

PARTNER UPDATE

Summer 2006

CAT Clinic Up and Running

There are 41 patients enrolled in the CAT Clinic for a total of 52 patients enrolled during the third and fourth quarters. Opened enrolled and conducted orientation sessions were completed for two primary care and one neurology, internal medicine and rheumatology clinic(s).

Patient Education Material Revised

We received the revised *My Guide to Warfarin Therapy* to use as patient education material. The guide is posted on: <http://www.ahrq.gov/consumer/coumadin.htm>. During the fourth quarter three requests to reprint the guide were received.

Hospital Discharge Process Created for Coumadin/Warfarin Patients

Carla Huber, RN, CAT clinic nurse coordinator, met with nurse managers from St. Luke’s Hospital and Mercy Medical Center to evaluate current discharge processes for patients receiving Coumadin/warfarin. All managers support the need to standardize the discharge information sent to the treating physician and educational information given to patients. Tim Hehr, RN, Mercy Medical Center, hospital coordination team leader, coordinated the process and developed a discharge flow process the hospitals agreed to use. Hehr and Huber plan to meet with the managers again to finalize the process and implement it on a small scale to test the process.

Patient Data

Data was presented to the Metrics team on June 29, 2006:

- Percent of patients in INR range: May—prior to CAT Clinic 43.8 percent, after enrollment in CAT Clinic 59.1 percent. June—prior to CAT Clinic 50 percent, after enrollment in CAT Clinic 58.3 percent.
- Percent of dose changes/100 days of therapy – May – 1.28 percent and June 1.48 percent.
- Physician contacts (the percent of time the CAT Clinic contacts the referring physician for INR above or below guidelines) – May – 2.8 percent and June 13.3 percent.
- Zero admissions to the hospital or emergency room related to anticoagulation.
- Baseline data for admissions to the hospitals for bleeding/thrombotic related events was determined to be:
 - Mercy Medical Center—26 for 2004 and 25 for 2005.
 - St. Luke’s Hospital—26 for 2004 and 37 for 2005.
 - The total between both hospitals was 52 for 2004 and 62 for 2005.

Anticoagulation Management Tool Kit Created

Iowa Healthcare Collaborative (IHC) Anticoagulation Management work group met in May. Representatives from three other anticoagulation

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management services attended. The IHC plans to implement a tool kit for the state of Iowa of items that all anticoagulation management services should have in place (evidence based guidelines, patient agreements, patient education materials, other policies, etc).

Provider Satisfaction Survey Results

Cardiologists P.C. and United Heart Associates providers were surveyed. Their overall satisfaction with the current system was 69 percent. Nurses and physicians would like a centralized Coumadin management system, improved patient education, and a standard way to dose Coumadin.

Patient Satisfaction Survey to be Created

A Patient Survey Team is devising a written patient survey and will utilize focus groups to assess patient satisfaction for those enrolled in the program for at least three months and to test the written survey. The plan is to complete the focus groups in August 2006.

CAT Clinic Database Update

Quality Management System Solutions (QMSS) completed its work with the CAT Clinic staff on development of the clinic database software system, which is built on an Access database with reporting capabilities for the CAT Clinic. Clinic staff working with QMSS generated the system requirements and the software is nearing completion of final testing and refinement. Minor adjustments are being made periodically based on findings as patient enrollment increases.

Gauge Repeatability and Reproducibility Study Completed at Local Laboratories

Brion Hurley and Tim Taylor, Rockwell Collins engineers, conducted a gauge repeatability and reproducibility study at two local laboratories testing blood from volunteers not taking Coumadin. Findings from this study indicated a significant difference of INR's between laboratories. In May, the study was repeated at the same laboratories utilizing blood from patients taking Coumadin. The results indicated a significant difference of INR's between laboratories.

Hurley and Taylor have requested information from all four local laboratories about their process of testing and reporting mean protimes in 2006. Each year when the laboratories receive their new thromboplastin they draw blood from patients not taking Coumadin and configure a mean protime for that test group. They found that each facility conducts testing on different patient populations and utilize different sample sizes.

Part-Time Nurse Needed

The Cedar Rapids Health Care Alliance would like to hire a part-time registered nurse to assist in the CAT Clinic. If you know of an individual who could assist the clinic please call 319-558-4045.

Palmer Leaves Kirkwood Community College

Program Administrator Rebecca Palmer has left her position. A transition plan between the Kirkwood Grants Department and St. Luke's Health

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Care Foundation was reached to maintain grant administration responsibilities.

- Debbie Mrkvicka, grants and contract management director at Kirkwood Community College, will assist the project with grant administration. Her contact information is: debbie.mrkvicka@kirkwood.edu or 319-398-7110.
- Tonya Arnold, grant writer, St. Luke’s Health Care Foundation, will assist the project with preparation of research and program reports. Her contact information is: arnoldts@crstlukes.com or 319-378-0439.

Iowa Quality Center - Executive Level Training

During the fourth quarter, the Iowa Quality Center (IQC) conducted two Executive Training sessions. The sessions were held on April 3 and June 22, 2006. The training sessions were attended by the following partners: Mercy Medical Center, St. Luke’s Hospital, Cardiologists P.C., United Heart Associates, area laboratory management and pathologists, Kirkwood Community College and community business partners.

The purpose of the first training session was to provide project partners with an update on project activities. Discussions continued about the group’s efforts to develop a community of patient safety and healthcare delivery. A Rockwell engineer also presented the process of how mapping the cardiology clinic’s had been accomplished.

The training component of the session included a small group exercise that utilized a quality tool called the Inter-relationship Digraph. This exercise asked participants to identify the system elements that were positive forces for future collaborative efforts. The small groups then determined if there was a relationship between the elements and then, which of the elements most affected the other. The outcome of the exercise demonstrated which elements of the system have the most power in the system and drives the other elements.

At the second training session James Levett, MD, principal investigator, provided an overview of the AHRQ Conference in Washington D.C, which was attended by 14 people associated with the grant. A short talk was also given by Lee Clancey, local director of the Cedar Rapids Chamber of Commerce on the business community’s perspective of today’s healthcare costs.

A report was given that highlighted how ISO 9000 criteria can be utilized to develop an improvement plan for a process. The training component of the session was a small group exercise that focused on leadership’s role to address four earlier identified “opportunities” identified in the January 30 bone diagram. Participants were divided into small cross-disciplinary groups that were facilitated by quality improvement consultants. The purpose of the session was to build on the earlier staff session and to identify what is needed for leadership to address these opportunities. Each small group reported their ideas to the entire group.

Iowa Quality Center - Staff Level Training

The IQC conducted the second and third of six sessions on ISO 9001 training for project partner’s staff level personnel on May 16 and June 22, 2006 at the Kirkwood Training and Outreach Services Center .

The purpose of the May 16 session was to provide staff with an overview of the grant, update them regarding ongoing activities of the grant, and to share lessons learned from the Physician’s Clinic of Iowa’s experience with ISO 9000 implementation and application. Other agenda items included:

- Explanation of how process mapping was being used for the hospital discharge process.
- The Identification of the Eight Keys to an ISO 9000 System.
- A small group exercise, which described the ISO Standards from a healthcare perspective.
- A homework assignment of “real” life application of the standards to attendees’ workplace to be turned in at the next staff training session. The homework asked the attendees to assess their

organization against the assessment tool that is utilized by companies that have implemented ISO and to check their level of success.

The purpose of the June 22 session began with a report on their homework assignment that was shared with one another in small groups and then summarized for the entire group. The group was then introduced to the common characteristics of the organizational culture that are present in a Quality Management System (QMS) and leadership’s role within this system. A small group exercise then asked the participants to explore how the ISO 9000 Standards could be applied toward a specific topic (like the Medication Matters Program).