Weekly Update
Sept. 6, 2013

<table>
<thead>
<tr>
<th>Items with Deadlines</th>
<th>Responsible</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>1. Register for the Readmissions Roadshow and Focus on Falls educational meetings.</td>
<td>Key contacts, falls and readmissions leads, case managers, discharge planners, senior leaders, hospital leaders and front-line team members</td>
<td>One week prior to event</td>
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<tr>
<td>2. Register for the Patient and Family Engagement: Meeting the Patient Where They Are educational program.</td>
<td>Key contacts, senior leaders, clinical leaders, quality leaders, quality coordinators, managers, supervisors, nurses, physicians, patient safety leaders, discharge planners, case managers, patient and family advisors and other clinical disciplines</td>
<td>Oct. 15</td>
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<tr>
<td>3. For any data being entered manually into the AHA/HRET CDS, please make your data as current as possible.</td>
<td>Key contact</td>
<td>Sept. 27</td>
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<tr>
<td>4. Use this link for a comprehensive list of upcoming educational opportunities.</td>
<td>All team members</td>
<td>Ongoing</td>
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Focus on Falls and Readmissions Roadshow Workshops Continue in September

In September, the IHA team will continue its half-day regional education meetings, focusing on reducing falls and readmissions. Each session, being offered at no charge, will offer continuing education credits. On-site registration is available. Share this information with your internal teams, area nursing homes, home health agencies and other community partners!

The Readmissions Roadshow will feature training on the computerized readmissions simulation model developed by the Purdue Healthcare Advisors, a local hospital success story and technical assistance and coaching from Cynosure Health’s Pat Teske, RN, MHA.

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<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time</th>
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<tbody>
<tr>
<td>Sept. 11</td>
<td>Marion General Hospital</td>
<td>9 a.m. – 12:30 p.m. ET</td>
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<tr>
<td>Sept. 12</td>
<td>The Methodist Hospitals – Southlake Campus, Merrillville</td>
<td>9 a.m. – 12:30 p.m. CT</td>
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<tr>
<td>Sept. 13</td>
<td>Hendricks Regional Health, Danville</td>
<td>9 a.m. – 12:30 p.m. ET</td>
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The Focus on Falls workshops feature a local hospital success story, learned best practices and technical assistance and coaching from Gail Nielsen with the Institute for Healthcare Improvement.

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<thead>
<tr>
<th>Date</th>
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<tbody>
<tr>
<td>Sept. 18</td>
<td>Ivy Tech Community College, Terre Haute</td>
<td>9 a.m. – 12:15 p.m. ET</td>
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<tr>
<td>Sept. 19</td>
<td>Ivy Tech Community College, Valparaiso</td>
<td>9 a.m. – 12:15 p.m. CT</td>
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**Target Date to Reach 40/20 Goal Quickly Approaching**

Kudos to all participating *Coalition for Care* hospitals for continuing to focus on reaching the national goal of 40/20. Your dedication and determination to reach these aims by Dec. 2013 is incredible. The IHA team continues to monitor the data and will be reaching out to key contacts on an individual basis with any data concerns or requests. For any data being entered manually into the AHA/HRET CDS, please make your data as current as possible by Sept. 27.

**Registration Opens for IHA’s Patient and Family Engagement Educational Program**

Join IHA on **Oct. 22 for a patient and family engagement educational program** focusing on the importance of customizing your interactions with patients and families and making personal connections. Tailored messages, whether verbal or written, will lead to increased patient understanding, better outcomes and lasting loyalty. At the end of the program, participants will be able to:

- Explain how to use a compelling set of behavioral and attitudinal choices to build trust with patients and families
- Identify at least two tangible skills needed to have successful open and direct conversations
- Explain strategies to build personal connections with diverse populations
- Describe at least two verbal communication techniques to use to become a better communicator
- State the “red flags” for identifying low health literacy patients

Throughout the day, Bob and Barb Malizzo, our patient representatives for the PFE collaborative, will provide feedback and insights from a patient and family perspective. Additionally, if you are interested in a small group and/or one-on-one coaching opportunity with national content expert, Carrie Brady, please contact Kaitlyn Ernst at kernst@IHAconnect.org or 317-423-7742.

**AHA/HRET Improvement Leader Fellowship Virtual Series and Boot Camp Continue**

Be sure and check out AHA/HRET’s hospital engagement website for the next **ILF and ADE Boot Camp**. The ILF will continue on Sept. 11 and the ADE Boot Camp begins Sept. 26.

**Master TeamSTEPPS Training Being Offered**

Through the *Coalition for Care* initiative, IHA will offer training to create a statewide network of master trainers, who in turn will be able to offer TeamSTEPPS training to frontline providers at their hospital. Please join us on Sept. 24 at 1 p.m. ET for an introductory webinar about TeamSTEPPS and details about how your hospital can participate. To participate in the webinar, the conference call number is 888-390-3967. The login is [http://www.infiniteconferencing.com/join](http://www.infiniteconferencing.com/join), participant code is 85333291.

**Fourth Quarter 2013 IHA/CfC Educational Opportunities**

Watch for upcoming details about opportunities to participate in a one-day TeamSTEPPS Master Trainer workshop and *Transforming Care at the Bedside* workshop. In December, a statewide meeting focusing on sustaining and continuing to accelerate improvement efforts is being planned.

**Don’t Miss IHA’s 2013 Annual Meeting With Dr. Lucian Leape, Sept. 30 – Oct. 2**

The Indiana Hospital Association’s 2013 Annual Meeting kicks off with a full day dedicated to patient safety on Monday, Sept. 30. Hospital leaders and clinicians will hear from Dr. Lucian Leape, the internationally recognized leader of the modern patient safety movement and founder of the National Patient Safety Foundation. Download the [flyer](http://www.infiniteconferencing.com/join) for details and [register today](http://www.infiniteconferencing.com/join). Please contact Laura Gilbert at lgilbert@IHAconnect.org or 317-423-7793 with questions.
**On the CUSP: Stop CAUTI Update**

Teams can now use a shortened web address, [www.onthecusptophai.org/contentcalls](http://www.onthecusptophai.org/contentcalls), to access all content call presentations, recordings, transcripts and evaluation examiners.

If you are interested in the ED Improvement Intervention project but missed the Aug. 31 registration deadline, there will be a future opportunity that will coincide with On the CUSP: Stop CAUTI Cohort 7. Contact Keesha Mwangangi at kmwangangi@aha.org if you are interested in joining the ED project in Cohort 7.

**Advance Medication Advancement On-line Program**

Coming this fall, IHA and The Purdue University College of Pharmacy Center for Medication Safety Advancement will be introducing advanced continuing education in medication safety as a part of the Medication Safety Alliance. The advanced sessions will include more in-depth medication safety topics on the safe use of anticoagulation, insulin and oral hypoglycemic agents. Additional continuing education sessions include effective storytelling, instilling a culture of safety, medication transitions in care and medication safety technology. The target audience will be anyone interested in learning more about medication safety; however, continuing education credits will be established for physicians, pharmacists and nurses. Everyone completing the program will receive a certificate of completion from Purdue University in Advanced Medication Safety Concepts. Stay tuned for more information!

**HRET Releases Patient and Family Engagement Leadership Resource**

HRET recently published "A Leadership Resource for Patient and Family Engagement Strategies." The purpose of this report is to help hospital leaders across the country take the right steps to effectively promote patient and family engagement strategies within their organizations. The report was released at the AHA Leadership Summit and is now available on the HPOE website.

**JCR Tool: System and Patient Tracers**

The JCR HEN is pleased to announce that their 10 updated tracers have been posted to the [Community of Practice](http://www.onthecusptophai.org/contentcalls). Log in and type the word “tracer” in the search box and all 10 tracers will be available to you for download or access each tracer by clicking on the topic: readmissions, OB, VTE, VAP, pressure ulcer, EED, CLABSI, CAUTI, falls and SSI.

Tracers are intended to help staff observe and assess how processes associated with the targeted event are actually working. There are general questions that a performance improvement team may first address. Once the team members split up and go to patient care areas, the same types of questions may be asked to help you assess if patient caregivers know the correct answers and are practicing according to hospital policies and procedures. So even though the person doing the tracing may know the answer, the objective is to evaluate if the staff know the correct answers. This will help the team identify gaps in practice. The first several pages are considered part of the SYSTEM tracer. The remaining pages are PATIENT tracer questions; they are based on the initial identification of a patient, then determining how care was provided to that patient.

**IHA Launches New Website**

Last week, IHA launched its new website, [www.IHAconnect.org](http://www.IHAconnect.org). This new site allows you to search the hospital member directory, manage your subscriptions and access webinars and other educational content. You will have to create a new password to activate your account and update your profile. IHA has also developed a short video highlighting a few of the great features. Additionally, the Indiana Patient Safety Center’s website has migrated to the quality and patient safety section of the new IHA website. To learn more, please visit the FAQ page. We hope you find the new site more accessible, and we want your feedback so we can continue to make improvements. Please provide feedback to Julie McKowen, IHA communications coordinator, at jmckowen@IHAconnect.org.