

# Quality Counts

Arizona Nursing Home Quality Initiative

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## IHI 5 Million Lives Campaign

### *New intervention materials available*

The Institute for Healthcare Improvement (IHI) is a nonprofit organization for the improvement of health care throughout the world. The IHI was founded in 1991 and is based in Cambridge, Massachusetts. IHI's work is funded primarily through fee-based program offerings and services, as well as through the generous support of various foundations, companies, and individuals.

The IHI recently launched a *5 Million Lives* Campaign to protect patients from 5 million incidents of medical harm over the next two years (December 2006–December 2008) by enlisting thousands of hospitals in a commitment to implement changes in care that have been proven to prevent morbidity and mortality. One of the campaign aims is to improve the management of pressure ulcers. To support this work, the IHI has developed a Prevent Pressure Ulcers Getting Started Kit.

The Kit is available for download by visiting <http://www.ihl.org/IHI/Programs/Campaign/Campaign.htm?TabId=2#PreventPressureUlcers>.

Users will be required to create an account first before being able to access the Kit. Registration is free.

## CMS Open Door Forum

The next CMS Skilled Nursing Facility/ Long-Term Care Open Door Forum is March 28 at 12:00 p.m. (Arizona time). Dial 1.800.837.1935 and enter Conference ID 9382153. For more information, visit <http://www.cms.hhs.gov/opendoorforums>.

## Medicare Appeals: Provider Information

Coming soon! HSAG's new Medicare provider Web page will contain information about Fee-for-Service and Medicare Advantage benefits. Providers will be able to view the latest information on:

- The beneficiary notices initiative (BNI).
- Managed care appeals and grievances.
- Sample notice forms (downloadable).
- The *Federal Register* (BIPA) Regulation.

Look for more information in next month's newsletter.

## Pain Management Tools for the CNA

The UCLA Borun Center for Gerontological Research offers a free Pain Screening Module. This Module features a screening tool specifically designed for CNAs.

The tool is designed as a screen only, as a comprehensive assessment by a licensed nurse should follow the CNA pain screening to evaluate pain intensity, location, quality, and associated symptoms.

The Module presents instructions and tools for screening and includes discussion of the problem—inadequate pain detection—and presents an overview of the solution.

To view the Pain Screening Module, visit [http://www.borun.medsch.ucla.edu/modules/Pain\\_screening/pain2.htm](http://www.borun.medsch.ucla.edu/modules/Pain_screening/pain2.htm).

For questions or comments about the module, please contact the Borun Center at 818.744.3347.

## New NPUAP Support Surface Guidance

The National Pressure Ulcer Advisory Panel (NPUAP) has recently posted new terms and definitions related to support surfaces. The document is available for download at [http://www.npuap.org/pdf/NPUAP\\_S3I\\_TD.pdf](http://www.npuap.org/pdf/NPUAP_S3I_TD.pdf).

This document represents the culmination of several years of work by many dedicated people. The terms and definitions were agreed upon by the majority of the NPUA Board's Support Surface Standards Initiative members and refined after a period of public comment.

The NPUAP has also updated the Pressure Ulcer Stages, Definitions, and Descriptions document, which can be downloaded by visiting [http://www.npuap.org/documents/NPUAP2007\\_PU\\_Def\\_and\\_Descriptions.pdf](http://www.npuap.org/documents/NPUAP2007_PU_Def_and_Descriptions.pdf).

In order to reproduce and/or alter these documents, you must follow the guidelines in the following document: <http://www.npuap.org/DOCS/11P06CopyrightPol.doc>.

## Advancing the Collaboration Across the Continuum of Care

Join HSAG and other Arizona health care organizations in their efforts to advance the continuum of care to reduce pressure ulcers and the use of restraints across all health care settings. Two upcoming summits will feature leading experts who will share best practices that can be implemented within your organization.

### **2007 Reducing Pressure Ulcer Summit**

Wednesday, May 23

Black Canyon Conference Center  
9440 N. 25th Avenue, Phoenix, AZ 85021

### **2007 Reducing Restraints Summit**

Wednesday, June 27

Desert Willow Conference Center  
4340 E. Cotton Center Blvd., Phoenix, AZ 85021

Sponsoring organizations include the Arizona Association for Home Care, the Arizona Association of Homes and Housing for the Aging, the Arizona Department of Health Services, the Arizona Health Care Association, the Arizona Hospital and Healthcare Association, the Department of Economic Security, Health Services Advisory Group, the National Association of Directors of Nursing Administration—Arizona Chapter, and the Office of the Governor.

For more information, call 602.445.4356 or e-mail [edsservices@azhha.org](mailto:edsservices@azhha.org).

## Doctors Warned About Common Drugs for Pain

### **NSAIDs tied to risk of heart attack, stroke**

Doctors treating people for chronic pain should avoid using all medications—at least at first—the American Heart Association (AHA) advised recently in guidelines designed to have a significant impact on the use of medications known as nonsteroidal anti-inflammatory drugs, or NSAIDs.

The scientific statement said that, with the exception of aspirin, there is now strong evidence that NSAIDs

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are associated with an increased risk of heart attacks and stroke. If 100 patients who have had heart attacks in the past or are at risk for heart disease take these drugs for a year, researchers would expect to see 6 additional deaths in this group.

The statement expressed particular concern over a subgroup of these drugs known as Cox-2 inhibitors.

The professional association laid out a step-by-step approach that is very different from the way physicians typically have approached treating chronic pain and inflammation. "In the past, many physicians would prescribe the Cox-2 drugs first," said Elliott Antman, a professor at Harvard Medical School who led a group of experts assembled by the heart association to study the issue. "We are specifically recommending that they should be used as a last resort."

"This is a very firm statement we are making," he added. "It is our belief, hope and desire that physicians will take our advice, and by doing so it is our belief and hope that we will reduce the number of patients who suffer heart attacks and strokes."

Patients should be treated first with nonmedicinal measures such as physical therapy, hot or cold packs, exercise, weight loss, and orthotics before doctors even consider medication, said the AHA scientific statement published in the journal *Circulation*.

Patients who get no relief after those measures have been exhausted can be considered for drug therapy, but doctors should try drugs only in a certain order.

To read the article in its entirety, visit <http://www.washingtonpost.com/wp-dyn/content/article/2007/02/26/AR2007022601264.html>.

Source: *The Washington Post*, Shankar Vedantam, February 27, 2007; A08. Accessed online March 13, 2007.

## Upcoming Events

### **Arizona Health Care Association (AzHCA)—Long-Term Care Leadership Spring Training**

March 19–20, 2007, at the Tucson Marriott University Park, 880 E. Second St., Tucson, AZ 85719

Please contact John Linda, Director of Member Services, at 602.265.5331 or at [johnlinda@azhca.org](mailto:johnlinda@azhca.org). Visit AHCA's Web site, <http://www.azhca.org/conferences/index.php>, for more information.

### **American College of Health Care Administrators (ACHCA), Arizona Chapter—Preceptor Workshop**

March 21, 2007, at the Tucson Marriot University Park, 880 E. Second St, Tucson, AZ 85719

For registration information, contact Susan Bender at 602.740.7442 or [bender9@cox.net](mailto:bender9@cox.net).

### **Arizona Association of Homes and Housing for the Aging (AzAHA)—24th Annual Conference and Expo**

March 24, 2007, at the Mesa Centennial Conference Center, 263 N. Center Street, Mesa, AZ 85201

For registration information, contact Edwina Camplin at 602.230.0026.

## Tip of the Month

### **Improving nursing home quality and payment**

The Centers for Medicare & Medicaid Services (CMS) will broadcast a Webcast on Friday, March 23, from 1:00 to 3:00 p.m. EST. This live, two-hour presentation via satellite and Internet will help providers, quality improvement organizations, and surveyors increase their knowledge of nursing home quality projects. The projects will improve nursing care and support CMS' quality and payment responsibilities. Three important areas will be covered:

- Advancing Excellence in America's Nursing Homes Campaign (<http://www.nhqualitycampaign.org>)
- Staff Time and Resource Intensity Verification Project (STRIVE)
- New MDS 3.0 resident interview items

The broadcast will consist of individual speakers, video segments on the Advancing Excellence Campaign, and a visit to a Maryland nursing home

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that participated in the STRIVE study, as well as conversations with MDS 3.0 validation nurses.

Individual and site registration is available. To obtain satellite information and CEUs for viewing the training program, visit <http://www.cms.hhs.gov>. For individual and site registration and viewing instructions, visit <http://cms.internetstreaming.com>.

Source: CMS

## SBAR Toolkit Launch

According to JCAHO, communication failure has been implicated in 63 percent of all sentinel events as the leading root cause, surpassing orientation and training.

Join the Arizona Hospital and Healthcare Association's Safe and Sound patient safety initiative for the Situation-Background-Assessment-Recommendation (SBAR) Toolkit Launch Event on Wednesday, April 25, at the Phoenix Zoo.

Safe and Sound will present the SBAR Communications Toolkit to Arizona hospitals to encourage statewide support and adoption of SBAR communication principles.

To reserve your space at this event, contact Kathy De Lisle at [kdelisle@azhha.org](mailto:kdelisle@azhha.org) or 602.445.4325.

## Helpful Web Sites

<http://www.arizonageriatrics.org>

The Arizona Geriatrics Society Web site contains information on issues and public policy regarding elder care. Membership information is also available.

<http://www.nhqi-star.org>

Set quality measure targets for high-risk pressure ulcers, physical restraints, depression, and chronic-care pain.

<http://www.qualitynet.org>

Download the new Nursing Home Improvement and Feedback Tool (NHIFT) software *free of charge*.

<http://www.medqic.org>

The Medicare quality improvement community.

<http://nhqi.hsag.com>

The Arizona Nursing Home Quality Initiative, hosted by HSAG.

<http://www.nhqualitycampaign.org>

*Advancing Excellence in America's Nursing Homes* Campaign Web site.

## HSAG Nursing Home Team Contact Information

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This material was prepared by Health Services Advisory Group, Inc. (HSAG), the Medicare Quality Improvement Organization for Arizona, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.