

MedQIC Monthly

A newsletter for Medicare's Quality Improvement Community.

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Home Health National Campaign Resources Now Available on MedQIC

The Home Health Quality Improvement (HHQI) National Campaign ended on January 31, 2008 with the release of the final Best Practice Intervention Package (BPIP) on Transitional Care Coordination. The Home Health Quality Improvement Support Center (HHQIOSC) along with the Centers for Medicare & Medicare Services (CMS), developed a Web-based foundation to recruit participants, following the HHQI Summit held in January 2007. This yearlong campaign to reduce avoidable hospitalizations provided multi-disciplinary materials for agencies to incorporate at their practice.

The packages include individual

tracks for agency leadership, nursing staff, therapy staff, medical social workers and home health aides.

Associated resources, including podcasts and training videos, were also a highlight of materials provided to engage agencies in the nationwide effort. Monthly benchmarking reports were also provided to participating agencies throughout the year. (Cumulative results from the initiative are expected to be released in late spring.)

About 5,600 Medicare-certified participating agencies consistently visited the central hub of this virtual



campaign, www.homehealthquality.org, to download tools to assist with staff education.

The most accessed intervention packages focused on medication management, teletriage, hospitalization risk assessment, emergency care planning and immunization

All of the packages and associated resources developed through this campaign are available on www.medqic.org.

See page 3 for more information on the most recent intervention package.

We Want to Hear from You

Two new surveys are being launched on MedQIC in the next few months. The first focuses on the on the use of collaboration tools on MedQIC. The survey takes about five minutes to complete and will be available March 3 through March 27. Please take this opportunity to provide us with valuable feedback that we will use to improve your time on MedQIC. A second survey focusing on locating and choosing quality improvement resources on MedQIC will be available in the near future.

Take the Survey

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QualityNet Enhancements

A number of enhancements to QualityNet.org have been introduced, including a new, user-friendly global design. This includes a new My Tasks page – a redesigned secure home page for easier navigation to the tasks you are authorized to perform.

Update bookmarks

Because the domain name for QualityNet Exchange (the secure portion of the website) has been retired, all users attempting to access qnetexchange.org will be re-directed to qualitynet.org. You will want to update any related bookmarks currently set in your Web browser to qualitynet.org.

The secure portion of the website is now known as My QualityNet and is designated by a My QualityNet tab. (If you have difficulty accessing features of My QualityNet after the late February changes, contact your QualityNet Security Administrator to be sure that proxy server and firewall rules for your system have been updated appropriately.)

Password update required

To meet new Centers for Medicare & Medicaid Services (CMS) security guidelines, all QualityNet and SDPS application users are required to update their passwords-using new password rules-and to provide security information, as follows:

1. Upon signing in for the first time after the QualityNet redesign in late February, you will receive a message that your password has expired, and you will be directed to change it. You must know your current password in order to complete this update.
2. After changing your password, you will be required to answer six of ten available security questions. Should you forget your password in the future and select the Forgot Your Password? link on the Sign In screen, you will be asked to answer three of the six security questions you initially complete. Then, a temporary password will be issued to you via e-mail.

The new password rules are also posted on QualityNet. Following

implementation of these QualityNet security enhancements, all questions regarding your password or related issues must be directed to your organization's QualityNet Security Administrator. (The QualityNet Help Desk is no longer be able to assist you in resetting your password.)

More information

Visit QualityNet.org for more information about the enhancements to the website. A new QualityNet User's Guide and recorded WebEx training sessions are also posted on QualityNet to assist registered users.

Questions

Please notify your internal point of contact if you have any questions. He or she may contact the QualityNet Help Desk if additional information and/or assistance are needed.

Submit a Tool or Resource to MedQIC

The MedQIC team is always looking to expand content on the website. Do you have a quality improvement tool or resource that your organization can't live without? Share it with the rest of the provider community by submitting it for posting on MedQIC. Visit the [Submit a Resource](#) page for easy-to-follow instructions. Thank you for all of your hard work on quality improvement!

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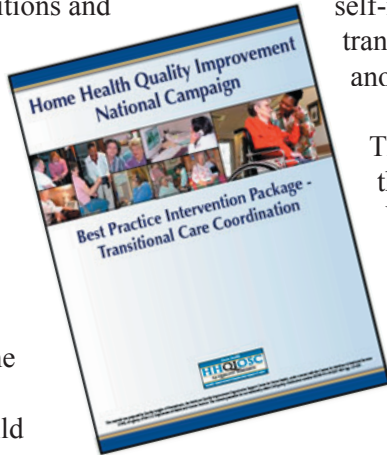
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Transitional Care Coordination

Best Practice Intervention Package

Transitional Care Coordination is the final Best Practice Intervention Package for the Home Health Quality Improvement (HHQI) National Campaign. The package explores the concepts of care transitions and care coordination and how they have helped formulate transitional care coordination.

Transitional Care Coordination is also the final package in the “Building Upon the Basics” series, which guides agencies to build upon basic interventions that have already been



implemented to reduce acute care hospitalizations. The primary goal for improved care transitions is to provide patients with tools and support that can promote knowledge and self-management as they transition from one setting to another.

This package supports the new 9th Scope of Work theme of Patient Pathways - following the patient as he travels from one care setting to another. The package highlights current transitional care work by The Care Transitions Program at the University

of Colorado, under the guidance of Dr. Eric Coleman. It also focuses on the application of transitional care concepts for home care. Care Transition coaches are pivotal to the Care Transition model and this package will explain how home health agencies can act as the patient coach.

The Four Pillars of Care Transitions from the Care Transition Program include four key areas:

1. Medication Self-Management
2. Patient-Centered Record
3. Follow-Up (with physicians)
4. Red Flags

Visit MedQIC to download this and all other HHQI National Campaign materials.

Success Story Interviews Begun

Interviews with hospitals nationwide that have achieved success in a variety of areas are underway through the Hospital QIOSC. Some of these hospitals may be invited to participate in national calls to expand on their efforts.

The QIOs submitted 25 success stories from hospitals that have successfully dealt with issues such as pressure ulcer prevention, SCIP, core measures, medication reconciliation and concurrent review. The Hospital QIOSC has partnered with the CommQIOSC to conduct many of these interviews and to provide write-ups to post on MedQIC. For more information about this project, please contact Jennifer O'Hagan at johagan@okqio.sdps.org.



Quality Basics for Providers

The 3rd Quality Basics for Providers presentation will be on Wednesday, March 12, 2008 from 12:00 noon – 1:30 p.m. EST. The title is “Quality Measurement: A Data-Driven Approach to Healthcare Improvement” and the speaker is Donna Daniel, Ph.D Director, Quality Measurement & Improvement, Atlantic Health.

The 2nd Quality Basics for Providers, Dimensions of Quality in Healthcare is now [available for viewing on MedQIC](#). The learning objectives of this presentation include defining quality, defining quality improvement, describing the six key “dimensions of quality” and describing the seven key “pillars of quality.”

Need Materials?

QIOs: In the middle of recruiting for the 9th Scope of Work (SOW)? MedQIC has brochures highlighting the site that are free for you to use. The brochures explain what MedQIC is and gives providers information on the resources they'll be able to access. The brochures do not reflect a specific SOW so they can be used for the duration of the 8th Scope and into the 9th. Please send an e-mail to medqic@ifmc.sdps.org (use the subject Brochure Request) and include your desired quantity, mailing address and contact information.



Providers: You can request brochures, too! Quantities can be ordered for you and your staff. Don't miss out on MedQIC's valuable resources.