

MedQIC Monthly

A newsletter for Medicare's Quality Improvement Community.

Vol. 2, Issue 9

April 2008

MedQIC Goes Green

On March 17, the staff of the Information Technology branch of IFMC moved from Owings Mills, Maryland, into a new office space. In addition to providing larger office space to accommodate more staff, the building is classified as a green building, supporting IFMC's efforts in being environmentally aware. The new location is centrally located between Washington, DC and Baltimore.



The location is LEED Certified Silver. LEED (Leader in Energy and Environmental Design) was established by the U.S. Green Building Council to encourage construction of environmentally-friendly commercial space and homes.

Some elements of LEED Certification that were implemented include:

- More than 30% of building materials were manufactured within a 500 mile radius of the site and more than 75% of construction waste was recycled.
- 100 percent of the building's core energy use was purchased from a renewable energy source.

- Energy efficient insulation, air handlers and boiler were installed to reduce the energy usage of the building by at least 20 percent.

Additionally, employees who drive a hybrid car may use one of the designated "hybrid car" parking spaces near the front of the building.

The new office address is:
6518 Meadowridge Road, Suite 200
Elkridge, MD 21075.

The MedQIC team can be reached by e-mail at medqic@ifmc.sdps.org.

See more pictures of the new office on page 3.

New Hospice Section Available

A [new section on hospice care](#) has been brought to MedQIC as a result of the work conducted on the PEACE (Prepare. Embrace. Attend. Communicate. Empower.) Project. The PEACE Project was a special study sponsored by the Centers for Medicare & Medicaid Services (CMS) and conducted by The Carolinas Center for Medical Excellence, the Quality Improvement Organization for North and South Carolina.

The goals of the PEACE Project were to identify quality measures for use in end of life care and to develop an instrument to measure quality of care.

You can find the hospice section by visiting www.medqic.org and clicking on Hospice in the column on the left (listed under Quality Improvement). Hospice tools now available on MedQIC include:

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New Hospice Section Available on MedQIC

Assessment Instruments for End of Life Care

A review of instruments that covered all eight quality domains from the National Consensus Project for Quality Palliative Care (NCP).

Collecting Data for Quality Measures

Instructions on proper data collection using the Data Collection Tool.

Data Dictionary for Patient Data Accompanies Data Collection Tool and offers definitions and clarifications about each of the items.

Organizational Readiness Screen Tool designed to screen a hospice or palliative care agency's current practices that support engaging in quality improvement process.

Patient Data Collection Tool for Recommended Quality Measures Tool designed to collect data on care processes in a hospice or palliative care agency.

Project Summary

Summary describing the Palliative Care Quality Measures project and the results.

Recommended Measures and Specifications for Recommended Quality Measures

A list of quality measures that have been recommended by experts for providers to use in internal quality improvement and the specifications for each measure.

Additionally, the [CARE Tool](#), developed by CMS, is available to be used in conjunction with the PEACE Tools.



Strong Communication is Vital in Health Care

Communicating in health care is never easy, especially when clinical staff across care settings have such diverse backgrounds. One tool that can help improve communication is the SBAR (Situation, Background, Assessment, and Recommendation) Tool. SBAR provides clinical staff with a method for communicating that ensures important information is shared in a concise manner. The tool can be especially beneficial when communicating across care settings, such as from a home health agency to a physician office.

Several resources on SBAR are available on MedQIC. While the tools may have been developed for a particular care setting, they can be adapted for use in any health care environment.

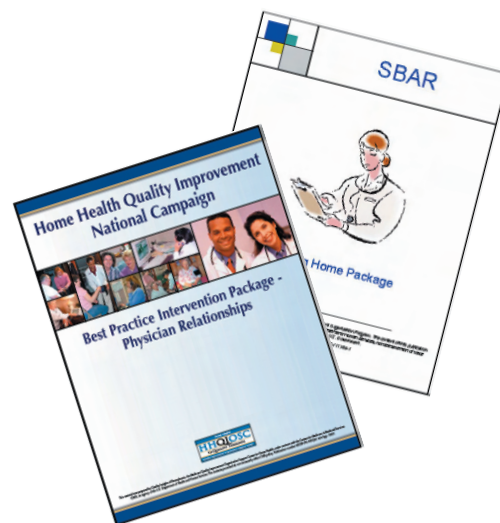
[Physician Relationships Best Practice Intervention Package](#) – One of the twelve packages developed for the Home Health National Campaign, this package focuses on physician communication techniques.

[SBAR Nursing Home Package](#) – This tool includes two versions of a physician communication SBAR tool, an SBAR tool for pain, a flyer, a pocket card, phone stickers, references, sample scenarios and more. An SBAR Package is also available for [Home Health](#).

[SBAR: What Every Nurse Needs to Know](#) – These PowerPoint slides provide background on what SBAR is, how to use it, and what impact it has on patient safety.

You can find more information on SBAR by visiting the following sections on MedQIC:

- Home Health, Care Transitions
- Hospital, Quality Improvement
- Nursing Home, Quality Improvement



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New Nursing Home Success Stories

The Nursing Home Quality Improvement Organization Support Center (QIOSC), Quality Partners of Rhode Island, has posted several new success stories geared at helping nursing homes improve pressure ulcer rates.

[“Lutheran Home in Indiana Cuts Pressure Ulcer Rates By Involving Every Staff Member”](#) describes a home that reduced their pressure ulcer rates from 22% to 6%. The home, which is a member of the National Nursing Home Improvement Collaborative, shares their methods for success.

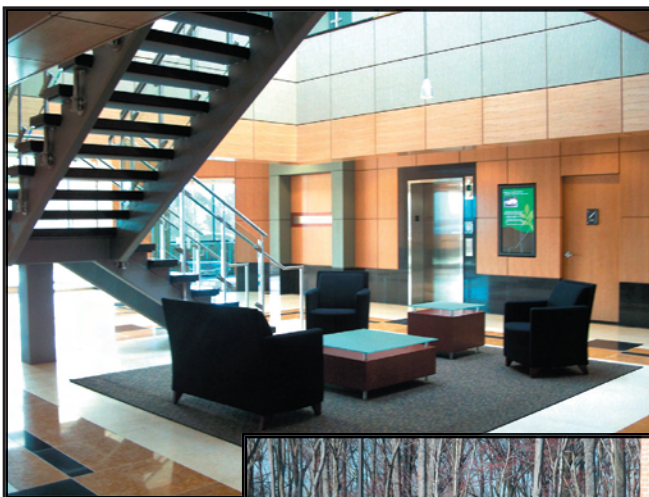
[“Palatka Health Care Center Achieves Perfect Scores in Pressure Ulcer Management”](#) focuses on a nursing home that has reduced their pressure ulcer rates to 0%. The home participated in a pressure ulcer collaborative that allowed them to share their knowledge with others and achieve perfect rates in the process.

Success stories are available on many topics on MedQIC and are a great resource for quality improvement. You can find success stories in the “In this Section...” box on each topic page under either Stories or Other Resources.

New Patient Safety Resource

A new training has been provided by Healthcare Team Training to support efforts in implementing TeamSTEPPS as part of patient safety in the upcoming 9th Scope of Work. The [PowerPoint slides](#) are available from the home page under Patient Safety, Presentations.

New Office Photos



First floor reception area



Hybrid vehicle parking

Quality Basics for Providers

The 3rd Quality Basics for Providers presentation has been posted to MedQIC. The presentation is called [“Quality Measurement: A Data-Driven Approach to Healthcare Improvement”](#) and the speaker is Donna Daniel, Ph.D Director, Quality Measurement & Improvement, Atlantic Health.

The next Quality Basics for Providers session is titled “Effective Team Building” and is being presented by Jane Taylor, EdD, Healthcare Quality Improvement Advisor. This presentation will cover the four major stages of team development, strategies to build effective teams, and negotiation, problem solving, and brainstorming in team development.

Date: Tuesday, April 8
Time: 12:00 p.m. – 1:30 p.m. EST
(9:00 a.m. – 10:30 a.m. PST)
[Register online for this event.](#)

Need Materials?

QIOs: In the middle of recruiting for the 9th Scope of Work (SOW)? MedQIC has free brochures highlighting the site. 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.