

Fall 2009

Introduction

Welcome to the Fall 2009 issue of IPRO's *Hospital Patient Safety News*.

In this issue we present updates on the Centers for Medicare & Medicaid Services (CMS) 9th Scope of Work (SOW) Patient Safety Initiative Projects, and share resources related to quality improvement activities and best practices. **If you have a best practice that you would like for us to feature in a future issue**, please forward your information to Eloise Tate at etate@nyqio.sdps.org.

If you have colleagues that you believe should be receiving this newsletter, they can request their own subscription by sending an e-mail to Eloise Tate at etate@nyqio.sdps.org.

IPRO's Patient Safety Initiative Projects

MRSA Project: Reducing rates of health care-associated Methicillin-resistant *Staphylococcus aureus* (MRSA) infections;

Surgical Care Improvement/Heart Failure (HF) Project (SCIP): Improving inpatient surgical safety and heart failure treatment;

Pressure Ulcer Project: Working collaboratively with local nursing homes to reduce the incidence of pressure ulcers in high-risk patients;

Medication Safety: Reducing the prevalence of prescribing potentially inappropriate drugs with anticholinergic properties to seniors and improving the quality of warfarin management.

MRSA Project

Many of the hospitals participating in IPRO's MRSA Project indicated a need for patient-focused educational materials. To address this need, and to help kick off each hospital's promotion of World MRSA Awareness Month (October), we developed a series patient and staff materials, available in English and Spanish.

- MRSA Facts for Patients and Visitors: A consumer-oriented educational brochure that provides information about MRSA, how it spreads, who is at risk, some of the steps hospitals are taking to protect patients, visitors and staff, and what patients and visitors should be doing to protect themselves.
- Two posters (one directed at staff and one directed at patients and visitors) highlighting proper hand washing techniques as a means to prevent the spread of MRSA and other infections:
 - Patients and Visitors: Protect Yourself and Others from MRSA
 - Protect Yourself and Your Patients from MRSA and Other Infections
- A template article about MRSA and World MRSA Awareness Month for inclusion in hospital newsletters (English only).

For more information about IPRO's MRSA Project or to download any of the materials listed above, please visit <http://jeny.ipro.org/mrsa>.

Surgical Care Improvement/Heart Failure (HF) Project (SCIP)

To help educate patients about to undergo surgery and promote patient safety awareness, *Tips for Safer Surgery* outlines steps patients can take to help reduce the risk of complications from surgery. Featured are important subjects to be discussed with healthcare providers, essential questions to ask, and additional resources. We encourage you to download and distribute this useful flyer. Please visit <http://jeny.ipro.org/showthread.php?t=2839>.

Venous Thromboembolism (VTE) Prophylaxis

IPRO and two other Quality Improvement Organizations (QIOs) participated in a special project funded by the Agency for Healthcare Research and Quality (AHRQ) to reduce hospital-acquired VTE. Forty-four hospitals in three states participated in this year-long project that explored interventions aimed at reducing VTE.

In September, IPRO's findings were presented at AHRQ's annual conference by Denise Faulker-Cameron, IPRO's Project Manager for the SCIP Project and Lisa E. Clarke, RN, BSN, Clinical Reviewer Catskill Regional Medical Center. The presentation highlighted the tools used to decrease the occurrence of hospital-acquired VTE and shared best practices on overcoming implementation challenges.

For information about the presentation or study, please contact Denise Faulkner-Cameron, IPRO's Project Manager for the SCIP Project at dfaulkner@nyqio.sdps.org.

Pressure Ulcer Project

Useful Resources

- IPRO has created a data monitoring tool to assist facilities in measuring how well internal policies and processes are being followed. The tool is a self-calculating Excel spreadsheet, which provides data regarding a facility's performance on individual chart reviews; the use of the all-or-none methodology*; and on each measure. The measures included in this tool are generic in nature and may or may not coincide with your facility's policies and procedures. If you would like this tool customized, please contact Bill Gardiner, IPRO's Project Manager for the Pressure Ulcer Project at wgardiner@nyqio.sdps.org. To view the pressure ulcer data monitoring, please visit: <http://jeny.ipro.org/showthread.php?p=6421#post6421>

*All charts reviewed are counted in the denominator and only those charts scoring 100% are counted in the numerator.

- The National Database of Nursing Quality Indicators (NDNQI) Pressure Ulcer Training Program was developed by the American Nurses Association to improve nursing accuracy and reliability in identifying and staging pressure ulcers and differentiating hospital- and unit-acquired from community-acquired pressure ulcers. This training program is available free of charge and offers multiple paths for completion. Professionals can earn 1.5 nursing contact

hours; receive proof of completion with no contact hours; or use the materials as a reference, receiving no proof of completion and no contact hours.

Many facilities in IPRO's Pressure Ulcer Project have mandated this training for RNs at their orientation and/or as part of their annual competency process. The modules are also being used for physician education and training.

Access this training program by visiting:

<https://www.nursingquality.org/ndnqipressureulcertraining/default.aspx>

Patient Safety Initiative Resources

Medicare Quality Improvement Community (MedQIC)

MedQIC is a free online resource for quality improvement interventions and associated tools, toolkits, presentations, and links to other resources. MedQIC is funded by CMS to provide a framework for the 9th SOW content developed by subject matter experts.

MedQIC can be found at the following link:

<http://www.qualitynet.org/dcs/ContentServer?pagename=Medqic/MQPage/Homepage>

AHRQ Hospital Survey on Patient Safety Culture

Hospitals that participated in the AHRQ survey were recently sent their survey results along with an action template to help design an improvement strategy. Katherine Jones, PhD, University of Nebraska Medical Center recently presented, "AHRQ Safety Culture Surveys: Translating Survey Results into Action." Designed to help hospitals interpret their results and develop appropriate action plans based on their data, the presentation slides are available at

<http://jeny.ipro.org/showthread.php?t=2836>

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