



Volume 1 - Spring 2009 [www.ihconline.org](http://www.ihconline.org)

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## ***President's Report by Tom Evans, MD***

Thanks to the efforts of hospitals and their staff, physicians, insurers, government, employers and other important stakeholders, the work of the Collaborative has grown substantially in the last few years. The Iowa Healthcare Collaborative (IHC) has been a catalyst in Iowa, aligning and equipping health care providers to improve the quality, patient safety and the value of healthcare. It is the commitment of the hospitals, physicians, and stakeholders of our healthcare system that has made this work both possible. And, it is also the reason so much progress has been made.

The theme of this year's Iowa Report, *Community Engagement*, has been a key aspect of our work in 2008. For example, in 2008:

- We convened a 25-member Community Advisory Council (CAC) to provide IHC with feedback on our outreach efforts to our key stakeholder communities. In response to a request from the Iowa legislature, the CAC developed a set of recommendations for future public reporting in our state.
- We convened an Ambulatory Learning Community to assist physicians and their clinical staff in developing the capacity to be population-based health managers in their practices. They have begun

this work focusing on diabetes care in their community practices. This work has laid the groundwork for a significant Medical Home Initiative in 2009.

- To improve the efficiency of clinical care, the Lean Learning Community continues to work with hospitals to implement Lean process improvement techniques. This community increased from 14 teams in 2007 to 34 teams participating in 2008.
- To help Iowans track their personal medications and medical history, we distributed 150,000 MedCards statewide. This project improves health literacy, makes patients better communicators with their healthcare providers, and helps reduce medication errors.

This new year will again be action-packed for IHC. Your engagement in our efforts is key to making our work successful for all Iowans. Taken as a whole, we will continue our commitment to working with both healthcare providers and our patients, as well as the community, to improve the “quality, patient safety, and value” of healthcare for all Iowans.

### *New Addition to the IHC Staff*

Trula Foughty has joined the IHC staff as Clinical Coordinator. Trula is a registered nurse with over 30 years experience in various healthcare-related settings and over 20 years experience in quality improvement in healthcare. She is a Certified Professional in Healthcare Quality (CPHQ) and a Certified Case Manager (CCM). Among her responsibilities, Trula will facilitate the IHC Hospital Learning Community and coordinate the implementation of the Improvement Map strategy. *Welcome, Trula!*



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## **Medical Home Update**

The Medical Home Workgroup, convened by IHC and the Iowa Academy of Family Physicians, has continued to meet regularly over the past several months. The group consists of innovator physicians from across the state and continues to explore options for deploying the patient-centered medical home model of care in Iowa.

The workgroup has been anxiously awaiting the CMS announcement of the eight sites selected to participate in the Medical Home demonstration project in hopes that Iowa will be among those chosen. Originally expected in December 2008, the announcement has been postponed due to delays in Washington while the Office of Management and Budget continues to evaluate the availability of funds for the project. The site selection announcement is expected in early 2009 but has not been released as of this date.

Although there are currently no financial incentives in place, the workgroup continues efforts towards educating and enabling practices to deliver the patient-centered medical home (PCMH). Curriculum has been finalized for the Medical Home Learning Community (MHLC), which will focus on practice transformation and exploring the standards for NCQA recognition of medical home status. See the “Upcoming Conferences” section below for specific information.

Additionally, the workgroup continues to monitor and advise the work of the HF 2539 State Medical Home Systems Advisory Council as they prepare a report to the legislature with recommendations on how the state should proceed with regards to medical home.

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## ***Community Advisory Council Review NQF Measures***

The Iowa Healthcare Collaborative's Community Advisory Council (CAC) received a presentation on the National Quality Forum's (NQF) endorsed measures list at its recent meeting in early February. NQF is a national organization working to develop and implement a national strategy for healthcare performance measurement and quality reporting. It works to create common understanding among public and private healthcare stakeholders across the United States and develop consensus on sound approaches to measurement.

According to the National Quality Measures Clearinghouse – a website hosted by the U.S. Department of Health and Human Services ([www.qualitymeasures.org](http://www.qualitymeasures.org)) - NQF has currently “endorsed” 354 healthcare measures, of nearly 1500 in the national clearinghouse. NQF's endorsed measures run through a broad array of health care issues such as heart failure, health plan member satisfaction, nursing facility care, and tobacco use and prevention indicators, to name just a few. Of the more than 100 measures included in IHC's Iowa Report for 2008, more than 50 are from the NQF endorsed measures list.

The CAC has also recently begun work on developing a vision for consumer communication in Iowa. More work on this activity will continue at its next meeting in June.

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## ***Senate File 48 Filed in Iowa General Assembly***

Senate File 48, a bill sponsored by Senator Jack Hatch of Des Moines, is a 73-page bill addressing a wide range of topics relevant to healthcare reform in Iowa. It touches on a variety of topics including:

- 1) Expanding access to the state employee health insurance program for employees of non-state government and non-profit employers
- 2) Expands access to health insurance for children and all Iowans through the creation of the “Iowa Choice Insurance Exchange”
- 3) Creates a funding mechanism to address healthcare worker shortages.

The legislation also includes some provisions relevant to the work of the Iowa Healthcare Collaborative. Among these provisions is IHC's involvement in the development of a plan to collect non-hospital Iowa healthcare data, and to support the work of advisory bodies created in last year's health reform legislation, House File 2539. March 13<sup>th</sup> is the legislatively imposed deadline for all Senate bills to be approved by a Senate Committee. We continue to monitor this legislation for further developments.

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## ***IHC Board Discusses Patient Safety Organization***

The Iowa Healthcare Collaborative Board of Directors met February 26<sup>th</sup>; and among the topics discussed was Patient Safety Organizations and whether the Collaborative ought to pursue development of this type of organization for Iowa hospitals. The U.S. Department of Health and Human Services released final rules in the fall 2008, which are intended to implement the provisions of the congressionally-authorized Patient Safety and Quality Improvement Act of 2005. The rules create a structure for the Department to

officially designate Patient Safety Organizations (PSO), outlines responsibilities of a PSO, provides for certain protections for providers and PSO's in carrying out their work, and details the benefits to the public with regard to their activities. PSOs are a new organization which would intend to allow hospitals and other healthcare providers to share information on patient safety incidents with them, as a way of pooling knowledge and developing strategies to make improvements in the delivery of healthcare. Following lengthy discussion, the Board recommended that IHC continue monitoring PSO activities and developments, but not actively pursue development at this time.

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## ***Toolkits – New to the List ... Stroke***



Web-based topical toolkits are one product of the Iowa Healthcare Collaborative and aim to be an educational guide and resource to physicians and healthcare providers on a variety of healthcare topics. A collaboration of best practices, forms, policies and success stories, these free toolkits exemplify the “*all teach all learn*” attitude of IHC.

In the past year six new toolkits have been developed and added to the IHC website under the “Toolkits” tab including Narcotics, Medical Home, Stroke, Tobacco Cessation, Obesity, and Patient Color-Coded Wristbands. Additional topics include Medication Reconciliation, Anticoagulation, Health Literacy, Lean in Healthcare, Culture of Safety and Healthcare-Associated Infections.

Newest to the list is the [stroke toolkit](#), developed in collaboration with the Iowa State Stroke Task Force. Included are a variety of resources to treat acute stroke patients, including guidelines and protocols for interventions upon emergency department arrival, acute ischemic stroke, and hemorrhagic stroke. The task force compiled a referral contact list for both emergent transfers and non-emergent stroke issues for Iowa and the surrounding states. Physician educational materials are provided, along with a list of recommended books and articles geared specifically for patients on how to deal with stroke.

If you have a suggestion for an additional toolkit topic, ideas may be submitted to [Kyla Kiester](#).

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## ***Upcoming Conferences and Meetings***

Consider taking advantage of IHC's four upcoming educational opportunities. Among the work days, conferences and learning communities, IHC provides an array of high quality education right in your backyard. Affordable registration fees and close proximity make these opportunities you don't want to miss.

### **Node Work Day**

**March 10, 2009 ... Scheman Building ... Ames, IA**  
**Click to locate [brochure](#) ... Save \$10 by [registering online](#)**

Don't miss this opportunity to collaborate with others from across the state on how to successfully deploy the 5M campaign initiatives. Attendees can participate in three breakout sessions of their choosing throughout the day. The choices include:

- Medication Reconciliation
- Pressure Ulcers
- Stroke Initiative
- CLI and VAP Initiatives
- Rapid Response Teams
- Surgical Initiatives
- High Alert Medications
- MRSA and UTI
- Cardiovascular Initiatives

## Patient Safety Conference

**March 11, 2009 ... Scheman Building ... Ames, IA**  
 Click to locate [brochure](#) ... Save \$10.00 by [registering online](#)

Filled with many noteworthy presentations, this day will be well worth your time and registration fee. Hear from a variety of speakers on a range of topics during this diverse and informative conference.

March is DVT Awareness Month, and dynamic keynote speaker, Steven Berkowitz, MD, will discuss how to develop a comprehensive DVT strategy that goes beyond prophylaxis. Additional sessions include:

- Aortic dissection
- Mandatory staff immunization policies
- Patient safety organizations

## Lean Learning Community

**March 31, 2009 ... June 16, 2009 ... September 8, 2009**  
**Foxboro Conference Center ... Johnston, IA**  
[Register now on line](#) ... [View the brochure](#)

This is the third year that the Iowa Healthcare Collaborative will be hosting the Lean Learning Community (LLC). No prior knowledge of Lean is required for this program, which offers individuals and teams from hospitals, primary care clinics, home health agencies, pharmacies and nursing homes exposure to Lean. Many healthcare organizations across the state are feeling the pressures of the current economic situation and are being forced to do more with less. Fortunately, there are tools available that can help.

The LLC is a three-session program that will teach problem-solving techniques to individuals and teams from any healthcare setting. Those participating will apply the tools and lessons learned to specific processes at their home facility, and will calculate cost savings associated with their efforts. We will offer simple and affordable ways to empower staff at any level from any department to identify problems and implement solutions. This session will focus on **A3** and **Standard Work**.

As mentioned before, we're all being asked to do more with less. The economy is influencing the ability of hospitals and clinics to send staff to educational opportunities such as this. We believe, however, that these are exactly the kind of tools we need to reduce cost and improve efficiency. In recognition of the

challenges we all face right now, **IHC has cut the registration fee to \$150** which covers all **three sessions**. We feel strongly that this information get into provider hands.

[Register now on line](#). The new \$150 registration fee covers all three sessions and will be a worthwhile investment for those who attend. [View the brochure](#) for additional details, dates and locations. CEU's are available for nursing, CPHQ, social work, and nursing home administration.

In a time when we can all benefit from increased efficiencies, can you afford not to attend?

**Questions about the conference can be directed to [Kyla Kiester](#).**

## **Medical Home Learning Community**

**April 1, 2009 ... June 17, 2009 ... September 9, 2009**

**Foxboro Conference Center ... Johnston, IA**

[Register now](#) ... [View the brochure](#)

Deemed a model for delivering effective, efficient and patient-centered care the medical home concept is getting a lot of attention these days. Iowa physicians have shown high interest in the patient-centered medical home (PCMH) and believe this model of care is a means of improving quality, patient safety and value of the care delivered to the citizens of Iowa.

The Iowa Healthcare Collaborative, in conjunction with the Iowa Academy of Family Physicians, has convened the Medical Home Learning Community (MHLC) which aims to align and equip practices for the journey towards the PCMH. Geared towards primary care clinics, this learning community will bring together innovator teams from across the state interested in deploying the PCMH model of care. The MHLC will focus on practice transformation and exploring the standards for NCQA recognition of medical home status.

This three-session program is being offered at no charge. [View the brochure](#) for specific program information. Team participation is strongly encouraged, and we suggest each clinic bring a physician champion, nurse manager and office manager to all three sessions:

- Wednesday April 1, 2009
- Wednesday June 17, 2009
- Wednesday September 9, 2009

[Register now](#) to attend this program being held at the Foxboro Conference Center in Johnston.

**Questions about any of the above conferences can be directed to Kyla Kiester at 515.283.9332 or [kiesterk@ihconline.org](mailto:kiesterk@ihconline.org)**

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## ***Lean in Healthcare Conference ... Requests for Presentations***

IHC is currently collecting Requests for Presentations for the 4th Annual Lean in Healthcare Conference, which will be held on August 26, 2009 at the Scheman Building in Ames. We are requesting that

applications be submitted electronically on our website. However, you may also download the application and either fax or mail it to IHC.

In order to attract a wide range of Lean users, we will be offering four different tracks this year. In addition to our beginner and advanced Lean tools tracks, we're offering an interactive simulations track which will provide a hands-on approach to teaching Lean techniques. Additionally, our champion building track will inform senior leaders of their role in creating and sustaining a Lean organization.

**Submission Deadline: Friday, March 27, 2009** *(All applicants will receive notice of their proposal status by Wednesday, April 22, 2009.)*

Click here to [submit application electronically](#) ... [Download application](#)

Questions? Contact [Kyla Kiester](#).

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## ***IHC Seeks Presentations for 2009 Annual Conference***

The Iowa Healthcare Collaborative (IHC) is currently seeking presentations for the 6th Annual Conference on Quality, Patient Safety, and Value to be held on November 18, 2009 at the Scheman Building in Ames. Applications should be submitted via the electronic submission form located on the IHC website.

IHC has made efforts to engage physicians of all specialties, and as a result, two tracks will focus specifically on topics relevant to the physician community. "Applications in the Ambulatory Environment" solicits presentations related to clinical transformation and deployment of the patient-centered medical home model of care. "Delivering Improved Patient Care" will focus on topics such as e-prescribing, health information technology or facilitating teamwork and communication within a multidisciplinary patient care team.



Additional 2009 tracks include Value in Healthcare, Culture and Leadership, and Clinical Best Practices.

**Submission Deadline: Friday, May 29, 2009** *(All applicants will receive notice of their proposal status by Monday, June 29, 2009.)*

Click here to [submit application electronically](#) ... [Download the application](#) for further details

All questions should be directed to [Kyla Kiester](#).

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## ***IHC MedCards Available in Limited Supply***

Many clinics, hospitals, public health agencies, and pharmacies across Iowa have made use of the IHC MedCard during the past year. In early 2008, IHC distributed 150,000 MedCards to Iowa healthcare providers and encouraged their use with patients. The MedCard is a pocket-sized medication card that

includes space to record use of prescription medications, medical history, and other information that would be useful to a physician or other healthcare personnel providing care to a patient. Its function is to improve communication between patient and provider, and encourage patient responsibility as it relates to recording and communicating their medical history and medication status. The program, funded originally by The Wellmark Foundation and supported by the Iowa Medical Society, Iowa Hospital Association, Iowa Pharmacy Association, and the Iowa Foundation for Medical Care, was a great success.

Recently, a supplemental printing of the MedCard (funded by Iowans for Wellness and Prevention) has been made. Additionally, a small supply of a Spanish version of the card is also now available. To access these limited supplies, call or write Cindy Tendall at the Iowa Healthcare Collaborative to place an order. You can reach her at 515-283-9330, ext. 5 or [tendallc@ihconline.org](mailto:tendallc@ihconline.org).

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