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An Information & Quality Healthcare (IQH) Publication

Dr. Magdi Wassef Named A. A. Derrick Award Recipient

Dr. Magdi Wassef's pioneering efforts in the Physician Quality Reporting System (PQRS) earned him the A.A. Derrick Quality Award, according to Dr. James S.



McIlwain, IQH president. The award is presented in memory of Dr. Arthur Derrick, who was instrumental in the founding and support of quality of care in the state. Dr. Wassef, a physician with the Southaven Internal Medicine Clinic, received national recognition as the first

physician in the United States to successfully submit PQRS measures via EHR for the 2011 reporting period. Dr. Wassef shared his experience in submitting PQRS measures electronically in a National Quality Improvement Organization call, in which he described the ease of submitting measures using the EHR and why he felt it was important.

His journey with the electronic health record effort began some five years ago as he realized the advantage that moving from paper to an EHR would contribute to the quality of care he could provide for his patients. With some 200 systems available, he began with a study of 22 systems. He narrowed the field to five and then focused his attention on substance, not color or presentation. He also pointed out that he looked for a software that came from a programmer who thought like he did.

Dr. Wassef graduated from Alexandria Medical School in Egypt in 1985, then traveled to Wales, United Kingdom, for his internal medicine residency in 1989. From there, his journey brought him to the United States and Methodist Hospital in Memphis in 1993 where he finished his internal medicine residency. He was certified with the American Board of Internal Medicine in 1993 and re-certified in 2003. He practiced in Tallahatchie General Hospital in Charleston from 1994 to 1996 and has been in private practice with his sister, Dr. Mary Missak, in Southaven since 1996.

He has good memories of his Tallahatchie General Hospital medical practice years in Charleston, describing the time as the "best two years" of his life, when he and his wife Amira were married and their family grew to include their children Megan and David. The youngest of four

children, Dr. Wassef recalls that his father had wanted to study medicine. All four of his children became physicians, with another brother and sister in medical practice in Virginia.

"Dr. Wassef is a doctor who envisions the creation of a national health information exchange to connect all access points in health care for patients' quality care and for physicians who care for them," said Dr. McIlwain. "His dream of a health exchange is vested in the idea of using electronic health records to support quality. And he wants the dream to become fact no matter who is credited with success in bringing the dream to reality. Especially noteworthy is his enthusiasm in sharing his experience with any physician interested in entering the electronic health record world."

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The IQH website includes two Mississippi physicians sharing their experiences with electronic health record implementation. Dr. Magdi Wassef of Southaven tells of his experience in using his EHR for PQRS. Dr. Samuel Peoples of Jackson gives details of transforming paper medical records into an EHR system in a four-part video series.

<http://www.msqio.org/C9-provider-resources-Success-Stories.php>

Share Successes

Alert IQH about any success stories you may have experienced that accents the quality improvement efforts underway at your facility. Plans of action and quality achievements that reflect quality of care for Medicare patients will be shared on the IQH website and in newsletters. Sharing best plans and practices among healthcare providers contributes to the quality improvement efforts underway throughout the state.



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Review Physicians Welcomed

Physicians interested in performing review for
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National Influenza Vaccination Week Dec. 8-14
 Check <http://www.cdc.gov/flu/nivw/index.htm>
 for new resources and updates

Flu + You Program Features Actor Lee Majors

Actor Lee Majors, who is best known for his iconic roles
 on *The Big Valley* and *The Six Million Dollar Man*, has
 embarked on an important and action-packed mission:
 getting vaccinated against the flu. The PSA is part of the
 National Council on Aging (NCOA)'s Flu + You program,
 which aims to help protect older adults from the flu by
 educating those age 65 and older about the dangers of the
 flu, the importance of annual vaccination, and available
 vaccine options.

Each year in the United States, nine out of 10 flu-related
 deaths and more than six out of 10 flu-related hospital stays
 occur in people 65 years of age and older. For older adults,
 the flu can be very serious, even deadly, due to the
 weakening of the immune system with age. The creative
 video follows Lee as he goes back in time – clad in *The Six
 Million Dollar Man*'s famous red track suit – and embarks
 on an action-packed mission to get his flu shot.

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Contact Alicia Parker-Cummins at IQH
 601-957-1575 ext. 214 for more information.

The Mississippi Tobacco Quitline is funded by a grant from the
 Mississippi State Department of Health



Three Rivers Healthcare Coalition Meeting



Decreasing hospital readmissions are the key words when participants of the Three Rivers Healthcare Coalition meet. The ten-county coalition includes representatives from local hospitals, nursing homes, home health agencies, hospice, physician offices/clinics and other types of healthcare providers, all vital players in the effort to reduce 30-day acute hospital readmissions. Shown at a meeting at the Three Rivers Area Agency on Aging office in Pontotoc are, from the left, Mary Helen Conner, IQH care transitions project leader; Cleveland Joseph, director of Three Rivers Area Agency on Aging; Julie Whitfield, admissions and marketing coordinator of Methodist Senior Services, Traceway Cedars Health Center; Linda Shields, care transitions intervention coach, North Mississippi Medical Center (NMMC); Dr. Lee Greer, chief quality and safety officer of North Mississippi Health Services; and Dr. Ashley W. Harris, family practitioner and geriatric medicine specialist, NMMC. Also speaking were Susan Wilbanks, director of case management and social services, Baptist Memorial Hospital of North Mississippi, Oxford, Mary Franklin, chief nursing executive, Gilmore Memorial Regional Medical Center, Amory, and Sherry Gaskin, NMMC outcomes manager.

65 Classes Taught in Meridian Diabetes Project

The healthcare project targeting the high prevalence of diabetes in the Meridian area began in September 2012 with 54 providers recruited. The first diabetes self-management education (DSME) class was held Nov. 8, 2012. Sixty-five classes were conducted by IQH concentrating on the health of the African-American community through September 2013. The project focused on reducing amputation rates and improving care through diabetes self-management education (DSME) classes. Working under contract with the Centers for Medicare & Medicaid Services (CMS), IQH provided the free classes taught by nurses trained in the curriculum based on the Diabetes Empowerment Education Program (DEEP).

Healthcare providers, community partners, housing authorities, Area Agencies on Aging, retirement organizations, church groups, mailings and door-to-door visits worked together to enlist participants for the classes. The provider education component featured a two-hour CME program that included toolkits and nationally known speakers.

Additionally, participants who were not targeted attended the DSME programs and included non-African-American beneficiaries with diabetes, caregivers and other interested individuals. After the

graduation, targeted participants received a series of three calls from an IQH healthline coach to reinforce the education and to collect information on follow-up visits with healthcare providers. Information collected included foot exams, eye exams and recommended tests (A1C, lipid and renal exams).



Lisa Camel, RN, and Willie Ann Thomas, RN, served as instructors in Diabetes Self-Management Education classes in the Meridian area.

UMMC Speakers Share Antimicrobial Stewardship Updates



An antimicrobial stewardship workshop featured speakers from the University of Mississippi Medical Center (UMMC) who have been responsible for implementation of an antimicrobial stewardship program (ASP). Jason Parham, MD, MPH, Kayla Stover, Pharm D, BCPS, and Travis King, Pharm D, BCPS, emphasized the importance of implementation of an antimicrobial stewardship program to some 45 multi-disciplinary healthcare professionals.

The speakers described the misuse of antimicrobials, the consequences of misuse and how antimicrobial stewardship can help. The importance of Pharmacokinetics and Pharmacodynamics of antimicrobials was discussed. Recommendations for how to build and sell the program were given in addition to the importance of measuring progress. The term antimicrobial stewardship refers to a system of informatics, data collection, policies, and procedures that promotes optimal selection, dosing, route and duration of antimicrobials.

“By implementation of a stewardship program, a facility will limit inappropriate and excessive drug use leading to an improvement in therapy and clinical outcomes for individual patients,” said Vickie Taylor, IQH project leader, coordinator of the workshop. Speakers emphasized that antibiotic misuse hurts patients by increasing adverse drug events, antibiotic resistance, and *Clostridium difficile*. Antibiotic misuse hurts society by increasing healthcare costs.

Dr. Parham is an assistant professor of the Division of Infectious Diseases, Department of Medicine, University of Mississippi Medical Center, and is the director of the antimicrobial stewardship program. He serves on the Mississippi Division of Medicaid Drug Utilization Review Board.

Kayla Stover, Pharm D, BCPS (AQ-ID), is an assistant professor in the University of Mississippi School of Pharmacy, Department of Pharmacy Practice.

Antimicrobial Stewardship Updates

Vickie Taylor, left, IQH project leader, coordinated the workshop on the antimicrobial stewardship program that attracted participants from throughout the state. She is shown with UMMC speakers Dr. Jason Parham, Kayla Stover and Travis King, who gave details and updates on the subject.

She presently serves as a member of the adjunct faculty, Department of Pharmacology/Toxicology, at UMMC.

Travis King, PharmD, BCPS, is an assistant professor in the University of Mississippi School of Pharmacy, Department of Pharmacy Practice and is a member of the adjunct faculty.

Antimicrobial Stewardship Materials:

Visit www.msqio.org

The information shared at the antimicrobial stewardship workshop is available on the IQH website, www.msqio.org.

“Do the WAVE MISSISSIPPI” Contest: Showcase Patient Safety Improvement Efforts

A “Do the WAVE Mississippi” contest is offering the opportunity to recognize efforts of healthcare providers committed to reducing infections in their facilities. Sponsored by the Reducing Healthcare-Associated Infections Learning & Action Network, the contest is designed to increase awareness and encourage the use of the tools, including “Wash Hands,” “Ask Questions,” “Vaccinate,” and “Ensure Safety.” Best entries will be recognized at an April 2014 meeting.

Entries can be PowerPoint presentations, videos or poster-storyboard campaigns showcasing WAVE implementation efforts.

For more information, contact Vickie Taylor, RN, vtaylor@msqio.sdps.org or call 601-957-1575 ext. 245.

TeamSTEPPS Trainers



Educational Videos Available

IQH's website has educational videos for Part B Medicare fee-for-service providers interested in the basics of the PQRS program. These short video slideshows can serve as an introduction to PQRS and PQRS reporting options and shows contact information. The videos cover group reporting, creating an IQCS account, EHR direct, claims reporting, registry reporting, introduction to PQRS, and administrative claims. The video times vary from 5 to 13 minutes.

<http://www.msqio.org/C9-provider-resources-PQRS-Reporting.php>

Serving as TeamSTEPPS training faculty at a recent program were these IQH staff members, from left, Mae McDaniel, Brenda Townsend, Vickie Taylor, Sarah Miller, Mary Helen Conner and Trannie Murphy. Team Strategies to Enhance Performance and Patient Safety (TeamSTEPPS) is an evidence-based set of teamwork tools, aimed at optimizing patient outcomes by improving communication and teamwork skills among health care professionals. It includes a comprehensive set of ready-to-use materials and a training curriculum to successfully integrate teamwork principles into any health care system. The teamwork system was developed jointly by the Department of Defense (DoD) and the Agency for Healthcare Research and Quality (AHRQ).

Virtual Dementia Tour: Participants Undergo Training Illustrating the World of the Dementia Patient



These participants through the Virtual Dementia Tour entered the world of the patient with dementia. Seated, from left, are Maria Allen, Melora Jackson, Kim Sistrunk, Kathy Van Cleave; standing, from left, Beth Gruzinskas, Vicky Lewis, Brenda Townsend, Mae McDaniel, Wanda Beaird, Katie Bohannon, Pamie Jaynes, Sandi Summers, Brenda Brodie, Missy Altese, and Sarah Miller. Malora Jackson trained a number of staff members from nursing homes and IQH in order for the participants to become trainers in the scientifically proven method called the Virtual Dementia Tour. This tour uses patented sensory tools and instructions in order to allow participants to have a better understanding of a resident with dementia. Participants in the Virtual Dementia Tour were garbed with goggles that mimic how the eyes can change with age causing eyesight problems. Uncomfortable inserts were placed in the participants shoes to simulate foot pain, and gloves were worn contributing to difficulty in performing basic tasks. Headphones helped to explain why dementia residents have difficulty discriminating sounds by playing various loud voices, static, and sirens at the same time. While having headphones blaring in their ears, participants were instructed to perform several tasks or activities of daily living. The room that was used in the tour was dimly lit and a strobe light flashed as participants saw dishes, clothes, paper, pen, and other items placed in the room. Participants were given a few minutes to complete the tasks and then were ushered out of the room. Upon completion of the tour, one participant stated, "I was very frustrated and irritable! The loud noises made it very difficult to concentrate." For more information on how to train staff to have a better understanding of a resident living with dementia, contact Mae McDaniel, mmcdaniel@msqio.sdps.org or 601-957-1575 ext. 221.

EHR Contribution to Effective Diabetes Control Effort

KC Arnold, ANP, BC-ADM, one of IQH's most successful reporting providers in the Physician Quality Reporting System (PQRS), presented her electronic health records experience at a meeting of the Mississippi Chapter of the Health Information Systems Society (MSHIMSS). The chapter hosted the meeting that focused on improving quality patient care through the electronic medical record.

KC, who is a Davies Ambulatory Care Award winner and the owner of a high volume three-provider practice in Ocean Springs specializing in diabetes management, joined an impressive list of guest speakers that included physicians, executives, and analysts from across the nation.

Her presentation, "A Case Example of Quality Reporting," detailed the clinic start-up, electronic health record (EHR) implementation, quality measures reporting, and continuous quality improvement practices used in her clinic. "KC's diligence, technological progressiveness, and willingness to have a mutually beneficial relationship with IQH are in direct correlation to the growth and achievement of The Diabetes Center," said Ramona Drake, project coordinator.

In her presentation, KC told how access to data is helping her in the clinical management of her patient population's health, saying that the insulin pump data have been invaluable. KC explained, "When I look at the download of what my patients are doing every day, I can help patients become more successful with their device." KC said she can be encouraging to a teenager who may not be testing his or her blood sugar or may not be taking insulin.

Speaking to how IQH's involvement with her practice has been of benefit, she addressed learning the nuances of



KC Arnold of The Diabetes Center in Ocean Springs, second from right, received recognition for outstanding work in diabetes screening. Recognized, at the Mississippi State Department of Health's Empowering Mississippi Communities meeting, she is shown with Augusta Bilbro, left, director of the Heart Disease and Stroke Prevention Program, Carisa Nixon, IQH prevention specialist, and Dietrich Taylor, right, director of the Diabetes Prevention and Control Program. KC was a speaker at a recent MSHIMSS Chapter meeting.

her EHR reporting and dealing with change. She explained how she worked with IQH on how to utilize the electronic health record better and how she and the QIO spent a great deal of time figuring out why things were not being captured accurately in reports, what updates were made to the EHR vendor software and what she had to do to adapt her documentation to those changes. Since her practice did not meet the patient population eligibility of 30% for Medicaid Meaningful Use incentives, and, as a nurse practitioner, she is not considered an eligible professional for incentives under the Medicare Meaningful Use program, PQRS reporting is the only incentive program to recoup some of her technological expenses.

IQH and the clinic staff review quarterly reports, seeking improvements to the data collection process. She said, "Sometimes our electronic health record does not connect, so we've had to relearn how we should document our tobacco assessment and counseling, how to link our documentation to codes in the flow sheet so that we could get good data."

"KC and The Diabetes Center have been successful with PQRS reporting using the direct EHR method for nearly three years in a row," said Ramona.

Speaking to how new EHR technologies such as patient portals are utilized in her clinic, KC emphasized that she believes in giving patients direct communication to their providers. If patients choose to use the portal, The Diabetes Center does that through their electronic health record. Patients do not email the clinic every day. Portal access offers patients the opportunity to click for refills, for updating their demographics, or for requesting an appointment. The best part for KC as a provider focused solely on diabetes is that when adjustments are needed on an insulin pump, patients do not have to go to the clinic. "They can send us their blood sugar values through the portal. I can make a change, and they can get that information—and report, 'Got it!'"

"KC and The Diabetes Center are an excellent example of how technology can improve clinical measures and patient experiences in today's healthcare," said Ramona. "Her invitation from MSHIMSS to share her EHR experience and work with the QIO also demonstrates the important contribution that local partnerships can make in the promotion of information technology to improve patient outcomes."

IQH's website has educational videos for Part B Medicare fee-for-service providers interested in the basics of the PQRS program:

<http://www.msqio.org/C9-provider-resources-PQRS-Reporting.php>

Mississippi Partnership to Improve Dementia Care (MSPIDC) Shares Helpful Ideas for Decreasing Use of Antipsychotic Medications

Working together to decrease antipsychotic medications in the state's nursing homes has been a goal of the Mississippi Partnership to Improve Dementia Care (MSPIDC). Round table discussions with MSPIDC* members and nursing home staff have focused on useful ways to decrease the use of antipsychotic medications. Nursing home representatives have shared their successes, offering helpful ideas in the effort to decrease the antipsychotic medications.

Working as a team has been described as a critical component in efforts. Involving as many staff members who can contribute pertinent information about a resident can allow for a more effective understanding and ability to answer questions concerning behavior. Staff members vital in the effort are the administrator, director of nursing, unit nurses, activities and social services staff, and CNAs. Involving the medical director, resident physician, nurse practitioner, pharmacy consultant and family/responsible party is also beneficial.

Suggestions:

- Start small and use the PDSA cycle. One participant emphasized not overwhelming staff, working first with a small number of residents. Recognize success by first working with a few residents.
- Increase the amount of meaningful activities offered to residents. One facility designated a room where activities staff sit with residents and offer activities throughout the day.
- Educate staff on how to take care of residents with dementia. The Centers for Medicare & Medicaid Services (CMS) has developed an effective tool for nursing homes to use, 'Hand in Hand: Training Series for Nursing Homes.' Six modules can assist nursing homes with educating all staff on improving dementia care and

preventing abuse.

- Communicate and obtain buy-in with the medical director and/or primary care physician concerning new regulations on the off-labeled use of antipsychotic medications. Participants suggested educating the family member/responsible party on side effects and adverse reactions to the use of certain medications, allowing them to informed decisions. Also productive is providing the physician with the regulations supporting a gradual dose reduction and explaining to the physician the necessity of working with staff to improve the quality of life for the elders. Working with physicians on a one-on-one basis or even involving the medical director may be necessary.

Successful efforts in bringing about physician buy-in are welcomed. Anyone who wishes to share strategies and who wants to participate in MSPIDC meetings should contact Mae McDaniel at 601-957-1575 ext. 221 or Sarah Miller at ext. 249.

*** MSPIDC Members**

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GROW Mississippi
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Mississippi Division of Medicaid
Mississippi Health Care Association
MSDH Division of Health Facilities Licensure & Certification
Joel R. Pittman, Pharm D
State Long Term Care Ombudsman Program

IQH Focuses on Million Hearts Campaign

IQH is partnering with the national QIO Program in Million Hearts, a national, public-private campaign to prevent a million heart attacks and strokes by 2017. Lisa Camel, RN, is leading the campaign effort and working with a number of participants in supporting heart disease and stroke prevention practices to meet the Million Hearts goal. Community and patient groups, nonprofit organizations, faith-based groups, healthcare professionals, and health systems are joining in the effort to reach persons living with or at risk of heart disease. The campaign is a joint effort of the Centers for Medicare & Medicaid Services (CMS), the Centers for Disease Control and Prevention (CDC) the American Heart Association, and other national healthcare stakeholders in efforts to improve the country's heart health. Resources on the IQH website, www.msqio.org, cover a range of information on care coordination and patient self-management to facts on warning signs, blood pressure, and cholesterol as well as a section on "Heart Health Home Cooking." More information is available by contacting Lisa Camel at lcamel@msqio.sdps.org or 601-957-1575 ext. 257.

Multi-Drug Resistant Organism (MDRO) Prevention Collaborative



Focusing on collaborating to share best ideas and practices to curtail healthcare-associated or acquired infection are representatives from a number of organizations. Seated from left are Joyce Pearson and Marcella McKay of the Mississippi Hospital Association; Vickie Taylor and Mary Helen Conner of Information & Quality Healthcare; standing from left, Dr. Mary Gayle Armstrong, Michelle Austin, and Cindy Allard of the Mississippi State Department of Health; Vanessa Henderson and Wanda Kennedy of the Mississippi Health Care Association; and Sarah Miller and Mae McDaniel of Information & Quality Healthcare.

Successful Prevention Strategies Presented



A workshop on infection control featured speakers sharing a variety of prevention efforts that have proved successful. From the left are Allison Harris, RN, BSN, of Greenwood Leflore Hospital; Erica Smith, RN, BSN, CIC, South Central Regional Medical Center, Laurel; Tammy Bacot, RN, CIC, Southwest Regional Medical Center, McComb; Daralyn Boudreaux, RN, MSN, CIC, Singing River Health System; Kim Roberts, RN, MS, CHES, CIC, OCH Regional Medical Center, Starkville; and Cindy Allard, RN, BSN, CIC, HAI coordinator for the Mississippi State Department of Health, who spoke on the HAI Multi-Drug Resistant Organism (MDRO) Prevention Collaborative. Not pictured, speakers completing the special presentations were Pam Stephens, RN, and Kristi Durham, RHIA, who gave an End Stage Renal Disease Network 8 overview, and Theresa Kittle, MPH, who spoke on the new online reporting card for the Mississippi State Department of Health. For more information on the workshop presentations, visit <http://msqio.org/C71-reducing-healthcare-associated-infections-LAN.php>