

RHQN Newsletter, January 2009
Randy Benson, Executive Director

Pre-Survey Safety Rounds

The January RHQN Members Conference Call topic "Environment of Care Survey Update" drew a lot of interest from hospitals scheduled for survey during 2009. There will be six major areas of DOH survey focus during the first half of 2009. They are:

- 1.) Air Flow Relationships,
- 2.) Back Flow Valves,
- 3.) General Safety Precautions,
- 4.) Nutrition and Food Services,
- 5.) Qualified and Competent Staff and
- 6.) Infection Control Issues.

An audio transcript of the conference call is available on the RHQN website at: <http://www.rhqn.org/resources/presentations.htm>. As a reminder, the September 2008 RHQN Newsletter was devoted entirely to the determination and documentation of staff competence. It can be found at: http://www.rhqn.org/news/RHQN_2008_09.pdf.

Please also remember that key to all DOH surveys is the demonstration by the facility CEO. Past surveys have witnessed this during the leadership interview. The CEO/Administrator may be asked about the facility infection rate, infection control surveillance plan and associated quality improvement plans. Or, they may be asked about the facility disaster plan, when was the last time a disaster drill was conducted and what the CEO's role is during a disaster.

The RHQN offers member facilities very thorough per-survey safety rounds. Use of the RHQN provided safety rounds has been of great benefit to preparation for survey. This service, which takes four to six hours to complete, includes discussions with managers and a post safety round debriefing. Please contact Randy Benson, RHQN Executive Director, to schedule safety rounds in your facility. Randy can be reached at 206 577-1821 or at randyb@wsha.com.

Smoking Cessation Counseling, Training for Counselors

The December Members Conference Call hosted a presentation by Gillian Schauer, Program Manager for the Washington State Department of Health Tobacco Cessation Resource Center (TCRC). Gillian's presentation "Making Your Smoking Cessation Program Work" focused on support for systems conducting tobacco cessation counseling. One of the ongoing CMS Hospital Compare and RHQN CAH quality monitors has been the delivery of smoking cessation counseling at discharge for AMI and heart failure patients. Our past compliance with the CMS standard for delivering this counseling has been less than where we should be. **The TCRC has recently been awarded additional grant funds to provide assessment, consultation and assistance to improve smoking cessation quality measures in your facility.**

What do you gain by working with TCRC to improve your quality measures?

- An assessment of your smoking cessation advice system
- Consultation to determine which areas of your current system are most in need of improvement
- Development of a plan to improve key areas of your system
- Technical assistance and resources to begin making identified changes

Duration of available assistance:

- January through June 2009

What do you need to provide?

- At least one key point person (e.g., a quality control individual, a nurse manager, etc.)
- An interest in working to improve smoking cessation quality measures
- Time (will vary) to make improvements. Assistance may range from a one-day site visit to bi-weekly telephone calls.

For questions or to participate, you may contact Randy Benson, RHQN Executive Director, at 206 577-1821 (randyb@wsha.org) or the TCRC directly at TCRC@freeclear.com, phone 206-876-2560. Gillian Schauer, Program Manager of The Tobacco Cessation Resource Center, can be reached at www.tobaccoprc.org/TCRC/, phone 206 876 2275, or fax 206 876 2101.

Upcoming Member Conference Calls

We would like to remind you of the RHQN Members Conference Call topics for the next three months. On **February 10th** the conference call will feature Sandy Kangas, RHQN Infection Prevention Consultant. She will be discussing the latest on *Multiple Drug Resistant Organisms (MDRO's)*, pending state legislation on MRSA and the DOH requirements for infection control surveillance plan formats, infection rate reporting and standardized isolation signage.

The **March 10th** conference call topic will be "*Adoption and Implementation of the Washington State Standardized Codes*". Randy Benson will discuss the resources available from WSHA for implementation of the standardized code set and the documentation requirements in order to prove that staff is competent in the use of the codes.

The **April 14th** conference call topic will be "*The Worker Right to Know Program, Dealing with Hazardous Chemicals in the Healthcare Setting*". Randy Benson will review the OSHA-DOSH "Worker Right to Know" program requirements, operationalizing the OSHA-DOSH mandates and making the program work for you. Safety rounds in many facilities have found that there is a need for additional staff training and significant updating of the hazardous chemical inventory.

All conference calls start at 10:30 a.m. and are one hour long. Call 1-800-747-5150. The access code is 2162550#. Audio transcripts are available and can be listened to by going to the following RHQN website link: <http://www.rhqn.org/resources/presentations.htm>.

If you need assistance, additional resources, or a consultation, please contact me at 206 577-1821 or via email at randyb@wsha.org.