



Washington State Association for Healthcare Quality

President's Message

By Pat Ford, RN, BS, CPHQ, CCM

May 2002

Medical and medication errors are serious problems here in the United States and throughout the world. Since the publication of the Institute of Medicine's report *To Err is Human* in 1999 and the follow-up report *Crossing the Quality Chasm* in 2001, the medical profession and the public have become aware of the issue of adverse events occurring during patient-care delivery. Errors occurring in patient-care delivery systems are not new to any experienced medical professional.

According to Kenneth W. Kizer, MD, MPH the President and CEO of the National Quality Forum (NQF) the 'Safe Practices' Project Steering Committee was convened in January 2001 to identify a core set of candidate safe practices to recommend to the NQF membership for consensus. This committee's last meeting was in February 2002.

The *Serious Reportable Events in Healthcare* Report is the outcome of this committee. Dr. Kizer states that "this report identifies 27 adverse events that are serious, largely preventable, and of concern to both the public and health-care providers." There was a public comment period that ended April 18th. Based on the comments and recommendations, the staff may modify the report. You can check their website at www.qualityforum.org for the final report.

The National Association for Healthcare Quality (NAHQ) is a member of the National Quality Forum. Shelley Voelz, RN, BSN, CPHQ is NAHQ's representative to this committee. Shelley will be the keynote speaker at the WSAHQ Conference June 7, 2002. She will be sharing information regarding how the National Quality Forum began, its purpose, governance structure and members as well as an update on each of their projects. Her presentation will also address the significant impact of the NQF in setting national healthcare quality goals.

The Education Committee has done a tremendous amount of work to pull this conference together. Please join me in thanking Julie Hamilton, Tom Miller, Denise White, Nettie Bunn, Bonnie Lash and Maggie Hackett for doing such an outstanding job. We are all looking forward to seeing many of you at the conference.

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Special points of interest:

From our President,

"The Education Committee has done a tremendous amount of work to pull this conference together."

Be sure to join us for the conference in June. See the detailed information on Page 5.



Ongoing changes in
HIPAA just as the sands
moves with the wind. .

Technology Spotlight (Takeaways From the HIPAA @ Half Time Presentation)

At the April 12 WSAHQ meeting, the topic was HIPAA standards and the implications for healthcare organizations that actively trying to implement them. This recap includes some of the highlights from that educational program.

The 1996 Health Insurance Portability and Accountability Act is actually composed of five sections, with the second one addressing administrative simplification. However, this “subtitle” is what most people associate with the term “HIPAA”. The law is really much broader and detailed requirements for several other subtitles (sections) will be published at a later undetermined date. The 5 main portions HIPAA include:

- Title I: Health Insurance Portability
- Title II: Administrative Simplification
- Title III: Fraud and Abuse
- Title IV: Medical Savings Accounts
- Title V: Access to Long Term Care and Coverage

Healthcare organizations required to comply with HIPAA are called covered entities (CE). These include payors, providers and clearinghouses. Providers may still determine if they will submit claims on paper or electronically; however, payors and clearinghouses must be able to accept electronic claims and other specified transactions if their providers decide they will conduct business electronically. The Department of Health and Human Services (DHHS) generates the regulations and determines who is affected.

The key ways in which health plans and providers differ with regard to HIPAA are:

- Providers may be exempt from HIPAA if they do not perform certain business functions via electronic data interchange (EDI). For example, they if still submit claims on paper or perform other HIPAA-specified transactions manually, they would not be bound by HIPAA. However, they could choose to be voluntarily compliant.
- Selected health plans may qualify for the health plan exemption if their primary purpose and activities are centered around overall block grants to fund healthcare services versus individual payments for services identified via precise billing codes.
- Small health plans have an additional year to comply with HIPAA statutes. Most other covered entities have 24 months after the effective date (or 26 months after publication in the Federal Register) to comply.
- The HIPAA 820 transaction (premium payments by plan sponsors/plan administrators/employers) does not apply to providers, but does apply to health plans.

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HIPPA (Continued)

On December 27th, President Bush signed HR 3323 which enabled entities covered by HIPAA to delay compliance with the Transactions and Code Sets Rule by one full year until October 16, 2003. To qualify for the deadline extension, entities must submit a compliance plan to the Secretary of DHHS by October 16, 2002. The extension is not automatic.

The HIPAA privacy rule stipulates that a Privacy Officer must be appointed, although this does not need to be a dedicated FTE. It also mandates that policies and procedures must be updated to ensure compliance and all staff must be trained with regard to any changes in practice. Key areas to address include:

- Intranet and Extranet access privileges
- Confidentiality Policy
- PHI Disclosure Chart
- Department Confidentiality Procedure
- Corporate Inspection & Amendment Policy
- Department Inspection & Amendment Procedure
- Physical Security of Premises Policy
- Records Retention & Destruction Policy
- E-Mail Use & Management Policy
- Secure External E-Mail Procedure
- Training & Audits
- Business Associates

Proposed changes to the “final” HIPAA privacy rule were posted in the Federal Register on March 27, 2002. The abbreviated 30-day comment period ended on April 26; however, the official publication date of these changes has not been announced. These proposed changes cover a variety of topics:

- Consents and Notices—consent is not mandated, but the organization simply makes a good faith effort to educate on their privacy practices and attempts to get consent
- Oral communications and minimum necessary—reinforces “reasonableness” and that common practices of communicating information are still allowed. Private rooms and major renovations are not required.
- Marketing—CE need special authorization before giving names out for external marketing
- Business Associates—contains some sample verbiage and CE now have an extra year to revise their contracts
- Minors—reinforces the importance of state laws in this area
- Disclosures and authorizations—addresses sales of an entity, combined documents for research purposes and tracking disclosures
- De-identification—clarification on what data elements need to be removed for the information to be considered de-identified

The status of additional HIPAA regulations is still in flux. Additional final rules for the unique employer and plan identifiers, Security regulations and some clarification on aspects of the Privacy rule were expected later in 2002. It will be imperative that WSAHQ professionals are aware of these new regulations as they are released and determine the impact on their business.

Submitted by Linda Reeder

CPHQ Study Group

Here is information regarding a CPHQ study group that is being formed to assist you in your goal of certification. Anyone who wishes to join the group is welcome to attend this initial meeting.

Date: June 3, 2002

Time: 5:30 - 6:45PM

Location: VNS-NW Corporate Office

Address: 6100 219th Street South West
Suite 400

Mountlake Terrace, Washington

Contact: Cindy Drucker at 425-744-2409

Come join other interested WSAHQ members hear Maggie Hackett and Cindy Drucker relate their personal experiences in studying and passing the CPHQ exam. There will be a question and answer period as part of the meeting. One of the goals of this meeting is to have the study group members establish a schedule and location for study sessions. Please bring along a brown bag snack or dinner if you wish. If you have questions or if you are interested in being a study group member but you are unable to attend the meeting, please call Cindy Drucker at 425-744-2409.

Submitted by Cindy Drucker





Washington State Association for Healthcare Quality (WSAHQ)

Key Issues in Healthcare Quality

Friday, June 7, 2002

Key Note Speaker:

Shelley Voelz , RN, BSN, CPHQ

Please join us for an education presentation to understand how the National Quality Forum (NQF) began, its purpose, governance structure and members as well as an update on each of their projects. Also covered in this conference is the impact of HQF in setting national healthcare quality goals. Additionally there will be speakers covering measurement of hospital performance and how to improve performance through rapid cycle improvement processes.

TIME: 7:30—4:00 PM Lunch Included

Application has been made for 6.0 CEU credits from HQCB applicable to CPHQ Certification.

Cost: Members \$ 100.00 Non-members \$ 135.00

Attend conference and become a member for \$140

RSVP: Julie Hamilton by May 31, 2002

JulieHamilton@premera.com or (425) 670-4372

Highline Community Hospital
16251 Sylvester Road SW
Burien, Washington
(206) 244-9970

Directions to Highline Community Hospital:

I-5 from North

Take SeaTac Airport exit (154B) to Hwy 518. Stay on inside (left hand) lane and take Des Moines exit to Hwy 509. Exit at S. 160th St. (Albertson on right; Baskin Robbins on left) which puts you on S. 160th St. Go through intersection at 1st Ave S.; continue 2 blocks to stop light. Turn left onto Sylvester Rd SW. (next light). Turn right into Hospital complex.

I-5 from South

Take Burien exit (154A) west of Southcenter to Hwy 518. Stay on inside (left hand) lane and take Des Moines exit to Hwy 509. Exit at S. 160th St. (Albertson on right; Baskin Robbins on left) which puts you on S. 160th St. Go through intersection at 1st Ave S.; continue 2 blocks to stop light. Turn left onto Sylvester Rd SW. (next light). Turn right into Hospital complex.

I-405 from East

Follow I-405 extension onto Hwy 518. Stay on inside (left hand) lane and take Des Moines exit to Hwy 509. Exit at S. 160th St. (Albertson on right; Baskin Robbins on left) which puts you on S. 160th St. Go through intersection at 1st Ave S.; continue 2 blocks to stop light. Turn left onto Sylvester Rd SW. (next light). Turn right into Hospital complex.



Education Evaluation—April 2002

Element Evaluation	Element Score
1. Meeting Room	4.1
2. Presentation Topic	4.6
3. Course Objective Met	4.6
4. Length of Presentation	4.5
5. Opportunity to Ask Questions	4.8
6. Speaker's Knowledge of Topic – Billie Pendleton	4.7
7. Speaker's Knowledge of Topic – Linda Reeder	4.5
8. Topic's Applicability to Members	4.5
9. Opportunity to Network with Peers	4.1

What did you like about the format of the meeting?

- Opportunity to ask questions; informal lunch set-up
- Handouts
- Good use of Powerpoint; and we were provided copies of the slides
- Midday; half day
- Ability to “straggle” in; could be late but still not miss anything
- Informal but very organized
- Presenters coordinated joint presentation well
- Speakers knowledgeable
- Good educational focus; small time spent on business meeting
- “Meeting” part was efficient and brief
- Lunch and CE combined

What would you like us to do differently at future meetings?

- Break in between speakers
- Include directions from SeaTac; identify room where meeting held
- On meeting notice add “future meeting topics” for next 2-3 meetings (with dates for long range planning)
- Individual introductions during lunch break session
- Do business of WSAHQ while people are eating so speakers can start at 12:00

Comment:

- Both speakers very knowledgeable; presentations were lively and informative
- Room was a little cool
- What are the roles/credentials of speakers
- Wonderful subject
- Thanks!

Number of Attendees: 26
Number of Completed Evaluations: 25
Percent Evaluations Completed: 96%

Washington State Association of
Healthcare Quality
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Email: via our website www.wsahq.org

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

WSAHQ

CHECK OUT OUR WEB SITE:
WWW.WSAHQ.ORG



Education Calendar

Be sure to mark these important dates on your calendar:



CPHQ is in your future!

June 3—WSAHQ Study Group Kick –Off Meeting

September 13- WSAHQ Educational Meeting

September 22—25—NAHQ Annual Conference

November 8—WSAHQ Educational Meeting