

LOUISIANA HEALTH CARE

Quality Insider

A PUBLICATION OF LOUISIANA HEALTH CARE REVIEW, INC.

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Baton Rouge Care Transitions Team Makes National Health Care News

The Centers for Medicare & Medicaid Services (CMS) Care Transitions pilot project, a collaborative led by LHCR locally that includes many Baton Rouge area hospitals and home health agencies, is drawing national and local media attention.

“Baton Rouge, La., is one of 14 communities nationwide participating in a pilot project that aims to reduce Medicare costs by preventing frequent hospital readmissions for chronically ill beneficiaries,” reported the Kaiser Daily Report on March 11, 2009, following a story that appeared on the *Baton Rouge Advocate’s* front page. “Nationwide, readmissions and subsequent treatments account for about \$12 billion in Medicare costs annually, according to CMS,” Gary Curtis, President & CEO of Louisiana Health Care Review reported. In Louisiana, two of every 10 chronically ill elderly patients are readmitted to the hospital within 30 days of being discharged. The local pilot project goal is to reduce readmission rates in the Baton Rouge area to 10% or less within three years, according to LHCR’s project director Scott Flowers.

Hospitals participating in the project include the Baton Rouge General Medical Center, Lane Regional Medical Center, Ochsner Medical Center-Baton Rouge, Our Lady of the Lake Hospital and St. Elizabeth Hospital in



MARK SALTZ/THE ADVOCATE

A team meets at Our Lady of the Lake Regional Medical Center to review plans for reducing hospital readmissions of elderly, high-risk Medicare patients. Pictured above are: DeeAnn Broussard, LHCR quality improvement specialist, bottom left; nurse Gaynell Denova, bottom right; Laurie Robinson, LHCR’s director for the project, top left; and social worker Carol McMullan-Abadie.

Gonzales. According to Curtis: “It’s not that good care is not happening. It’s the chaos in the continuum of care, as patients do not understand what they should do after leaving the hospital regarding such issues as taking medications or calling their physician in the event of symptoms.”

ARRA Promises Many Changes for Physicians

By: **Ron Ritchey, MD, MBA**
LHCR Medical Director for Corporate Affairs

The “American Recovery and Reinvestment Act of 2009” (ARRA) provides \$17 billion of incentives to physicians who implement Health Information Technology into their practices. ARRA requires the Department of Health and Human Services to institute these standards by December 31, 2009.

Medicare will make incentive payments totaling up to \$44,000 to physicians who adopt the use of electronic health records by 2012. Payments will be made over five years until phasing out in 2016. Medicaid will also reward physicians by paying up to \$63,750 over a six year period.

However, physicians who do not adopt electronic health records by 2015 will face a reduction in their Medicare fee schedule of -1% in 2015, -2% in 2016, and -3% in 2017 and each year thereafter. For more information about the ARRA and the HITECH Act, make plans to attend the Louisiana Health Care Quality Summit and Quality Awards program on May 18th, or visit www.lhcr.org.

*Why Quality Matters
Now More Than Ever*
(See tentative agenda on page 3)



*Complete the Registration
Form on Page 4*
(Or register on-line at www.lhcr.org)

LOUISIANA HEALTH CARE QUALITY SUMMIT & QUALITY AWARDS

May 18, 2009 ❖ Hilton Baton Rouge Capitol Center

S.O.S. - Calling for Teamwork

A New Collaborative Addresses Pressure Ulcer Prevention

By: **Wilma Marler, MSA, QMHP**
Louisiana Health Care Review, Inc.
Quality Improvement Specialist

S.O.S. stands for **Save Our Skin**. This is the mantra for a new pressure ulcer prevention collaborative between a group of hospitals and nursing homes across the state of Louisiana. CMS (the Centers for Medicare & Medicaid Services) recognizes the significance of the pressure ulcer problem in hospitals and nursing homes and has placed special emphasis on pressure ulcer prevention through a new National Patient Safety Initiative. The focus of the **Save Our Skin** collaborative includes improving the flow of care and communication as at-risk patients move from one setting to another, thoroughly assessing patients and their risk factors, and disseminating pressure ulcer prevention and treatment best practices.

Face to Face Collaboration

LHCR's Patient Safety Team has been working with five exceptional, regional hospital/nursing home groups in Baton Rouge, New Orleans, New Iberia, Alexandria and Shreveport. In face to face meetings, the groups have experienced improved communication between hospitals and nursing homes and a new understanding of how each provider addresses pressure ulcer prevention.



Pictured above are members of the Shreveport SOS Collaborative (l to r): Tammy Brownfield, LPN, Pierremont Health Care Center and Deborah Collier, LPN, Shreveport Manor.

Communication is Key

The collaborative groups have reviewed pressure ulcer risk factors, geriatric concerns, and other population considerations. Since poor nutrition can be a risk factor, the Shreveport and Alexandria groups recently met at Northwestern State University to learn from each other with input from NSU dieticians. The New Orleans collaborative is reviewing how to streamline the hospital admission and discharge process by utilizing such tools as SBAR (situation, background, assessment, recommendation) reporting. In addition, they are working to improve transitions through continuity of labs and standardization of paperwork used with discharge to a nursing home. The collaborative is working hard to bring positive results to all aspects of care transitions that impact outcomes in hospitals and nursing homes.

Focus on Risks

The ultimate goal of the collaborative is to reduce the incidence of pressure ulcers in all settings and empower staff with best practice prevention techniques. The collaborative participants are also evaluating *how* they are using best practice tools, such as the Braden Scale and the PUSH tool. For example, providers are not only looking at the Braden Scale total risk score, but also reviewing the risks within

The SOS Collaborative Handbook & Toolkit



the subscales, such as the nutrition and moisture risks, to address patient care needs.

Our thanks go to the hospitals and nursing homes participating with us in this important effort. With their help, we are making great strides in enhancing patient safety and in achieving the CMS goal of *the right care for every person, every time.*

For more information on the **Save Our Skin Pressure Ulcer Reduction Collaborative**, please contact JulieKueker at (225) 926-6353 or jkuaker@lhcr.org.

Help us help your patients better manage their diabetes.

LHCR is recruiting Community Health Workers in the New Orleans, Baton Rouge and Lafayette areas.

Every Diabetic Counts is a no-fee program designed to assemble community, medical, and public health partnerships and resources that can improve diabetes outcomes among Medicare beneficiaries. Through diabetes self-management education (DSME), the program seeks to create a greater awareness among people with diabetes and their families.

The ultimate goal of the program is to reduce early mortality and disability among racial and ethnic minorities by educating them on how to monitor and control their own health.

To find out more about the program or to serve as a community health worker in your area, call 1-888-321-3555 today.





LOUISIANA HEALTH CARE QUALITY SUMMIT & QUALITY AWARDS

MAY 18TH, 2009

HILTON BATON ROUGE CAPITOL CENTER HOTEL

Louisiana Health Care Review presents

THE 2ND ANNUAL LOUISIANA HEALTH CARE QUALITY SUMMIT

Why Quality Matters Now More Than Ever

FEATURED SPEAKERS



James Carville
Political Consultant,
Author



Carolyn M. Clancy, MD
Director, Agency for
Healthcare Research and
Quality

LEADERSHIP PANEL & BREAKOUT SESSIONS



Alan Levine
Secretary, Louisiana
Department of Health and
Hospitals



T.A. (Tim) Barfield, Jr.
Executive Director
Louisiana Workforce
Commission



**Elizabeth Johnson, BSN,
RN, MSN, CPHIMS, FHIMSS**
Healthcare Information and
Management Systems Society
(HIMSS) Vice Chair



Kirby Goidel, Ph.D.
Manship School of Mass
Communication
Department of Political Science
Louisiana State University



Charles Cefalu, MD, MS
Medical Director, LSU
Affiliated Nursing Homes,
Chair, Clinical Practice
Committee, American Medical
Directors Association



Linda Polo, RN
Department Head of Infection
Control and Employee Health
St. Tammany Parish Hospital



Ken Alexander, MS, RRT
Vice President of Quality &
Regulatory Activities
Louisiana Hospital
Association



Lynne Rhodes, RN, MSN
Director of Quality Resource
and Risk Management
Minden Medical Center



Scott Flowers, MHA/MBA
Louisiana Director of Quality
Improvement
Louisiana Health Care Review



Ron Ritchey, MD, MBA
Medical Director for Corporate
Affairs
Louisiana Health Care Review

Invited and expected to attend: **Governor Bobby Jindal**

TENTATIVE SCHEDULE OF EVENTS:

7:15-9:00 a.m. Registration, Breakfast & Vendor Exhibits

9:00-9:15 a.m. WELCOME
Gary Curtis, CEO & President, LHCR
Kick-off Remarks - James Carville

9:15-10:15 a.m. LEADERSHIP PLENARY
"Why Quality Matters Now More Than Ever"

Updates from state and national leaders on quality initiatives in Louisiana, stimulus package incentives, health care workforce training, advances in electronic health information exchange and disparities in health care outcomes.

10:15-10:30 a.m. Coffee Break & Vendor Exhibits

10:30-11:45 a.m. BREAKOUT SESSIONS

Patient Safety - MRSA
Patient Safety - Pressure Ulcer Reduction
Patient Safety - Surgical Care Improvement Project
Disparities Prevention - Results of LSU Research
The \$19 Billion HITECH Act - Roadmap for Providers

11:45-12:00 p.m. Break & Vendor Exhibits

12:00-1:00 p.m. Lunch & Speaker
Carolyn M. Clancy, MD
Director, Agency for Healthcare Research & Quality
U.S. Department of Health and Human Services
"Comparative Effectiveness"

1:00-1:15 p.m. Break & Vendor Exhibits

1:15-2:30 p.m. LHCR HEALTH CARE QUALITY AWARDS

2:30-2:45 p.m. CLOSING REMARKS
Gary Curtis, CEO & President, LHCR

2:45-3:30 p.m. Quality Award Photo Opportunities

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LHCR is the sixth largest Quality Improvement Organization in the country and a subsidiary of eQHealth. eQHealth is a health care improvement company whose solutions are helping to improve the lives of more than three million people covered by state and federal government health insurance programs in multiple states. eQHealth's people, products and solutions sharply reduce unnecessary utilization of medical services, quickly generate significant savings for payers and produce nationally recognized improvements in the quality of care.

Produced by the LHCR Communications Team

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LOUISIANA HEALTH CARE QUALITY SUMMIT REGISTRATION FORM

Registration fee of \$50 will be used exclusively to offset meal charges and speaker honoraria. (Please complete a separate registration form for each attendee and return with payment.) Seating is limited - register early!

NAME (PLEASE PRINT)

TITLE

COMPANY NAME

EMAIL

ADDRESS

CITY/STATE/ZIP

PHONE

Nursing and Nursing Home Administrator CEUs have been applied for.

- Please contact me about Nursing CEUs
- Please contact me about Nursing Home Administrator CEUs

Please indicate your Breakout Session preference below:

- Patient Safety - MRSA
- Patient Safety - Pressure Ulcer Reduction
- Patient Safety - Surgical Care Improvement Project
- Disparities in Health Care - Results of LSU Research
- The \$19 Billion HITECH Act

Please mail this form with your check for \$50 made payable to Louisiana Health Care Review to:

LHCR Quality Summit
8591 United Plaza Blvd. #270
Baton Rouge, LA 70809