



**Concurrent Sessions
Tuesday, September 16th 2008**

11:15 AM – 12:30 PM

PREVENTIVE CARE - FOSTERING IMPROVEMENT BY AUDITING PCPs (801)

Sue Nowak-Small, RN BSN MBA/MIS CPHQ CCM

Preventive care services are critical to the well being of the patient and critical to the concept of the managed care product. An auditing program was developed for HMO Primary Care Physicians to ensure compliance with Preventive Health Standards, and to improve patient utilization of available preventive care services. Healthcare studies have demonstrated that for various healthcare conditions, preventive screening can foster early detection and save lives. The medical and onsite departments developed Quality Review Standards, disseminated them to the physician network, and contractually required a percentage of compliance in order to improve preventive care service utilization. Upon initial implementation of the auditing process, preventive services were not being offered and therefore, were not performed. Results demonstrated improvement in the utilization of preventive care services through PCP encouragement for patients to obtain these services.

Now that we are stable, how do we communicate this information? (802)

Matthew J Savage, MBA

Control charts are the best tool to use to help you detect changes in your process. Control charts help you determine when to react and when not to react to out-of-control conditions. They are a quality practitioner's best friend. However a control chart is not always the best tool to use for presenting key quality measures.

This presentation will provide you with:

- 1) Practical tips and tools to use for effective Process Improvement presentations
- 2) Guidelines on what types of charts to use for various types of data
- 3) Alternative charts to consider based on the audience
- 4) When to use and when not to use Dashboards
- 5) How Capability analysis combined with a control chart can be used to provide the most information in the least amount of time

The Joint Commission, Regulatory/Accreditation Agencies and Litigation (803)

Lisa S Shear, RN-C MSN CNS CLNC

This presentation starts out with an overview of the various regulatory and Accreditation agencies that are prominent in setting standards for today's healthcare industry. The second section reviews the Joint Commission and their influence on standards of care for healthcare practices. One section will focus on the National Patient Safety Goals and show how they can be used within specific cases. A review of the different types agencies accredited will be included, as will the ability to compare hospitals using the ORYX measures. The third section deals with other "smaller" or more specialized accreditation or standards setting bodies. The fourth section reviews areas of litigation where accreditation/regulatory information and standards of care information can arise. Potential defenses will also be covered in this section. The concluding section covers a case study of how accreditation reports and standards of care were a key component in a case.

The Journey to Clinical Excellence: Five Essential Strategies (804)

Samantha Collier, MD MBA

What does it take to be a top-quality hospital? Attend this presentation to identify how hospital and physician leaders can effectively make quality a priority within their organization. Find out what an unconditional commitment to quality means, and discuss why it's crucial and often intimidating, yet achievable. Learn about five essential strategies required for measurable and sustainable quality success, such as creating an accountable culture and identifying the root causes of unengaged physicians.

Understand why each strategy is vital, and the steps you can take now to put your organization on the right track. Find out what some of the nation's highest-performing medical centers have done to become leading quality providers. Review incentives for quality change within their organizations and the results and lessons learned from their journey to clinical excellence.