

## PARTNER UPDATE

Fall 2006

### AHRQ Project Officer Visits Cedar Rapids

In September, Rob Borotkanics, project officer for the Agency for Healthcare Research and Quality, visited with our PIPS project team and to attend the *Community Leader Healthcare Training Session*.

Borotkanics was complimentary of James Levett, MD, principal investigator for the PIPS project, and the team of professionals that he has assembled for this project.

“Dr. Levett and his team have been highly productive and I am impressed with the efficiency and effectiveness of their projects,” Borotkanics says.

“Within a matter of just a few months the CAT Clinic was seeing patients and the ground work for the CRHA had been laid. They have designed and implemented projects that are demonstrating value and transparency to the consumer.”

“I have recently looked at the first round of quality data and I am pleased with the improvements in quality care given to patients,” Borotkanics continues. “Customer satisfaction indicators are also good. His team is still working on collecting and analyzing the cost efficiency data but based on the systems that they have implemented—like ISO-9001 and Lean/Six Sigma—I am confident that cost efficiencies will be demonstrated.”

### CRHA and CAT Clinic Presence on the World Wide Web

The Website team sent out an RFP to seven vendors on September 1, 2006. The vendor conference call was held on September 15, 2006. The deadline for submission of proposals is October 30, 2006. The selected contractor will be notified by November 14, 2006.

The CRHA and CAT Clinic website will have a web presence by December 15, 2006 and will be fully operational by January 15, 2007.

### CAT Clinic Update—Fifth Quarter

- There were 14 patients enrolled and five discharged from the CAT Clinic for a total of 62 patients currently enrolled.
- Patient satisfaction survey results indicate CAT Clinic patients are 100 percent satisfied with the services they receive at the clinic.
- 57 percent of CAT Clinic patients are in INR range versus 51 percent of patients in INR range prior to enrollment into the CAT Clinic.
- Zero patients have been hospitalized or had an emergency room visit since enrollment in the CAT Clinic.
- Orientation sessions were conducted with: Mercy Family Practice Clinic managers, St. Luke’s Hospital cardiology and neurology units and with the medical director for their new hospitalist’s program, staff case coordinator meeting from Mercy Medical Center, three staff members from Cardiology P.C., and the staff and physicians from Mercy Care, Johnson Ave.

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- We have received five requests to preview the “*Warfarin Patient Management System*” software.
- Carla Huber, RN, CAT Clinic coordinator received 14 requests to reprint “*My Guide to Coumadin/Warfarin Therapy*” since the June AHRQ Conference. Requests have been from all over the U.S. including Hawaii.
- Allen Hospital in Waterloo, IA uses “*My Guide to Coumadin/Warfarin Therapy*” for all in-patients and in their anticoagulation clinic.
- Jenny Henderson, RN, was hired to staff the CAT Clinic on a part-time basis when Huber is away at meetings or on paid leave.
- Work is nearly complete on the CAT Clinic business plan. This plan outlines the mission, objectives, budget, and other items to ensure its sustainability after June 30, 2007, when the AHRQ funding ends.

### CRHA Update—Fifth Quarter

Work continues on the CRHA’s 501 (c) (3) application. This designation is necessary for the CRHA to begin actively applying for grant funding and to begin to look for other sources of funding. The CRHA also needs to begin to show a revenue track record in order to be competitive for grants and an expenditure track record to help determine an Indirect Cost Rate, which is needed to sustain the organization into the future.

CRHA’s Board of Director’s next meeting is November 9, 2006 at 3:30 p.m. at the Physician’s Clinic of Iowa’s board room.

### Watch Your Mailbox!

A marketing piece is currently being created for the CRHA. The marketing piece has been designed as a mailer and will be sent to all of those who were invited or attended the *Community Leader Healthcare Training Session* on September 25.

### Gage Repeatability and Reproducibility (R & R) Study

Tim Taylor and Brion Hurley, engineers for Rockwell Collins, identified a need to review the process at our local laboratories—Weland Laboratories, Medlabs, St. Luke’s Hospital, and Mercy Medical Center.

In September Taylor and Hurley met with representatives from the four local laboratories and a representative of Dade Behring (the manufacturer of the Sysmex machine, which all Cedar Rapids laboratories use for pro-time testing) to discuss the findings of the R&R study. All agreed that the INR’s are different possibly due to differences in mean pro-time of each lab.

The laboratories decided to devise a mean pro-time testing protocol to include: the sample size and a questionnaire to screen patients who agree to provide blood for the testing.

Laboratory representatives also discussed the possibility of moving to Innovin. Innovin is a sensitive thromboplastin prepared from recombinant human tissue factor and synthetic phospholipids. It has a greater sensitivity

#### TECHNICAL CONTRIBUTORS

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than other thromboplastins and assures better accuracy and precision of PT and INR results and permits more optimal adjustment of warfarin dosage and fewer adverse effects of anticoagulation. The current thromboplastin used at Cedar Rapids laboratories has an ISI value of about 1.97. Innovin has an ISI value of about 1.0. The decision to switch to Innovin should be made by mid-October. The mean pro-time testing protocol should be in place by Dec. 1, 2006.

### **Seventy Three Attend Community Leader Healthcare Training Session**

On September 25, 2006 the fourth of eight *Community Leader Healthcare Training Sessions* was held at the Kirkwood Training and Outreach Services Center. The content of this session gave the attendees valuable background knowledge of the grant’s purpose and progress as well as an introduction to quality management systems and the framework provided by ISO 9000 standards. The audience was also introduced to the CRHA and the possibilities of how they—as community business and healthcare leaders—can partner together to work to increase the quality of life and healthcare in our community.

Attendees of this training session included professionals from:

- Affiliates of Family Practice
- Alliant Energy
- Cardiologist’s, PC
- Cedar Rapids Community School District
- City of Cedar Rapids
- David Mahlke Associates
- Greater Cedar Rapids Community Foundation
- Hall-Perrine Foundation
- Kirkwood Community College
- Iowa Foundation of Medical Care, Des Moines, IA
- Iowa Health Collaborative, Des Moines, IA
- Iowa Health Physicians—Internal Medicine
- Iowa Quality Center
- Linn County Anesthesiologists
- Linn County Pharmacists Association
- Medlabs
- Mercy Care Physicians
- Mercy Medical Center
- Physician’s Clinic of Iowa, PC
- Rockwell Collins
- St. Luke’s Hospital
- United Heart Associates
- United States Senate, Washington D.C.
- University of Iowa—Department of Health Management, Iowa City, IA
- Van Meter Industries
- Wellmark Blue Cross Blue Shield, Des Moines, IA
- WES Technology Associates

Of the attendees 96 percent rated the session “Excellent” or “Good.” If you were unable to attend you may call 319-398-5671 for a copy of the videotape.

### **Twenty-One Attend Informational Audit Training Session**

An informational training session was held on August 21, 2006 at the Kirkwood Training and Outreach Services Center. The employees of all of our business partners and area physician clinic personnel were invited. The purpose of this session was to outline the importance and benefits of auditing a quality system based on ISO 9000 or any quality management system. The session was led by Paul Zimmerman, a local expert on ISO Auditing. The content of this session gave attendees valuable knowledge on the importance of auditing and the role of the auditor in the process.

### **Auditor Training Session**

An Internal Auditor Course will be held November 6-8, 2006 at Kirkwood. Paul Zimmerman, an ISO auditor, will lead the training. If you are interested in attending you may call 319-398-5671.