

## **Association News**

### **Joint Commission Holds Medication Reconciliation Summit**

*By Sandra Grinder*

On Sept. 25, the Joint Commission held a summit in Chicago to discuss National Patient Safety Goal (NPSG) 8, which focuses on medication reconciliation. Objectives for the summit included reviewing the current national status of medication reconciliation efforts, identifying barriers to implementation, discussing best practices, and reviewing data showing that medication reconciliation efforts improve patient care. Other topics discussed were modifications to NPSG 8, a consensus statement, the role of information technology, the role of the pharmacist, and patient risk assessment.

Representatives from more than 50 organizations attended the summit, including the American Medical Association, the American Nurses Association, the American Society for Healthcare Risk Management, the American Society of Health-System Pharmacists, the Institute for Healthcare Improvement, the Institute for Safe Medication Practices, and U.S. Pharmacopeia. Representatives from Northwestern Memorial Hospital, the recipient of the Agency for Healthcare Research and Quality's Partnerships in Patient Safety Grant, also attended.

Most attendees said that they believed Goal 8 needed further clarification and that, despite their time and effort, they are falling short of meeting goals in patient safety. Others said they would prefer to limit expectations in areas such as the emergency and radiology departments, where reconciliation of the complete medication list is often not indicated. Still other challenges to meeting this NPSG were raised, including the pharmacist shortage and institutional barriers such as a lack of buy-in, staff, or a designated leader.

To overcome these challenges, attendees agreed that education of both patients and providers is needed. For example, both nurses and physicians currently lack formal training on taking accurate medication histories. Among other issues that need to be addressed: Does medication reconciliation work best for high-risk patients? Although the NPSG applies across the continuum of care, do all entities require the same level of reconciliation?

Next, the Joint Commission, with input from those who attended the summit, will develop a consensus statement about NPSG Goal 8. Meanwhile, the Joint Commission will review the statements about NPSG compliance and consider modification of Goal 8.

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Sandra Grinder*

### **Are You Ready for National Healthcare Quality Week?**

National Healthcare Quality Week 2007 is October 21–27! Celebrate the spirit by joining in special events that highlight the valuable contributions of healthcare quality professionals. Head to the NAHQ Web site and check out our activity planning guide for great ideas on how to spread the word. You can download the official 2007 Healthcare

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Quality Week poster, 2007 Healthcare Quality Week logo, and even an enhanced logo and enlarged 2007 poster for larger events!

In honor of the event, NAHQ is also sponsoring free online CEUs for the entire month of October to all NAHQ and CPHQ members.

National Healthcare Quality Week celebrates the work of quality professionals in healthcare by highlighting their influence in improving outcomes in patient care and healthcare delivery systems. Join us in celebrating the spirit! When National Healthcare Quality Week is over, please contact *NAHQ E-News* so we can share your stories and pictures with the rest of NAHQ's membership—we want to hear from you!

### ***NAHQ E-News Welcomes Your Input!***

Attention, state leaders and NAHQ members with an eye for news: We invite you contact *NAHQ E-News* at any time to contribute story ideas or contacts for articles. We're looking for tips on state news or on members who are making a difference in healthcare quality.

- Is there an ideal candidate for our Spotlight section, which features established and up-and-coming leaders in healthcare quality?
- Is your department making innovative improvements in management and leadership?
- Who springs to mind when you think about the evolving role of healthcare quality professionals?
- What industry trends would you like to see addressed?
- What new is happening in education and training?

The *NAHQ E-News* staff invites you to call with possible story tips—anytime. Contact Jane Martinsons at [jmartinsons@connect2amc.com](mailto:jmartinsons@connect2amc.com) or 847/375-4884.

Meanwhile, thanks to the 70-plus members who responded to last month's *NAHQ E-News* readership poll. An overwhelming number of you—well, *all* of you—said that you liked the new newsletter. A few requested a “printer-friendly” version of the articles, so we've made that available starting with this issue. Many of you also suggested topics you'd like to see covered in *NAHQ E-News*, including news on state organizations; outpatient quality measures; leadership, safety, and regulatory issues; changes in CMS/Joint Commission reporting requirements; National Quality Forum news; issues relating to pay for performance, managed care, and patient satisfaction; educational opportunities; and much more. We promise to address as many of these topics as possible. Thank you for your feedback—and please keep it coming!

### **CPHQ Self-Assessment Exam Now Available**

If you've been putting off taking the Certified Professional in Healthcare Quality (CPHQ) exam because of uncertainty about what lies ahead or fear of testing, you'll want to consider taking the CPHQ Self-Assessment Examination. The 65-item online questionnaire will allow you to attain your professional goals by reinforcing your knowledge and strengthening your confidence.

Upon completion of the exam, participants should demonstrate improved understanding of

- statistical terms such as *mean*, *mode*, and *median*

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- quality monitoring processes and data collection
- the roles of leaders in establishing quality accountability
- risk management principles and processes
- patient safety and prevention of harm
- the integration of quality, utilization and care management, and risk management.

The cost of the exam is \$65 for NAHQ members and \$95 for nonmembers.

Participants may take the exam within 90 days of the order date. Those who earn 70% or greater on their report score will be awarded 2 continuing education contact hours. For more information on the exam, visit [www.nahq.org](http://www.nahq.org).

*Note. The self-assessment exam is not a study guide, but rather a diagnostic tool that assesses strengths and weaknesses. A passing score on the self-assessment exam does not guarantee a passing score on the CPHQ exam.*

### ***Consumer Healthcare 2008 Now Available***

Designed for hospital marketing executives and strategic planners, *Consumer Healthcare 2008* includes insight into consumers' health-related behaviors and characteristics, such as how they obtain health information and how they decide to seek treatment and select a provider. *Consumer Healthcare 2008* uses behavioral analysis and segmentation guidelines to help hospitals fine-tune their marketing efforts, better focus on specific patient demographics, address patient expectations, and, ultimately, improve patient satisfaction. Order the publication online or by faxing an order form to +353 1 4100 980 or mailing it to Research and Markets Ltd. Guinness Center, Taylors Lane, Dublin 8, Ireland.