

MAHQ Quarterly

Maine Association for Healthcare Quality
maineahq.org



Beth Dodge, MHA, RN, CPHQ, COHRM presented at the MAHQ Fall Program in November on Quality, Risk and Patient Advocacy



In this issue:

- MAHQ Fall Program
- Spring Program
- Home Sweet Home

Quote

“Only a life lived for others is a life worthwhile.”
Albert Einstein

MAHQ 2015 Fall Program Offers Diverse Content for Attendees

The annual MAHQ Fall Program offered a diverse agenda for attendees who heard presentations on Medication Safety, Documentation in the Electronic Medical Record, Pathways to Excellence & Transparency, Patient Advocacy and updates from the Maine Hospital Association. MAHQ President Trudy O'Bar also updated attendees on the 2015 MAHQ Distinguished Member and new additions to our board.

First on the agenda was Stacy Doten, RN, Senior Risk Manager at Maine Medical Mutual. Stacy helped identify risks and challenges of documenting in the EHR. She also talked about ways to improve documentation in the ERH like including the rationale for not following a treatment, making sure entries are read before signing electronically, being familiar with policies that govern documentation and avoiding 'note-bloat' in the encounter note.

Danielle Hersey and Maureen Leary from the New England QIO presented on Medication Safety. Specifically, they highlighted the 11th Scope of work. This focuses on CMS' Medication Safety and Adverse Drug Prevention Program (ADE). The scope of the problem is well documented: ADEs account for 1/3 of all hospital adverse events and 280,000 admissions annually. One quarter of all ADEs are preventable. The focus of this prevention program is on anticoagulants, diabetic agents and opioids and includes surveillance, prevention, incentives/oversight and research.

Later in the morning, Lorrie Marquis updated attendees on the *Pathways to Excellence, the Road to Transparency*. Beth Dodge in her presentation on *Quality, Risk Management and Patient Advocacy* had attendees' breakout into groups to work on different scenarios that included the theft of records, alleged assault and acquiring drugs by deception.

Continued page 2

Annual MAHQ Spring Program

Save the Dates!!
May 11th -12th

Improving Health Outcomes through Population Health

Virtual Presentation by National Association for Healthcare Quality
Held at St. Joseph's Hospital Willette Conference Center
Bangor, ME

Register at
maineahq.org

MAINE AHQ
Maine Association for Healthcare Quality



CPHQ Preparation Materials

<http://www.nahq.org/certify/content/preparation>

By earning the Certified Professional in Healthcare Quality (CPHQ) credential, the only accredited certification program in the profession, you demonstrate your commitment to and proficiency in data analytics, performance improvement, risk management, patient safety, and much more related to quality in healthcare. Many resources are available to you to help prepare you for the CPHQ Certification exam, including live courses, on-demand products, and books, among others.

Fall Program – continued from page 1

After lunch, Jeff Austin from the Maine Hospital Association gave an overview of the 2015 legislative session. Some major issues from 2015 included Medicaid expansion, medicinal marijuana, billing transparency and the biennial budget. On a positive note, Maine hospitals are once again #1 in the country for quality having received an overall score of 74.24 for quality of hospital care according to federal statistics from the Agency for Healthcare Research and Quality. In terms of Value Based Purchasing, Maine ranked number four in the country after having placed number 1 in 2014.

Lisa French conducted a Patient Safety Workshop that reviewed behavioral concepts for safety, roles and responsibilities and things that will provide support in patient safety activities. Finally, Trudy O'Bar, President of MAHQ updated attendees on upcoming board changes and plans for the coming year.

Got News? We need articles/photos for future MAHQ Quarterly newsletters. If you have anything that you would like to share from the world of healthcare quality, please send to Jeff Gregory, MAHQ Communication Chair @ gregoi@mmc.org

Be sure to check us out on Facebook!



No Place Like Home

By Sue Devoe – Director of Quality
Northern Maine Medical Center

As one of its patient care quality initiatives, NMMC thought to take the discharge follow up phone call an extra step further. Beginning in late 2014, nurses at NMMC offer patients a home courtesy visit after they are discharged from the hospital. Patients who consent to the free optional service receive a visit from a registered nurse within twenty-four to seventy-two hours of discharge from the hospital. Nurses make an appointment when it is convenient for the patient. About the same time that the courtesy visit was implemented, the Aroostook Area Agency on Aging and NMMC entered into a partnership to implement a program aimed at addressing potential issues of malnutrition in the patients who are discharged home. Fourteen nutritionally balanced frozen meals are provided to patients accepting courtesy home visits. The Aroostook AAA was awarded a grant from the Maine Health Access Foundation to cover the cost of this program. This collaboration meant to address a need within our rural setting to improve overall health and reduce risk of readmission.

Nurses quickly observed during the first few courtesy home visits that the home environment offers a much more relaxed atmosphere for the review of discharge instructions. Patients are in their comfort zone at home and are better prepared to ask questions they may not have thought about while in the hospital. The ability to perform this assessment helps identify needs in the home not anticipated while the patient is in the hospital, thus allowing the opportunity to intervene with additional NMMC services or services available through the Aroostook AAA that are designed to help patients to thrive in the home environment. The service does not duplicate home care nursing or public health nursing visits. The courtesy home visits are just that – a courtesy to make sure the patient understands what is needed to take care of themselves at home.

NMMC and the Aroostook Area Agency on Aging are now in the process of working with the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) of New England, Healthcentric Advisors to study the impact of this innovative program and identify the ways in which these interventions have positively impacted our population. Stay tuned for a future SQUIRE article!

For further information on this program, you may contact Sue Devoe, Director of Quality at NMMC.



14 Nutritionally balanced meals are provided for patients accepting a courtesy visit from Aroostook Area Agency on Aging