



# CAHoots

*FLEX*  
Quarterly  
Newsletter

Volume 11 Issue 1

Winter 2011

## Mark your Calendar!

### March 3

Spring Into Quality Symposium  
Fishers Hospitality & Conference Center  
9785 North by Northeast Blvd  
Fishers, IN 46037  
Time: 8:00 am - 4:00 am

### June 7-8

14th IRHA Annual Conference  
Marriott Indianapolis East  
7202 E 21st Street  
Indianapolis, IN 46219

### August 12

CAH Leadership Program  
PRIMO West  
2353 East Perry Road  
Plainfield, IN 46168

### November 18

"Boot Camp for Healthcare Professionals"  
Bloomington Monroe Co Convention Cntr  
Bloomington, IN 47403

See Details on our Website:  
[www.indianaruralhealth.org](http://www.indianaruralhealth.org)

CAHoots Newsletter is  
funded through the IN  
FLEX State Office of  
Rural Health (SORH)



Indiana State  
Department of Health

## News Up Front ...

*By Cindy Large*  
SORH FLEX Coordinator, IRHA

### Indiana Participates in HRSA Medicare Beneficiary Quality Improvement Project

The HRSA Office of Rural Health Policy (ORHP) created the Medicare Beneficiary Quality Improvement Project (MBQIP) as a Flex Grant Program activity within the core area of quality improvement. The passage of meaningful use and the Affordable Care Act heightened national attention on quality activities and reporting. In the environment of meaningful use, pay for performance, bundled payments, and accountable care organizations (ACOs), CAHs may soon be compared with their urban counterparts to ensure public confidence in their quality of health services. This initiative takes a proactive and visionary approach to ensure CAHs are well-equipped and prepared to meet future quality legislation. We recognize that many hospitals currently report to Hospital Compare and engage in quality improvement initiatives. While participation in the

Project is voluntary, MBQIP seeks to increase attention on quality health care to all CAH Medicare beneficiaries, both inpatient and outpatient. The main emphasis of this project is putting patients first by focusing on improving health care services, processes and administration.

Phase 1 measures starting September 1, 2011 are 1) Pneumonia: CAH specific Hospital Compare CMS Core Measure (participate in select sub-measures); AND 2) Congestive Heart Failure: Hospital Compare CMS Core Measure (participate in all sub-measures) AND 3) Indiana specific added measures for Meaningful Use including all 14 required Stage 1 Core Objectives, 5 out of 10 Menu Set Objectives & all 15 Clinical Quality Measures (identify baseline).

Phase 2 Measures starting September 1, 2012 are 1) Outpatient 1-7: Hospital Compare CMS Measure (all sub-measures that apply); AND 2) Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) AND 3) Indiana specific added measures for Meaningful Use including all 14 required Stage 1 Core Objectives, 5 out of 10 Menu

Set Objectives & all 15 Clinical Quality Measures.

Phase 3 Measures beginning in September 1, 2013 are 1) Pharmacist CPOE/ Verification of Medication Orders within 24 Hours; AND 2) Outpatient Emergency Department Transfer Communication, AND 3) Indiana specific added measures for Meaningful Use including all 14 required Stage 1 Core Objectives, 5 out of 10 Menu Set Objectives & all 15 Clinical Quality Measures.

To learn more about this nationwide initiative please do not miss the IRHA Spring into Quality Program on March 3, 2011 in Fishers, Indiana. Paul Moore, the HRSA Director for this project will be launching the Indiana MBQIP Kickoff. Health Care Excel will be presenting the baseline data collected for all Indiana CAHs publicly reporting into Hospital Compare and the Meaningful Use measures. Visit [indianaruralhealth.org](http://indianaruralhealth.org) for registration information. Contact Cindy Large, Indiana Flex Program Coordinator for more information about how you can participate in this initiative at [clarge@indianarha.org](mailto:clarge@indianarha.org).

## IRHA Partners with IFN on Advanced IT Services

### Data Backup & Recovery, Business Continuity Solutions, and Hosted Exchange Now Available to ITN Members

TERRE HAUTE, IN (November 3, 2010) The Indiana Rural Health Association (IRHA) has partnered with Indiana Fiber Network (IFN), powered by Bolt Data Systems, to provide Information Technology services to its membership as part of an expanded IT services program referred to as the Shared Platform. This relationship provides affordable, state-of-the-art technologies for data backup & recovery, business continuity, and managed Microsoft® Exchange to Indiana Telehealth Network (ITN) members.

“The ITN membership now has the ability to work with an IT partner that understands the needs of rural health care providers,” explained Becky Sanders, Network Development Coordinator for the IRHA. “Industry regulations and best practices drive the need to have access to the best IT resources at affordable pricing. The combination of IFN’s existing network and the ability to provide integral services like secure data backup make this a beneficial partnership for our membership.”

While a number of IT services are available, the three services ITN’s membership is in most need of are data backup & recovery, business continuity solutions, and managed Microsoft Exchange. These services ensure medical records are stored per industry standards, while enhancing the overall stability and productivity of the health care organizations throughout the state.

**Enterprise Data Backup & Recovery:** From hardware failure to human error to natural disasters, there are many ways data can be lost. The available data backup and recovery services from IFN allow each member to rest assured that their data is safe because it is stored in a regionally dispersed and highly secure data storage facility that meets or exceeds state and Federal standards. Each data backup & recovery plan is custom designed based on the amount of data stored, type of medical records, required retention periods and recovery times.

Comprehensive Enterprise Data Backup supports features, such as continuous data protection, block-level file changes, multiple point-in-time restores, encryption and compression, all based on your organization’s needs.

The data backup infrastructure is proactively monitored and maintained 24x7, with daily reports provided. If something unfortunate were to happen, the data can be recovered quickly allowing that facility to maintain its critical operations.

**Business Continuity:** Ensuring that a health care facility’s data is backed up by a geographically dispersed, secure, disaster recovery facility is a critical component to any business continuity solution. The team at IFN will assist member organizations in creating a comprehensive business continuity plan using its data center facilities, backup and restoration services, and virtualization technologies. Combined, a comprehensive business continuity plan provides quick recovery, infrastructure flexibility and cost savings, all while ensuring IT systems are operational if disaster strikes.

**Managed Microsoft® Exchange:** Enterprise grade email and collaboration increases productivity, reduces costs and provides employees with anytime/anywhere access. Managed Microsoft Exchange is more than just basic email; it provides an organization with calendar sharing, group scheduling, resource scheduling, contact sharing, task management and public folders – all in real-time, with wireless synchronization across your network and mobile devices. Employees have secure access to this information via their desktop Outlook client, Outlook Web Access (OWA), or via a multitude of wireless devices. Because it’s scalable based on users, Managed Microsoft Exchange can grow with your organization and reduces the investment and ongoing costs compared to in-house deployment.

Additional information regarding these services can be found on the IRHA website. For assistance regarding these product offerings, contact Bolt Data Systems’ Mike Hoffman at 317-777-7599 / [mhoffman@boltdatasystems.com](mailto:mhoffman@boltdatasystems.com) or Becky Sanders at 812-478-3919 ext. 232 / [bsanders@indianarha.org](mailto:bsanders@indianarha.org).

## White County Memorial Hospital Receives American Heart Association's "Get With the Guidelines" Silver Performance Achievement Award

This past September, White County Memorial Hospital received the Get With The Guidelines®–Heart Failure Silver Performance Achievement Award from the American Heart Association. The recognition signifies that White County Memorial Hospital has reached an aggressive goal of treating heart failure patients with 85 percent compliance for one year to core standard levels of care as outlined by the American Heart Association/American College of Cardiology secondary prevention guidelines for heart failure patients.

Get With The Guidelines is a quality improvement initiative that provides hospital staff with tools that follow proven evidence-based guidelines and procedures in caring for heart failure patients to prevent future hospitalizations. According to Get With The Guidelines–Heart Failure treatment guidelines, heart failure patients are started on aggressive risk-reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants in the hospital. They also receive alcohol/drug use and thyroid management counseling as well as referrals for cardiac rehabilitation before being discharged.

"The full implementation of national heart failure guideline recommended care is a critical step in preventing recurrent hospitalizations and prolonging the lives of heart failure patients," said Lee H. Schwamm, M.D.,

chair of the Get With The Guidelines National Steering Committee and director of the TeleStroke and Acute Stroke Services at Massachusetts General Hospital in Boston, Mass. "The goal of the American Heart Association's Get With The Guidelines program is to help hospitals like White County Memorial Hospital implement appropriate evidence-based care and protocols that will reduce disability and the number of deaths in these patients. Published scientific studies are providing us with more and more evidence that Get With The Guidelines works. Patients are getting the right care they need when they need it. That's resulting in improved survival."

Congratulations to all at White County Memorial Hospital associated with the caring for heart failure and the receipt of this important award.

#### *Article Provided by:*

Greg Poe, MHA  
Director of Quality Improvement Initiatives  
Indiana & North Dakota  
American Heart Association

#### **Websites to Check Out ...**

[www.raconline.org](http://www.raconline.org)  
[www.grants.gov](http://www.grants.gov)  
[www.flexmonitoring.org](http://www.flexmonitoring.org)  
[www.ruralhealthweb.org](http://www.ruralhealthweb.org)  
[www.hrsa.gov](http://www.hrsa.gov)  
[www.ruralcenter.org](http://www.ruralcenter.org)  
[www.ruralhealthresearch.org](http://www.ruralhealthresearch.org)  
[www.ruralhealth.org](http://www.ruralhealth.org)  
[www.datawarehouse.gov](http://www.datawarehouse.gov)  
[www.cms.hhs.gov/center/rural.asp](http://www.cms.hhs.gov/center/rural.asp)  
[www.medpac.gov](http://www.medpac.gov)

Indiana Rural Health Association  
2901 Ohio Boulevard, Suite 110  
Terre Haute, IN 47803  
Phone: (812) 478-3919  
Email: [info@indianarha.org](mailto:info@indianarha.org)

#### **Contact:**

Cindy Large  
SORH FLEX Coordinator  
812-478-3919 x229  
[clarge@indianarha.org](mailto:clarge@indianarha.org)