

Network Members:

Ashley Medical Center
Carrington Health Center
Cavalier Co. Memorial
Cooperstown Medical
First Care Health Center
Garrison Memorial Hospital
Heart of America Medical
Hillsboro Medical Center
IHS Ft. Yates
Jacobson Memorial Hospital
Jamestown Hospital
Linton Hospital
Lisbon Area Health
McKenzie Co. Memorial
Mercy Hospital-Devils Lake
Mercy Hospital-Valley City
Mercy Hospital-Williston
Mountrail Co. Medical
Nelson County Health System
Northwood Deaconess
Oakes Community Hospital
Pembina Co. Memorial
Presentation Medical
St. Andrew's Health Center
St. Aloisius Medical
St. Joseph's Hospital
St. Luke's Hospital
Sakakawea Medical
Southwest Healthcare Services
Tioga Medical Center
Towner Co. Memorial
Trinity Kenmare Hospital
Turtle Lake Community
Union Hospital
Unity Medical Center
West River Regional Medical
Wishek Community Hospital

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Coordinator's Corner

The ND CAH Quality Network Update:

- **CAH/Tertiary Regional Meetings** - the Network has been part of 3 regional CAH Network meetings (NW Region, NE Region and SE Region). This has been an opportunity to learn from one region, share with other regions in the state, and promote CAH needs.
 - **NE Region (Altru)** - A process is developed for discharge prescription medications. They are using a "Discharge Prescription Medications Envelope" that is attached with discharge papers. The nurse reviews the discharge MAR for completeness and medication reconciliation. Next the nurse reviews discharge medications with patient and family as part of the discharge teaching. The patient or caregiver receives the discharge envelope that holds a discharge MAR and any loose prescriptions. They are instructed to take the envelope to their pharmacy at pick up; or a copy of the MAR is faxed to their choice of Pharmacy. The envelope will hold original copies for the pharmacy. This area is also working on Transfer protocols for weekend Swing Bed transfers.
 - **SE Region (Merit Care)** - Hospital Case Management approach shared with CAH's. Discussion was held around structure of their case management team and resources available. They are working on their emergency OB and pediatric education and equipment. Pediatric Emergency Management care cards and algorithms-pocket size were shared with CAH's. Their goal is to standardize emergency OB equipment at each CAH and establish a consistent stabilization transfer form for emergency pediatrics.

- **NW Region (Trinity)** - CAH's shared recent survey experiences. Together they are receiving PACS support. Discussion was held around physician credentialing and how they can receive support as a group. The NE region has worked out a process that has been found to be successful and will be sharing this strategy with the NW region on September 15, 2009. The goal of that workshop will be for each CAH to walk away with a solid plan in place.

- **Network Partnership Development** - Opportunities over the past quarter:
 - **National Rural Health Association** - Jody is on the Technical Advisory Committee for the Palliative Care Project. This group met in Valley City, ND. The pilot group from this area had representation from Mercy Hospital of Valley City (administrator, nurses, hospice, nursing home services, aging services), Ethics Director from CHI, Outreach Social Worker, Public Health, and Director of Social Behavior. This group explored models of collaboration and discussed ways to have a shared community action plan. Their next steps are to explore the thought of having a coordinator to help communicate across settings. Valley City would like to develop a registry to see what services a client is receiving and ways to improve coordinated activities.
 - **AHA Stroke Task Force** - Jody is on the ND task force. The Stroke Program is being led in ND by Susan Mormann, Director, Heart Disease & Stroke Prevention Program. Greg Poe, MHA, Director of Quality Improvement Initiatives

Executive Committee:

Louise Dryburgh, CEO
First Care Health Center

Charlene Hansen, QI Coord.
Southwest Healthcare Services

Shawn Smothers, CEO
Trinity Kenmare Hospital

Bert Speidel, QI Coord.
Sakakawea Medical Center

Cathy Swenson, CEO
Nelson County Health System

Candie Thompson, DON
St. Aloisius Medical Center

Doris Vigen, DON
Union Hospital

Advisory Committee:

Darleen Bartz, Health Resources
Sections Chief
North Dakota Dept. of Health

Barb Groutt, CEO
ND Health Care Review, Inc.

Tim Blasl, Vice President
ND Healthcare Association

Marlene Miller, Program Director
Center for Rural Health

Bridget Weidner, Program Mgr.
North Dakota Dept. of Health
Division of Health Facilities

for Indiana & North Dakota- Get With The GuidelinesSM. He plans to be in ND, to present more on this topic, at the CAH Network Strategic planning meeting October 1, 2009.

- o Clarity - Health Care Safety Zone Portal Project. Clarity along with 13 ND CAH's meet monthly and review benchmark data on topics such as falls and medication errors. Discussion on special topics, shared lessons learned and focused analysis on agreed group topics.

2009 ND CAH Quality Meeting Highlights

Presentations from the June 24th meeting are posted on the CAH Network website at <http://ruralhealth.und.edu/projects/cahquality/presentations.php>

The ND CAH Network provided a one year progress report of the CAH Quality Network, shared findings from Healthcare Safety Zone Portal initiative and provided a Network development grant update and discussed next steps for the CAH Quality Network. 25 of the 36 ND CAH's were represented!

Other sessions included **Barb Groutt, CEO, North Dakota Health Care Review, Inc** (NDHCRI), providing an update on ND Critical Access Hospital Quality Data, and NDHCRI Peer Review Process. Presenters **Darleen Bartz, PhD, Health Resources Section Chief** and **Bridget Weidner, Program Manager, Division of Health Facilities from the ND Department of Health**, provided a CAH specific update from the Department of Health with information related to the Medicare Conditions of Participation, the survey process and common deficiencies. They responded to questions sent in earlier on the topics of CoP Peer Review and Credentialing. **Lori Seim, RN, BSN Clinical Support Services, Infection control, from First Care Health Center- Park River, ND** shared their perspective from their EMR Clinical initiative. The day ended with **Brad Gibbens,**

Co-Interim Director, and Associate Director for Community Development and Policy, CRH. He discussed the ND CAH Quality Network evaluation and survey evaluation process. Each CAH was asked to submit a survey to help plan for the future of the ND CAH Quality Network.

How is ND doing according to the Agency for Healthcare Research and Quality?

The Agency for Healthcare Research and Quality released its latest annual "snapshots" of state-specific health care quality information. The data is based on the agency's 2008 National Healthcare Quality Report, which was issued last month. The snapshots summarize health care quality in three dimensions: type of care (preventive, acute and chronic care), setting of care (hospitals, ambulatory, nursing homes and home health care) and clinical area (cancer, diabetes, heart disease, maternal and child health, and respiratory disease).

The data for North Dakota is showing strength in the areas of acute care, hospital care, nursing home care and clinical areas such as diabetes, heart disease, and respiratory disease. As a state, maternal and child health specific quality care measures ranked the highest. There are opportunities for improvement such as preventive care, home health, ambulatory care and cancer care measures. To learn more about each measure in the type of care listed, please visit the website provided: <http://statesnapshots.ahrq.gov/snaps08/index.jsp>

Spotlight: NE Board Boot Camp

Nelson County Health System hosted a Board Boot Camp August 17 and 18. Presentations were given on Board specific information relating to economics, risk management and liabilities, financials, advocacy and in-



Plan to Attend:

October 1, 2009 8am - 4pm ND CAH Quality Network Meeting in Jamestown at the Gladstone Inn. This will be an opportunity to help plan for the future of the ND CAH Quality Network. **Your opinion matters and we want to hear from you.**

The evening before (**September 30**), there will be an educational opportunity from 6:30 - 8:30 pm. For more information please contact Jody Ward at (701) 858-6729.

CAH Exchange

List Serve Topics of Discussion (July - Aug)

- Midlevel Policy
- Lab/X-ray Orders
- Echo Screen/Consent Form/Sexual Assault
- Suction Collection Canisters and Disposal of Suction Contents
- ARRA Grants/Swing Bed/ER Suicide Policy
- NDDoH Dietary Assessment Response

insurance. All of the presenters were experienced and well received by participants. Dave Molmen, CEO Altru Health System provided an entire morning session and covered Board topics such as governance, ethics, strategic planning, care management, quality improvement, Board self-evaluation, and the role of Board members in rural communities.

Attendees included Administrators, CFO's CEO's, and Board members whose range of experience included members who were new, as well as those who had been Board members for over 20 years!

The training was held at the Alerus Center with accommodations at the CANAD Inn. All meals/expenses and registrations were paid as a result of a North Dakota grant received from the Center for Rural Health Flex Program by Nelson County Health System and collaboration with Altru Health System. Evaluations indicated all attendees would attend another conference if offered, and all experienced an increase in their knowledge on the topics presented. A few of the written comments indicated, "Every Board member should be required to attend", "Wish I had this training when I first agreed to be on the Board", and "Great event, great training, great accommodations, and great food". All attendees indicated they would recommend the training to their peers.

The idea for having this conference was based on the great results that SW HealthCare in Bowman experienced in offering Board training in the SW region of the state over the past few years. Based on all of the positive results with these conferences, plans are in the making to apply for another Board Training Grant in 2010.

Book Highlight

Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction

In *Lean Hospitals: Improving Quality, Patient Safety, and Employee Satisfaction*, Mark Graban "draws on his years working with hospitals to explain why and how Lean can be used to improve safety, quality, and efficiency in a healthcare setting. He highlights the benefits of Lean methods and explains how Lean manufacturing staples such as Value Stream Mapping can help hospital personnel identify and eliminate waste, effectively prevent delays for patients, reduce wasted motion for caregivers, and improve quality of care."

The book has received high praise from leaders in health care, change management, and performance improvement and is nicely broken into many chapters including sections on Lean concepts and foundation, employee and leadership engagement, and getting started with lean, among others.

Visit our Network Web Site

- Calendar of Events - To add events contact Jody Ward
- Committee Meeting Minutes
- Resources

<http://ruralhealth.und.edu/projects/cahquality/>