

# SOW News

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There will not be a June issue of the *SoW News*. Look for the next issue the first week of July.

## Three Rural Arizona Hospitals Receive Quality Award for Pneumonia Care

Health Services Advisory Group (HSAG), Medicare’s Quality Improvement Organization (QIO) in Arizona, has recognized three rural Arizona hospitals for providing the highest levels of care in the state to pneumonia patients. The three Arizona rural hospitals that received the Carter L. Marshall Rural Hospital Quality Award at an awards ceremony in Phoenix on April 19 were:

- Northern Cochise Community Hospital (Willcox)
- Page Hospital (Page)
- Tuba City Regional Health Care Corporation (Tuba City)

Award criteria were based on performance results for the eight national pneumonia quality measures established by the Centers for Medicare & Medicaid Services (CMS). To be eligible for the 2005 award, hospitals had to have met the criteria for designation as a rural hospital, participated in the national Hospital Quality Alliance (to voluntarily publicly report their performance measures data), and submitted at least two quarters of data for the reporting period July 2003 through June 2004. A total of 23 rural Arizona hospitals met the eligibility requirements. When data for all Arizona hospitals were compared for the pneumonia quality measures, three of the top-five-performing hospitals in the state were rural hospitals.

The Carter L. Marshall Rural Hospital Quality Award is the top award given as part of HSAG’s Rural Hospital Award Program (RHAP). The RHAP promotes quality improvement efforts by encouraging collaboration among rural hospitals to share successful strategies. The RHAP also provides public recognition for rural hospitals that provide care that is as good or better than that provided by urban hospitals. The RHAP program was created and championed by Carter L. Marshall, MD, MPH, HSAG Vice President of Clinical Quality Assessment, who passed away earlier this year.

Speakers at the April 19 RHAP awards ceremony included Howard J. Eng, MS, DrPH, RPH, Associate Director for Education and Research, Rural Health Office; Phil Lopes, Minority Leader, Arizona House of Representatives; and John R. Rivers, FACHE, President and Chief Executive Officer, Arizona Hospital and Healthcare Association (AZHHA). The awards were presented by Lawrence Shapiro, MD, HSAG President and Chairman of the Board of Directors.

Northern Cochise Community Hospital (NCCH)—organized in 1968 as a not-for-profit corporation to serve the rural community—provides basic medical, surgical, ambulatory, emergency room, and rehabilitation services. NCCH serves residents of the Willcox area, visitors, and travelers on Interstate 10. Willcox has an in-city population of about 3,900 and a market area estimated at 14,454 people. NCCH is a designated Critical Access Hospital.

Page Hospital is a 25-bed, acute-care facility that is accredited by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO). Located next to Lake Powell on the Utah/Arizona border, Page Hospital provides services to the 6,500 residents of Page and residents from the bordering Navajo Nation. Page Hospital, which is managed by Banner Health but owned by the Page Hospital District, is a designated Critical Access Hospital.

Tuba City Regional Health Care Corporation (TCRHCC) is a 73-bed, acute-care facility on the Navajo Reservation that serves the 27,590 residents of the Tuba City area, in addition to large numbers of Hopi people and members of the San Juan Paiute Tribe. TCRHCC provides a full range of outpatient, inpatient, and ICU care, and serves as a communications hub for northern Arizona's Telemedicine Program.

## CMS to Update Hospital Compare Facility Information

CMS plans to update or "refresh" the hospital administrative data and facility characteristics that are displayed on the Hospital Compare Web site on a monthly basis. The first refresh of this data will occur in mid-May 2005, with publication expected on or about May 19, 2005.

The source of information that CMS will use is the OSCAR/ASPEN database that is updated by the Arizona Department of Health Services.

You have the opportunity to review the information currently displayed for your hospital on Hospital Compare for accuracy. You had until April 29 to submit any corrections to the information displayed in order for the changes to be included in the first "refresh." Access the Hospital Compare Web site by [clicking here](#).

Note: Critical Access Hospital List Begins after the alpha list of Acute PPS hospitals.

As related to Hospital Compare, the information that can be changed is limited to:

Name  
Address  
Telephone  
Emergency Department Yes/No  
Accredited by private, nationally recognized groups Yes/No

Note: **The OSCAR/ASPEN Coordinator listed on the Hospital Compare Web site is incorrect for Arizona.** If you have any changes to this information, please notify Sandy Enkey, Automation Coordinator for the State of Arizona at 602-364-3062 or E-mail her at [enkeys@azdhs.gov](mailto:enkeys@azdhs.gov).

If you have any other changes please contact ADHS Division of Licensing Services, Office of Medical Facilities Licensing at 602-364-3030.

**Message from Teresa Thompson**

Have you ever been happy and sad at the same time? If you haven't, then let me tell you, it's a confusing condition. It is with that very sentiment that I am taking this opportunity to announce that I am moving back to Florida at the end of this month.

I am happy about this because I am going home to my family, yet I can't help the feeling I am leaving a family behind. Together, we've celebrated the successes and commiserated over the losses, both in work and in life. The times that we have shared over the last five years have made me think of you all as a kind of extended family.

You've made it fun to be part of the Hospital Quality Improvement Community in Arizona.

Teresa Thompson, BS CIS

On June 15, from 8:30 a.m.–12:00 noon sponsored by University Medical Center in Tucson, Arizona. The HealthCare Partnership faculty team will be teaching the three-hour Brief Tobacco Intervention Skills Certification Workshop.

For more information and to register contact: **Diana Davila (520) 318-7253 x 126**  
[davila@u.arizona.edu](mailto:davila@u.arizona.edu) (520) 218-9665 (pager)

Health care professionals are well aware of the devastating consequences of tobacco use. Unfortunately, life-threatening diseases are manifest only after years of tobacco use and are often in advanced, difficult to treat stages when diagnosed. By delivering a personal, relevant brief tobacco cessation message, clinicians may move a patient closer to a successful quit.

- To access more information on continuing education and certification programs, visit <http://www.tepp.org/hcp/index.html>.
- For the HealthCare Partnership calendar of events, visit <http://research.sbs.arizona.edu/hcpcalendar>.
- To learn about the Arizona Department of Health Services free resources and service to help people quit tobacco, visit [www.tepp.org](http://www.tepp.org)

**Smoking Cessation Certification CE Workshops**

**BRIEF INTERVENTIONS for Medical and Allied Health Professionals**

More than 30 Arizona health care systems have taken advantage of the free CE Brief Tobacco Intervention Skills Certification and Basic Skills Instructor Workshops taught by The University of Arizona HealthCare Partnership faculty. The workshops are funded by the Arizona Department of Health Services Office of Tobacco Education & Prevention.

Cobre Valley Community Hospital in Globe, Arizona, will be sponsoring a one-hour Tobacco Dependence Treatment presentation by Mary Gilles, MD, on May 15 from 12:00 noon–12:50 p.m., followed by a three-hour Brief Tobacco Intervention Skills Certification Workshop from 1:00–4:00 p.m.

**AHRQ Launches New Web Site**

**Designed To Provide Single National Source for Patient Safety Findings and Resources**

A new Web site announced today by the Agency for Healthcare Research and Quality (AHRQ) is a national "one-stop" portal of resources for improving patient safety and preventing medical errors. The site, AHRQ's Patient Safety Network, or PSNet, can be found at <http://psnet.ahrq.gov>.

PSNet is the first comprehensive effort to help health care providers, administrators, and consumers learn about all aspects of patient safety. The site provides a wide variety of information on patient safety

resources, tools, conferences, and more. PSNet users can customize the site around their unique interests and needs by creating a "My PSNet" page. For instance, a pharmacist interested in how bar coding can help prevent medication errors will be able to set up the site to automatically collect the latest articles, news, and conferences on this topic. Similarly, anesthesiologists and other physicians, nurses, hospital administrators, and others can customize and search the site to best meet their needs.

In addition, weekly PSNet updates are available to subscribers on patient safety findings, literature, tools, and conferences, as well as a carefully annotated collection of sentinel patient safety journal articles in a Classics section. The site was developed by the same team of researchers at the University of California, San Francisco, that developed AHRQ's popular WebM&M online patient safety journal, which will now be accessible on PSNet.

"AHRQ PSNet provides a one-stop portal for patient safety resources to help health care professionals improve health care for all Americans," says AHRQ Director Carolyn M. Clancy, MD "Since health care improvement begins at the local and individual level, users can customize their own PSNet page, which will help them make better health care decisions." Robert Wachter, MD, Associate Chairman of UCSF's Department of Medicine and Chief of the Medical Service at UCSF Medical Center, leads the project team that developed the site. "Until about five years ago, there was remarkably little evidence to inform decisions about patient safety, despite the incredibly high stakes. Now, in large part due to AHRQ-supported efforts, the challenge has shifted from making decisions with an insufficient amount of information, to managing a growing but unorganized treasure trove of data and tools. AHRQ PSNet promises to be the leading Web site to help patients, policymakers, and researchers meet this unique need."

PSNet is the latest patient safety improvement endeavor by AHRQ, which leads the federal government's effort to improve patient safety and reduce medical errors. AHRQ's mission is to improve the quality, safety, efficiency, and effectiveness of

health care for all Americans. For further information on PSNet, visit the Web site at <http://psnet.ahrq.gov>.

For more information, please contact AHRQ Public Affairs: (301) 427-1855 or (301) 427-1865.

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Agency for Healthcare Research and Quality, Rockville, MD.

<http://www.ahrq.gov/news/press/pr2005/psnetpr.htm>

## May HoW to Focus on 8th SoW

The Hospital Workgroup (HoW) meeting on May 12, from 10:00 a.m.–2:00 p.m. in the Carter Marshall Conference Center at Health Services Advisory Group will focus on the 8th Scope of Work (8SOW). Discussion items will include the quality indicators and projects associated with the 8SOW.

If you would like to attend the May HoW meeting please contact Suzette Googins by Monday May 9 at [sgoogins@azqio.sdps.org](mailto:sgoogins@azqio.sdps.org).

## IHI Upcoming Events

National Field Operations Call

May 12, 1:00 p.m.–2:00 p.m. ET

Dial: 800-282-9233 Participant code: 7423

If you experience difficulty accessing these calls, please use one of the following numbers with the same participant code: 866-789-0568 or 866-789-0567. You may also call the customer service desk of the conference call vendor at 800-352-7023—option 1—for further assistance.

### Meetings/Events

While these programs are not required for success in the campaign, the content should prove to be particularly helpful to campaign participants.

Preventing Adverse Drug Events Through Medication Reconciliation, a Web&ACTION learning series begins May 17.

<http://www.ihl.org/IHI/Programs/ConferencesAndTraining/WebandACTIONMedReconciliation.htm>

Attend the 1st International Summit on Redesigning Hospital Care, June 8-10, 2005.

<http://www.ihl.org/IHI/Programs/ConferencesAndTraining/1stInternationalAnnualSummitonRedesigningHospitalCare.htm>

Additional tools and materials can be found at:

<http://www.ihl.org/IHI/Programs/Campaign/Campaign.htm?TabId=2>

### Acute Care Contact Information

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### Upcoming Events and Important Dates

<i>May 12, 2005</i>	Hospital Workgroup (HoW) Meeting HSAG Carter Marshall Conference Center	10:00 a.m.–2:00 p.m.
<i>May 17, 2005</i>	Medication Reconciliation – Videoconference Rural and Critical Access Hospitals Phoenix and Tucson Contact Joyce Hospodar, Rural Health Office 520.626.7946 ext. 229 for Registration	8:30 a.m. – 4:00 p.m.
<i>May 30, 2005</i>	Holiday HSAG office closed	

**Health Services Advisory group:** <http://www.hsag.com>  
**Arizona Acute Care Quality Initiative:** <http://acute.hsag.com>

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