

# NAHQRS

Nebraska Association for Healthcare  
Quality, Risk, & Safety



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Quality, Risk and Safety

<http://www.nahqrs.org/>

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**Kathi Kelly, RN, BSN, CPHQ**  
**President, NAHQRS**  
**Director of Quality Programs, Risk Manager,**  
**Privacy Officer**  
**Memorial Health Care Systems**  
**Seward, Nebraska**

2009 is here and I am looking forward to an exciting progressive year. We will kick the year off with our combined annual and membership meeting January 14<sup>th</sup>. The goal of the meeting is to complete our strategic planning for 2009. The results will be shared at our February meeting.

I was requested to share a little about my past experience. I began my career as a CCU & ICU nurse in Sioux City, Iowa. After 14 years I moved into a team that pioneered the cardiac program in Sioux City, Iowa which included the catheterization lab, cardiovascular surgery, and pacemaker clinic. My greatest clinical love was CCU.

I have also had experience working in an office with six internal medicine physicians. I was their first nurse – can you imagine a physician office without a nurse? Additional experience includes working with the PRO/QIO, Blue Cross/Blue Shield, and Director of Nursing for LTC. For the last seven years I have been employed by Memorial Health Care System as the Director of Quality Programs (Includes Medical Staff Quality Improvement & Peer Review, Hospital Quality Improvement, Risk Management, HIPAA Privacy Officer, Customer Service/Complaints, etc.) and serve on the Senior Manager team.

Each newsletter I will share topics that I have become aware of that I think will be beneficial for you. We all wear so many hats and it is difficult to keep up with everything, so hopefully this will be of value to you.

If you hear of a topic, please send a note to Bill to be included in our Newsletter.

## **HOT TOPICS**

1. NAHQs - to be eligible for the complimentary registration to the 2009 NAHQ conference we need to have 25% of our members to be a member of the national organization. Let Cathy Broz know if you are a member of NAHQ or ASHRM for 2009. Please email her by January 31, 2009.

2. ASHRM & ECRI are offering web casts about the final Ruling for the Quality Improvement Act which goes into effect January 19, 2009. you can review the final rule at <http://edocket.access.gpo.gov/2008/pdf/E8-27475.pdf>
3. IHI Improvement Map which focuses “on essential set of process improvements needed to achieve the highest levels of performance in the areas that matter most to patients.” Their goal is to help us make sense of the many requirements and measurements and prioritize them. IHI will cover the 12 changes from the 100,000 Lives and 5 Million Lives Campaign and introduce three new interventions:
  - WHO Surgical Safety Checklist
  - Prevent Catheter-Associated Urinary Tract Infections
  - Link quality and Financial Management including strategies to Engage the Chief Financial Officer and Provide Value for Patients

The goal is to develop the shortest routes to the best outcomes for the 15 interventions of the Improvement Map.

IHI is expanding their support for learning including virtual courses and video-conference series. Check it out at [www.IHI.org/IHI/Programs/ImprovementMap](http://www.IHI.org/IHI/Programs/ImprovementMap).

Happy New Year and thank you for being part of NAHQRS!

**Kathi**

NAHQRS,

Thank you so much for the beautiful blown glass award you presented to me at the end of my term as President. It is absolutely gorgeous and was most unexpected!

It has been such a joy to be part of this group of thoughtful, caring, and talented individuals.

You are awesome!

Thanks again,

Gail

## **Historian Report**

NAHQRS members,

January marks the 1st anniversary of our organization. I can now close the history book of NEAHQ and HRMS, and can begin the first chapter of NAHQRS.

Happy Birthday, NAHQRS!

With the Nebraska legislature beginning its 2009 session, I remind members that we have a legislative team that “keeps in the know” about healthcare issues.

Those team members are Deidre Hurlburt, Monica Seeland, Beverly Sporhase, Beth Thomsen and myself.

While our bylaws preclude our organization from lobbying for or against specific issues, as quality, risk and safety professionals in our individual workplaces, we can voice an opinion.

As advocates for the patients we serve to protect from harm, we should remain knowledgeable about all issues, legislative or otherwise, which affect how we deliver care.

Last year our organization discussed having an Event Coordinator—either a volunteer or appointed position—to assist with organizing the details of our meetings.

At our January board meeting we have finalized the responsibilities of that position and I will put the finishing touches on a job description. We have a member who is interested in assuming those responsibilities and we anticipate this will be a valued addition to NAHQRS.

There will be more about this at our February meeting.

*Donna Jorgensen*

**NAHQRS Member Bio**

## REGINA KORTH



**Regina is the Quality Improvement Project Coordinator at Pender Community Hospital in Pender Nebraska**

Regina was an LPN before receiving her RN in 2002.

Prior to PCH, Regina worked at Pender Care Centre affiliated with Pender Community Hospital District as the Director of Nursing and Chief Quality Assurance Officer for almost six years.

The rest of Regina's career has been at both the Pender and Wayne Mercy Medical Clinics.

Regina and her husband Wayne live in Wayne with their two sons Caden and Reid.

She enjoys family events such as Wayne Chicken Days, camping, snow skiing, attending her children's sporting events, and watching the Nebraska Cornhusker football games.

*Editor's note: Thank you Regina for sharing a little of yourself with us – we welcome you to NAHQRS and hope that we can help enhance your career through networking and educational opportunities.*

Have a new Job? Get a new phone number?  
Change your email address? Forgot to tell your best friends?  
**"There's nothing remarkable about it. All one has to do is hit the right keys at the right time and the instrument plays itself."**  
If you've been there, you know how to do it – hey, just click on the link below to forward those changes to the people who really care.  
**Johann Sebastian Bach**  
[jrezac@saunders-health.org](mailto:jrezac@saunders-health.org)



## NHA Update

The Nebraska Legislative session will begin on Wednesday, January 7<sup>th</sup> at 10:00 am. To find out more about the 101st legislative session go to <http://www.nebraskalegislature.gov/>. The Nebraska Hospital Association has prepared “Legislative Issues at a Glance” to help you prepare for the next session. The information, which includes a brief explanation of the issue and talking points, may be found on the NHA web site at [http://www.nhanet.org/advocacy/action\\_center.htm](http://www.nhanet.org/advocacy/action_center.htm).

The Rural QI Steering Committee, with funding from the FLEX grant under the direction of Dave Palm, Nebraska Department of Health and Human Services, and others will be developing a strategic QI plan for Nebraska. Selected members of the Rural QI Steering Committee have agreed to participate in a work group to plan for this one day event. More details will be made available as they are developed.

The Nebraska Hospital Association is one of 10 state hospital associations chosen to participate in a new initiative to reduce central line associated blood stream infections (CLABSI). The American Hospital Association’s Health Research and Education Trust, through a contract with the Agency for Healthcare Research and Quality and in partnership with Johns Hopkins University is coordinating the nationwide event. The NHA will soon inform members of the next steps. The program will run for three years.

Monica Seeland, RHIA  
Vice President Quality Initiatives  
Nebraska Hospital Association



Resources for better healthcare

## **5 Million Lives Campaign.... Conclusion or Just Part of the Journey**

Submitted by Janet Dooley, CIMRO of Nebraska, Director Medicare Operations

Building on the success of the 100,000 Lives Campaign, the Institute for Healthcare Improvement (IHI) launched the 5 Million Lives Campaign in December 2006. The goal of the Campaign was to eliminate harm from healthcare and to continue the mission of providing the right care for every patient, every time. Over 4,000 hospitals across the country participated. Fifty-eight Nebraska hospitals enrolled in the Campaign, including 38 Critical Access Hospitals (CAHs). Of those, 43 hospitals were recognized as being “fully committed” to the Campaign.

The Nebraska Medical Center, BryanLGH Medical Center, Saint Elizabeth Regional Medical Center and Saint Francis Medical Center were identified as “mentors” in the Campaign. All four hospitals achieved significant improvement in one or more of the 12 interventions and volunteered to provide support, advice, clinical expertise and tips to hospitals. In December 2007, Litzenberg Memorial Hospital in Central City, Thayer County Health Services in Hebron and West Holt Memorial Hospital in Atkinson received grants from the Cardinal Health Foundation to support their quality improvement and patient safety initiatives during the Campaign.

CIMRO of Nebraska and the Nebraska Hospital Association partnered to serve as Nebraska’s Campaign Node. The Nebraska Node offered support and technical assistance on the targeted interventions and worked with hospitals to incorporate the Campaign interventions into their quality improvement programs. Educational programs and Web Ex trainings offered related to the identified intervention(s) that had the greatest impact on Nebraska’s hospitals. Blue Cross and Blue Shield of Nebraska became a partner in the Campaign and encouraged Nebraska Hospitals to join and become “fully committed”. Blue Cross and Blue Shield of Nebraska used the “fully committed list” as eligible candidates for their annual Recognition for Quality awards.

The 5 Million Lives Campaign came to a formal close on December 10, 2008. During the two years of the Campaign, IHI field staff had the opportunity to visit with several urban and rural Nebraska hospitals and always left impressed by the work and improvements that were being achieved in our state.

At the IHI National Forum on December 11, 2008, Don Berwick, MD, announced the next phase of IHI’s improvement agenda – the Improvement Map. According to IHI, the Improvement Map will help make sense of the many complex and competing demands faced by healthcare organizations. The Improvement Map will offer easy-to-follow guidelines and help hospitals improve patient care by focusing on an essential set of process improvements designed to achieve high levels of performance in areas that matter most to patients. The Improvement Map is chartered with 15 interventions, including the 12 interventions from the 100,000 Lives and 5 Million Lives Campaign and three new interventions, which include:

- WHO Surgical Safety Checklist

- Prevent Catheter-Associated Urinary Tract Infections
- Link Quality and Financial Management: Strategies to Engage the Chief Financial Officer and Provide Value for Patients

Details and support materials for the Improvement Map have been posted on the IHI Web site at <http://www.ihl.org/IHI/Programs/ImprovementMap>. IHI will hold a teleconference on Thursday, January 22, 2009 from 3:00 – 4:00 p.m. CT to share information on the Improvement Map and opportunities to continue work with IHI. Call in information will be posted on the IHI Web site.

The 5 Million Lives Campaign offered Nebraska hospitals the opportunity to participate in a national initiative to improve quality of care and to showcase Nebraska's high-quality patient care. CIMRO of Nebraska and the Nebraska Hospital Association will continue to serve as the Nebraska Node. We hope Nebraska hospitals will make a renewed commitment to participate in the next phase of this Campaign. We encourage hospitals to continue work on their designated intervention(s) and select an additional intervention which would benefit your patients. Let's not consider the conclusion of the 5 Million Lives Campaign the end of a quality improvement initiative, but only a mile marker in our journey to "make healthcare in Nebraska the nation's best."

As the Nebraska Node, CIMRO of Nebraska and the Nebraska Hospital Association welcome your input on how we can support and assist your work in the Improvement Map. Please contact Janet Dooley at [jdooley@negio.sdps.org](mailto:jdooley@negio.sdps.org) or Monica Seeland at [mseeland@nhanet.org](mailto:mseeland@nhanet.org) for additional information or assistance.

This material was prepared by CIMRO of Nebraska, the Quality Improvement Organization for the state of Nebraska, under a contract with the Centers for Medicare & Medicaid Services (CMS), a federal agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 9SOW-NE-CT-04/1208

## Quality – Risk Management – Patient Safety

### **TeamSTEPPS™ Featured in Pentagon Web Radio Podcast**

A recent Pentagon podcast features Army Col. Peter Napolitano, a physician champion for patient safety at Madigan Army Medical Center in Tacoma, WA, describing the importance of the "huddle," a TeamSTEPPS™ strategy to improve patient care, to medical corps personnel who were preparing to deploy last month.

**Col. Napolitano's 30-minute podcast is part of a series that follows military doctors from training to deployment. Select to access the [podcast](#). Look for Episode #35: MHS Patient Safety Program TeamSTEPPS™.**

**Next Meeting February 6, 2009  
Mary Lanning Memorial Hospital, Hastings**

## Mary Lanning Memorial Hospital

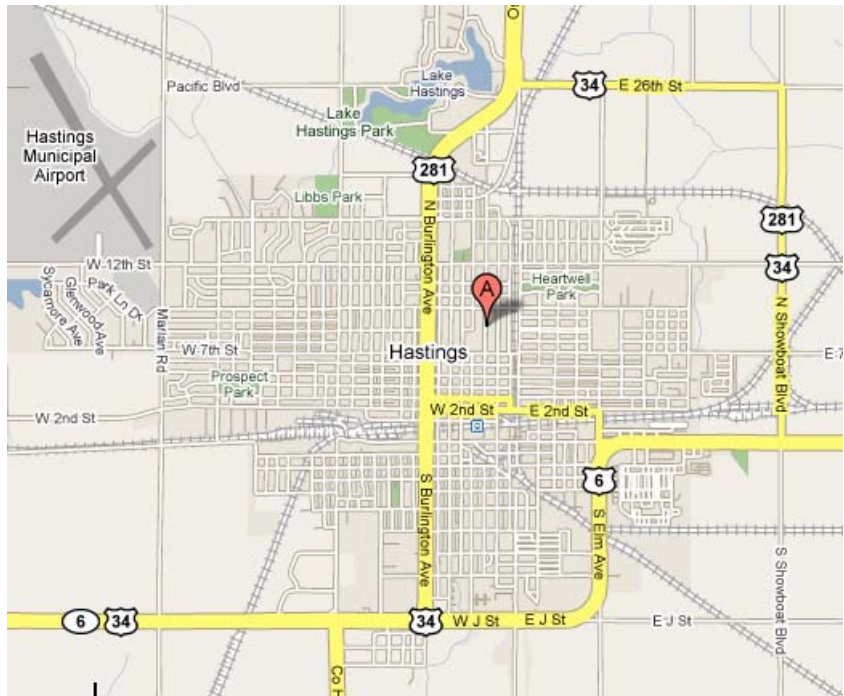
715 N Saint Joseph Ave

Hastings, NE

<http://www.mlmh.org>

Click on the link  
below to bring  
up web map:

<http://maps.google.com/maps?hl=en&tab=wl&q=Mary%20Lanning%20Memorial%20Hospital%2C%20715%20N%20St%20Joseph%20Ave%2C%20Hastings%2C%20Adams%2C%20Nebraska%2068901>



### Future NAHQRS Meetings

**April 3, 2009 Omaha**

**June 5, 2009 Kearney**

**August 7, 2009 Lincoln**

**October 2, 2009 North Platte**

**December 6, 2009 York**

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**Next publish date is March 3, 2009**

Comments on this newsletter, or future articles for submission or information, or other tidbits for publication can be sent to Bill Redinger at: [wredinger@sfmc-gi.org](mailto:wredinger@sfmc-gi.org)

#### Future Newsletter publish dates:

- May 5, 2009
- July 7, 2009
- September 2, 2009
- November 6, 2009