the Joint Commission Connect extranet.

"RPI is enterprise-wide, encompassing the Joint Commission and its affiliate, Joint Commission Resources. About one-third of our staff is involved, and more are included every day," says Benedicto. "Our RPI 'tool kit' includes a variety of process improvement methodologies, including Lean, Six Sigma, and change management. We have combined them into a program that is steadily changing the way we do business."

Stay up-to-date about the Joint Commission's RPI progress by [subscribing](#) to *Joint Commission Online*, a free weekly newsletter.

NAHQ e-news and Q Solutions Win National Publishing Awards

Cathy Munn, NAHQ President

I'm delighted to announce that NAHQ has won three publishing awards, including the ASAE & The Center for Association Leadership's Gold Circle Award (GCA) and two APEX (Awards for Publication Excellence) awards.

NAHQ e-news is a Gold Circle Award winner in the category of Newsletter (Digital/Interactive)—quite an honor considering that the ASAE competition received more than 300 entries this year from associations nationwide, including a record-setting number of digital format entries. [Click here](#) to read the ASAE press release on the GCA winners. Thanks to the entire NAHQ staff and members for their regular contributions to this very popular monthly newsletter, and congratulations to the team members and volunteers who made this happen!



In addition, *NAHQ e-news* and the second edition of *Q Solutions: Essential Resources for the Healthcare Quality Professional* won APEX awards. *Q Solutions* won in the category of One-of-a-Kind—

Health and Medical Publications. Many thanks to the *Q Solutions* editors, Luc Pelletier and Christy Beaudin, for their great effort. *Q Solutions* has proven to be a valuable resource providing quality professionals with the tools they need to improve healthcare quality outcomes while controlling costs.

The [January 2009](#) issue of *NAHQ e-news* won in the category of Newsletters—Web and Electronic. Again, thanks to the team members and volunteers who helped to earn this wonderful recognition for NAHQ.

Let's Connect in Grapevine, TX!

You don't want to miss NAHQ's 34th Annual Educational Conference, "Deep in the Heart of Quality," September 13–16 at the Gaylord Texan Resort and Convention Center in Grapevine, TX. Attendees have the opportunity to earn more than 15 continuing education (CE) hours during the conference and seven additional CE hours during the preconference workshops. Visit [NAHQ's Conference Central](#) for additional information and to download the brochure.



Maulik Joshi, DrPH, new editor in chief of the *Journal for Healthcare Quality*, will be a featured speaker at the general session on Monday, September 14. Dr. Joshi, who is president of the Health Research & Educational Trust and senior vice-president for research at the American Hospital Association, will be speaking about national healthcare reform. Maulik Joshi, DrPH, has been named the new editor in chief of NAHQ's award-winning journal, the *Journal for Healthcare Quality (JHQ)*.

While you are at the conference, be sure to attend a free lunch symposium, "Multidrug-Resistant Hospital-Acquired Infections: Reducing Risk Through Quality Improvement," on Tuesday, September 15, 12:30–1:30 pm. Preregistration is required for this ticketed event. To register for this free lunch symposium, check Box F on the conference registration form. If you have already registered for the conference and want to attend the symposium, you can register either by printing out [the registration form](#) available at NAHQ's Conference Central and faxing or mailing it as directed on the form, or by calling NAHQ Customer Services at 800/966-9392.



After the conference, stay a few extra days in Grapevine to uncork the fun at GrapeFest, the largest wine festival in the Southwest. Sample award-winning Texas wines, join in grape-stomping contests, and enjoy live music at the 23rd Annual GrapeFest on September 17–20. [Click here](#) for more information.

Celebrate National Healthcare Quality Week: October 18–24



Healthcare Quality Week (HQW) features the work of healthcare quality professionals and highlights their influence on improved patient care outcomes and healthcare delivery systems. NAHQ members are encouraged to alert administrators, allied health professionals, and the public about the impact of healthcare quality through special events during the week of October 18–24. To

promote HQW, a promotional [poster](#), [press release template](#), and [logo](#) are available. In addition, promotional items for HQW can be purchased [online](#) or by downloading the [order form](#). For additional promotional suggestions and an activity planning guide, visit www.nahq.org.

Former U.S. Treasury Secretary O’Neill Comments on Health Reform

“Most of the [healthcare] legislation so far is about clear entitlements and unclear [proposals] to simultaneously improve outcomes and reduce costs,” said Paul O’Neill, former U.S. Treasury Secretary, on the Institute for Healthcare Improvement’s (IHI) July 23 [audio program](#), *Next Waves of Health Care Reform*. A longtime advocate of universal financial access to U.S. healthcare, O’Neill stated, “For those of you who saw my [opinion piece](#) in the *New York Times*, I believe there is upwards of a trillion dollars’ worth of opportunity if we would simply do everyday things we already know how to do, without any new technical intervention or scientific discovery. If we could get 100% adherence to hand-hygiene policy and get every patient to refuse to accept a medication order that they can’t read, we could make substantial progress in a short period of time.” O’Neill continued, “If I could add one thing to the bills that are out there now, I would put in a requirement that every care-giving institution post on the Internet every day incidences of nosocomial infections, so that we together can witness, hopefully, the rapid reduction in the rates of infections that should never happen.”

Another example is patient falls, O'Neill said. "On average, in the United States there is one patient fall for every hospital bed each year. It's been demonstrated that by implementing a simple practice—by indicating on a patient's admission chart how often they should be assisted to go to the toilet—it's possible to have an 82% reduction in the number of patient falls. The reason this is important: it's measurable, and eliminating patient falls will lead to a serious reduction in the number of people who [suffer from falls]. If we could have national day-by-day reporting on patient falls, that would be a useful thing." He added that he would require CEOs of all medical institutions to publicly declare personal responsibility for "everything that goes on in their institutions including especially everything that goes wrong."



Using Quality Improvement Methods to Prepare for Fall Flu Season

The 2009 H1N1 flu outbreak demonstrates how fundamental public health processes are effectively responding to any public health emergency. Preparedness for an even greater H1N1 outbreak will be strengthened if the public health community uses quality improvement methods and tools to integrate lessons learned from the recent outbreak into pandemic flu plans. The paper "REVIEW, REFRESH, REVITALIZE: Your Pandemic Flu Plan for Fall 2009" describes how methods and tools like flow charting, radar charts, cause-and-effect diagrams, the "five whys" technique, and rapid cycle Plan-Do-Check-Act can be used to review and refresh state and local pandemic flu plans and improve community outcomes. [Read more...](#) (From the Public Health Foundation, July 24, 2009)

Influenza A (H1N1): WHO Checklist for Treating Patients

A new [patient-care checklist](#) for Influenza A (H1N1) has been developed by the World Health Organization (WHO) for hospitals worldwide treating suspected or confirmed cases of this new virus. According to WHO, all hospitals are encouraged to use the checklist and, where appropriate, modify it to suit their local practice. The checklist is currently being evaluated to improve usability; an updated version will be posted on the [WHO Web site](#) when completed.

"Talking to Your Doctor" Web site from NIH

The National Institutes of Health (NIH) has produced a [new Web site](#) dedicated to resources for patient-physician communication. The site provides information developed across NIH at various institutes and centers. Please use and share this information with your family, friends, colleagues, and constituents. (NIH)

DID YOU KNOW.....

.....We encourage you to submit an article, which may be about an interesting session or seminar that you have attended, your recent experience with JCAHO, project results, study or research results, or anything that would be of interest to quality professionals. **Free MAHQ Membership!!** If your article is accepted for publication, your next annual

dues are free! Please email your submission to the Newsletter Committee Chair Laura Schwartze at laura.schwartze@hughes.net

BOARD MEETINGS OPEN TO MEMBERS

Board of Director's meetings is held monthly, ten months of the year. Meetings are usually held on the fourth Thursday evening of the month in rotating locations, for the convenience of the Board members. Some meetings are now conducted via teleconference. We welcome the attendance and input of the general membership, at all meetings. Contact any Board Member by email for information and directions. Verify the location and time on the morning of the meeting.

MARYLAND ASSOCIATION FOR HEALTHCARE QUALITY BOARD OF DIRECTORS 2009

PRESIDENT

Cheri Wilson, MA, MHS candidate, CPHQ
cwilso42@jhmi.edu

PRESIDENT-ELECT

Robin Craycraft, RN, MSN, CPHQ
robin.craycraft@medstar.net

PAST PRESIDENT & WEBMASTER

Josephine Howard, RN, MS, CPHQ
jchoward1@verizon.net

SECRETARY

Mary Gruver-Byers, MT, (ASCP) SBB, CPHQ
mary.gruver-byers@medstar.net

TREASURER

Hilary Sporne, RN, SCM, MBA
hsporne1@jhmi.edu

MEMBER AT LARGE

Barbara Dailey, RN, BSN, MS, CPHQ
barbara.dailey@cms.hhs.gov

MEMBER AT LARGE

Terri Kapetanovic, RN, MSN, CPHQ
psnterri@aol.com

MEMBER AT LARGE

Linda Keldsen, RN, MBA-HC, CPHRM
linda.keldsen@va.gov

MEMBER AT LARGE & EDUCATION COMMITTEE CO-CHAIR

Maureen McGinty, RN, BSN, MSN, CPHQ
mmcgint1@jhmi.edu

MEMBER AT LARGE

Mary Whittaker, RN, CPHQ
mwhittaker1@comcast.net

MEMBER AT LARGE

Terrie Young, RN, MA, MSA
eyoung@umm.edu

EDUCATION COMMITTEE CO-CHAIR

Digna Wheatley, RN
dgnwheatley@yahoo.com

LEGISLATIVE COMMITTEE CHAIR

Camille Dobson, MPA, CPHQ
cidobson@comcast.net

MEMBERSHIP COMMITTEE CHAIR

Sally Morris, RN, BSN, CPHQ
smorris@aahs.org

NEWSLETTER COMMITTEE CHAIR

Laura Schwartze, RN, BS, MS, CPHQ
laura.schwartze@hughes.net

MEMBERSHIP COMMITTEE MEMBER

Bijoy Mahanti, RN, CNA, BC
bmahanti@msn.com

MEMBERSHIP COMMITTEE MEMBER

Nancy Stojinski, RN, BSN
stojinski35@hotmail.com

EDUCATION COMMITTEE MEMBER

Denice Arthur, RN, MHA, CPHQ
darthur2@jhmi.edu

EDUCATION COMMITTEE MEMBER

Peter Libby, RN
PFLIB@VERIZON.NET