



32ND EDUCATION CONFERENCE

Our Association has been providing quality education conferences for thirty one years and this year we are continuing with our history. We have obtained excellent speakers who will provide you with current information. Nancy Claflin will be doing the NAHQ Healthcare Quality Management Review and Study Session. This is the last year of this particular session. NAHQ does the same session for three years and then they re-do the presentation and the test. So if you have taken the review session within the past three years, you should take the test this year or your information may not apply. Remember there is a deadline and applications received after the deadline will not be accepted.

We will have a hospitality room at the education conference for Thursday evening. Region I is sponsoring the hospitality room. The room will **not be open** on Wednesday evening as your new Board will have a training session followed by a joint meeting of your new and old Board members and AD Hoc Committee Chairs.

Shreveport has many new shopping areas and restaurants. Brochures will be available. In the immediate area of the hotel are many of the finer shopping centers and restaurants, but there is also a new outlet mall called the Board Walk (if you watched the Independence Bowl football game) you saw it featured. It is very easy to get to by automobile and is near the numerous casinos that Shreveport-Bossier has to offer.

The application for continuing education hours has been submitted. We should have them back in February. All membership Education Brochures were emailed to members. If for some reason you did not receive your copy or you deleted it by mistake, go to the www.lahq Web site to download a copy. Please forward your email copy to your colleagues at your hospital/institutions and ask them to attend with you. You can also email it to friends at other institutions. This is the only fund raiser that the Association does, and because we do our best to maintain the cost low for your benefit, we need to

increase the number of individuals attending. If you check out the cost of other states education conferences you will find that our conference is the best price and value. We also need new members! Please help your Association by recruiting at least one person. Remember your Association is as strong as you the membership makes it by your support and loyalty. Your volunteer Board works hours to assist the members and your support is appreciated. Hope to see all of you in Shreveport in April 17-18,2008

LAHQ PRESIDENTS

1978-1980	Anna Prescott
1980-1982	Jeannine Holifield
1982-1985	Susan Hanson
1985-1986	Karen Farley
1986-1987	Paula Manning
1987-1988	Anna Prescott
1988-1990	Patricia Whatley
1990-1991	Marjorie Krahe
1991-1192	Peggy Alvis
1992-1193	Pat Schilling
1993-1994	Patricia Jackson
1994-1995	Eileen Bezigian
1995-1996	Margaret Gettys
1996-1997	Lori Hughes
1997-1998	Helen Cook
1998-1999	Roxie Tabor
1999-2000	Harriet Bertucci

Recipients' of the Anna Prescott Distinguished Award

1998	Anna Prescott
1999	Patricia Schilling
2000	Lori Hughes
2005	Loretta Heard

Recipients' of the Marge Krahe Publication Award

2000	Lori Hughes
2005	Kathy Brooks

REGIONAL NEWS

REGION 1 REPORT January 2008

Region 1 does not have a region representative as no member has volunteered to serve in this capacity. We did have a Board meeting/luncheon in December that was open to all members and the Region paid for lunch. Only Board members attended. Board members volunteered to serve for another year. Lori Hughes volunteered to serve as region representative after the end of her term in office in LAHQ.

Region 1 has not had any education programs this year due to lack of support from the membership and the fact that all Board efforts are being spent to assure a successful education program for the state in April.

Respectively submitted by

Lori Hughes, RN, MSN, CPHQ

Region VII Report

Region VII did not have any activity this past year. A luncheon will be held on February 13th for area directors and managers to encourage membership and begin activity. LAHQ President, Carle Datile plans to attend



Region IV Update January 2008

Region IV continues to work on our two primary goals: (1) to increase membership and (2) to increase health care setting diversity in membership, programs, participation, and offerings.

Our recent January program, "Discussing Unanticipated Outcomes and Disclosing Medical Error," was very well attended and very well received. The speaker, John R. Cook IV, Esq., is Risk Management Legal Counsel at LAMMICO stressed the importance of performing prompt disclosure in the most appropriate manner. Audience participation was encouraged. Legal topics always generate interest in our region.

We had thirty-eight attendees for our November 2007 Conference, "Quality Links." Presentations included: "State of Mental Healthcare Delivery Post Katrina;" "Integrating Risk Management and QI;" "Maximizing Quality and Patient Safety Initiatives through Technology;" "Health Employer Data Information Set (HEDIS);" "Care Management – Hard Wiring a Quality Driven Department;" and "Patient Safety Goal Update – What's New in 2008." Continuing education credits were awarded for RNs and CPHQs. The attendance was less than we anticipated but we did gain an increase in membership and, more importantly, interest in becoming more involved in NOHQA.

Region IV is busy planning the programs and educational offerings for the rest of 2008. As always, we will make this information available to LAHQ members in other areas of the State. We hope to make 2008 a fresh new year of real growth abundant with quality programs. Submitted by Linda McNeil, RN, MS

No Report of activities from regions 2, 3, 5 and 6.

Update
Louisiana Health Care Review, Inc.
(LHCR)

LHCR, the Medicare Quality Improvement Organization (QIO) for LA, received word just before Christmas that its contract with the Centers for Medicare & Medicaid Services (CMS) would be renewed non-competitively. LHCR has received a non-competitive renewal since its inception in 1986. This will be the last non-competitive contract renewal for any QIO, regardless of performance, due to changes made by CMS in response to actions taken by Congress, as well as, recommendations from the Institute of Medicine (IOM) regarding the QIO program, over the past 2-3 years.

Contractual activities under the current contract (8th Scope of Work) were very successful and included continued work with hospitals, nursing homes, home health agencies, and physician offices. The 8th Scope of Work contract activity began August 1, 2005, just before Hurricanes Katrina and Rita. LHCR worked extensively with providers and CMS to amend 8th Scope of Work activities to include work directed toward emergency preparedness – a unique feature of their current contract. The success of this work has resulted in the inclusion of Emergency Preparedness in all QIO contracts for the 9th Scope of Work.

The 9th Scope of Work activity begins August 1, 2008, and addresses 4 primary themes: Beneficiary Protection, Patient Pathways, Patient Safety, and Prevention:

1. Beneficiary Protection will be a continuance of current case review activities and support of hospital quality improvement efforts and data reporting.
2. Patient Pathways is a patient-level effort to support beneficiaries in care transitions among providers through a comprehensive community effort.

3. Patient Safety will include work with selected hospitals on surgical care improvement, MRSA, and hospital-acquired pressure ulcers; in addition, we will continue to work with selected nursing homes to address restraints use and nursing-home-acquired pressure ulcers. Prescription Drug Safety will address medication appropriateness and interactions.
4. Prevention includes work with physician practices to reduce disparities in care related to chronic kidney disease & diabetes.
5. Emergency Preparedness includes all disaster types and pandemic flu.

Other changes in QIO Contracts for the 9th Scope of Work involve Theme 2 – Patient Pathways and Theme 4 – Prevention. Funds for this work will be awarded separately. Patient Pathways expands on work done in Colorado and may be performed by up to 18 QIOs. Prevention expands on the Fistula First Initiative work done in the current contract and may be performed by up to 13 QIOs. The total number of awards is dependent on available funding.

LHCR appreciates the dedicated efforts of providers in improving the quality and safety of care for Medicare beneficiaries – and, by extension, all patients who come to you for care.

Rebecca Hightower MS, RN, CPUM,
Hospital QI Specialist, LHCR



Rapid Response Team
A Real Time Impact on Inpatient Care

Rapid Response Teams are proving to improve mortality rates and outcomes in hospitals across the country. Success stories are numerous as providers of care in inpatient setting increasingly deploy these teams of skilled providers to evaluate and many times alter the treatment plans of patients resulting in improvements in their overall health status. Since the introduction of this concept from the Institute of Healthcare Improvements, research has shown that the deployment of a RRT decreases mortality and cardiopulmonary arrests outside of the intensive care unit (ICU) in hospitalized adult patients. Organizations that staff the RRTs around the clock have reported that they respond within minutes of being called. Trending of data reveals that the RRT may be contacted because there is a change in the patient's condition, a change in breathing, blood oxygen content or blood pressure. A large number of calls occur because a family member or a nurse may simply feel that something is different about the patient. In the September 2007 issue of Critical Care Medicine authors (Dacey MJ, Mirza ER, Wilcox V, Doherty M, Mello J, Boyer A, Gates J, Brothers T, Baute R)concluded that "The deployment of an RRT led by physician assistants with specialized skills was associated with significant decreases in rates of in-hospital cardiac arrest and unplanned intensive care unit admissions". For more information on Rapid Response Teams visit the IHI website at www.IHI.org

Submitted by Portia McDaniel, RNC, BSN

State of Louisiana Activity

Louisiana Legislature web site
<http://www.legis.state.la.us/>

Group Medical Clinics

Providers are finding that Group Medical Clinics are an effective means to address the medical needs of patients with similar chronic illness. Research has shown that Group Medical appointments improve outcomes for patients. Contributing factors to these successes are: more frequent contact with the provider, access to multiple disciplines in one setting, and the opportunity to network with patients with similar health issues. Specific disease management cohorts where these benefits are documented are Diabetes, and Hypertension. Effective management of these wide spread illness can lead to a decline in more serious complications that can be associated with these health conditions.

Patients participating in these group medical clinic appoints have shown a decline in areas such as Blood Glucose, Hemoglobin A1C, Lipid levels, and blood pressure. More frequent contact with the providers facilitates earlier detection of potential elevations. This leads to earlier treatment and interventions which improves the overall quality of life for patients living with these diseases.

Submitted by Portia McDaniel, RNC, BSN



Awards

Celebrate Outstanding Members

This year we will be recognizing our LAHQ outstanding members. The Board of Directors approved three new awards. We will be recognizing the Rookie of the Year, Outstanding Region Representative and Outstanding Chair at the State Meeting. Join us in recognizing these members

DISPLAY YOUR INSTITUTION'S ACHEIVEMENTS

Are you proud of your achievements at your hospital/intuition? If yes, plan on sharing this with your colleagues at the **State Education Conference**. In the education brochure was a call for posters. **You need to send in an abstract to the Awards Chair by March 30th**. Loretta's email is Loretta.heard@va.med.gov If you have Improvement Teams invite them to send in an abstract and to come to the conference.

This is also a great opportunity to prepare something for the national conference and to check out how is received at the state level. As someone who has served on the **National Awards Committee**, I can assure you that they welcome applications. Their **deadline for submission of an abstract is June 16, 2008**.

NAHQ Calendar of Upcoming Events for the Spring 2008		
03.14.08	Compliance deadline for affiliated states	This is the last day for Affiliated States to submit compliance materials.
04.11.08	Fellowship applications due	Fellowship applications must be submitted for review by this date.
04.26.08	HQF grant applications deadline	
04.26.08	Nominations due for Awards	Submit your Claire Glover & Distinguished Member Awards nominations

Calendar of Upcoming Events

Event Name	Date	Location
Pre-Conference HQM Review & Study Session	April 16, 2008	Shreveport,, La.
LAHQ's 32nd Educational Conference	April 17, 2008	Shreveport, La.
LAHQ's 32nd Educational Conference	April 18, 2008	Shreveport, La.

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President's Corner

I attended the State Leadership conference call meeting on February 14, 2008. Joann Genovich-Richards, the new *JHQ* Editor in Chief was introduced and she discussed her new role. Denise Donnelly has been appointed to the board to oversee the development of the plan to implement special interest groups. State leaders were encouraged to share state news for the e-news letter. E-news is scheduled for publications the first week of each month. You can send your information to Jane at e-news@nahq.org

NAHQ & HQCB board members are available to present at state meetings. The Joint Organizational Leadership Team, JOLT, the executive leaders from NAHQ & HQCB, have worked together to develop a presentation for state meetings that will provide attendees with 1 hour of continuing education credit.

NAHQ is currently working on updating their strategic plan. A draft was introduced to state leaders and will be finalized in the near future

Future Meeting Dates

Please mark your calendars. The next State Leadership Calls are:

Tuesday, May 13 at 4 pm

Thursday, May 15 at 11 am

Monday, August 4 at 4 pm

Wednesday, August 6 at 11 am

Tuesday, November 11 at 4 pm

Thursday, November 13 at 11

Hope to see you all at the State Conference. Please join us of days of education, fun and excitement.

The conference area has lots of nice restaurants and shops. Our hospitality room is guaranteed to be a blast!

Editor

Portia K. McDaniel, RNC, BSN

La Voie de LAHQ

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