Minutes from
Arizona Rural Quality Network Group Meeting
Wednesday, January 25, 2006

1. **Update on the statewide HealthPartners Program**
Lynda announced that due to shifting priorities at Medicare, the HeartPartners program would be ending in late February.

2. **Discussion of ADHS' standards for nursing acuity and staffing**
Jim reported that the relevant ADHS policy is "advisory only."
Dawn commented that Benson is working on a formal policy and looking at how this relates to staffing patterns.

3. **Progress on the 8th Scope of Work**
Judith described relevant features of the 8th Scope of Work, with an emphasis on Rural Organizational Safety Culture Change (ROSC) and Systems Improvement and Organizational Culture Change (SIOC). Ongoing updates on these can be found at "What's New" section of http://acute.hsag.com: e.g., Webex on *Insight to APU*, which includes information on the data validation process and timeframes; Webex on data abstraction, *Tricks of the Trade for Difficult to Abstract Variables*; and Hospital Workgroup (HoW) materials.
Judith also briefly described VitalSmarts with their tools of *Crucial Conversations* and *Crucial Confrontations* as possible trainings for quality improvement.
Judith invited participation in the Hospital Workgroup (HoW). Their next meeting is April 13, 10:00 a.m.-2:00 p.m. Please contact Judith for details.

4**. Flex Medication Reconciliation project update**
Alison and Howard reported that Flex/RHO would support three hospitals in a pilot project. Copper Queen and Page have already committed.
Two aspects would be studied: (1) medications from admission to discharge from the hospital, and (2) medications outside the hospital. Howard will work with the hospitals to develop strategic plans to accomplish this.

5. **Ideas of what type of face-to-face "group" training might be of interest**
Dawn and Annie suggested training on how to get compliance for sustaining quality processes.
Alison commented that related performance should be tied into job descriptions, then into evaluations.
Howard asked how, for example, patient falls were reported.
Annie replied that these reports go to the Patient Safety Committee, then to the Department Heads, then onto the (internal-view only) staff bulletin boards around the hospital.

6. **Mid-level managers coming up February 23 and 24 in Phoenix**

Jim invited everyone to register for this upcoming program, Building Leadership and Management Skills: A Train-the-Trainer workshop. It is intended for middle managers or those approaching management at small, rural hospitals. Limited travel reimbursement is available for critical access hospitals. A brochure will be emailed next week.

The next teleconference meeting will be at 11:00 a.m. on Wednesday, April 26.

The conference call was adjourned at 12:01 p.m.