

Colorado Patient Safety Environmental Scan

April 2009
Update

An inventory of patient safety initiatives, educational programs, research, advocacy and public awareness campaigns in Colorado



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PURPOSE

Patient safety is an essential component of a strong health care delivery system. The Joint Commission defines patient safety solutions as, "Any system design or intervention that has demonstrated the ability to prevent or mitigate patient harm stemming from the processes of health care." Providers of all disciplines from rural independent practice settings to large urban hospital systems recognize the importance of implementing programs and policies to achieve continuous quality improvements. Many organizations in Colorado are working on a number of patient safety efforts through similar projects and coalitions. However, without transparency and clear communications, duplicative work can ensue. This environmental scan is a comprehensive inventory of patient safety programs, initiatives, educational programs, research, advocacy and public awareness campaigns statewide. The purpose of the scan is to provide a resource to improve program efficiencies and communications, reduce redundant efforts and encourage collaborative efforts that correlate to patient safety improvements.

Colorado Organizations

The web of patient safety initiatives in Colorado is an intricate one. In addition to educating health professions students about quality and patient safety, numerous organizations are working to improve patient safety in both inpatient and outpatient settings. This scan identifies the lead organizations and projects; but in some cases, where activities are too general to confine to a specific project, these activities are listed under the generic heading "Safe Practice Promotion."

National Organizations

A list of national organizations that advocate for patient safety is included at the end of the report. This is not an exhaustive list – only organizations that were referenced by one or more Colorado patient safety key stakeholders have been included. Sometimes the link is obvious (e.g., the Colorado Business Group on Health's Leapfrog projects are an extension of the Leapfrog Group's national initiatives). In other instances, the national organization is simply a provider of materials or other resources.

Changes Since 2007

When this survey was originally conducted in 2007, there was a great deal of interest in patient safety, but a relatively small number of organizations were fully vested in strengthening patient safety. Today, the commitment to patient safety in acute care and physician practice settings is strong across Colorado. There is an increase in the number of organizations contributing greater resources to address a variety of patient safety issues. For example, the Center for Improving Value in Health Care (CIVHC) brings together a diverse group of stakeholders to partner in improving the quality, delivery and cost structure of health care.

Additionally, this report explores patient safety initiatives in the areas of home health and long-term care. It appears that a unified, coordinated effort found in the acute care and physician practice settings is presently missing in home health and long-term care. While no one denies the importance of patient safety, few resources are being directed to improve the safety of care in home health and long-term settings.

This scan is a working document that will be updated annually and posted on the following websites:

- The Colorado Foundation for Medical Care www.cfmc.org
- The Colorado Patient Safety Coalition www.coloradopatientsafety.org
- The Colorado Trust www.coloradotrust.org

If you are aware of a patient safety program not listed or would like to update a current listing, please contact:

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COLORADO ORGANIZATIONS

Center for Assisted Living

See Colorado Health Care Association

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Bridges to Excellence – Colorado Lead

Activities

- Promote provider rewards and recognition in diabetes and cardiovascular disease
- Uses National Committee for Quality Assurance (NCQA) performance assessment programs
- Provide financial incentives for physicians who meet quality goals
- Part of a general push for pay-for-performance incentives

Target Audience

- Physicians serving several employers along the Front Range

Partners

- Eight Employers and four health plans along the Front Range

Goals

- 300 NCQA accredited physicians by the end of 2009
- Expand program to include more employers and payers in 2009

Funding Source

- Annual membership dues and grants
- Base fees paid by participants

eValue8 – Colorado Lead

Activities

- Collects performance information from health plans
 - ♦ Provides logistical and informational support to participants
 - Available online, onsite and by telephone
- Promotes the Institute of Healthcare Improvement (IHI) national campaign
 - ♦ Use of evidence-based policies and procedures to increase patient safety
- Encourages the exchange of ideas and best practices
- Fosters partnership between health plans and employers
- Reports plan performance indicators to members for plan comparison

Target Audience

- Employer members
- Healthcare consumers

Partners

- Five large health plans in Colorado

Timeframe

- Health plans submit information annually in May
- Results released in July

Funding Source

- Annual membership dues, grants, and a base fee paid by participating health plans

Health Matters Hospital and Provider Quality Report – Lead

Activities

- Annual publication of survey results
 - ♦ Consumer Assessment of Healthcare Providers and Systems (CAHPS)
 - ♦ Health Plan Employer Data Information Set (HEDIS) from NCQA
 - ♦ Survey of patients' experiences with ambulatory and facility-level care
- Newsletter articles for use by the Colorado Business Group on Health (CBGH) member organizations
- Results are also posted on the CBGH website

Target Audience

- Healthcare consumers

Partners

- The Leapfrog Group

Timeframe

- Published in September

Funding Source

- Annual membership dues and grants

Four Leapfrog Leaps to Quality – Colorado Lead

Activities

- Survey hospitals for patient satisfaction and adherence to evidence-based practice
- Assess survey results for evidence of high patient safety standards
- Publish survey results in *Health Matters Hospital and Provider Quality Report*

Target Audience

- Survey outcomes are directed to the employees of member organizations
- Hospitals by communicating consumer wants and needs

Partners

- The Leapfrog Group

Timeframe

- Annual collection of four data sets:
 - ♦ Surveys from hospitals
 - ♦ Consumer Assessment of Healthcare Providers and Systems (CAHPS)
 - ♦ Survey of patients' experiences with ambulatory and facility-level care
 - ♦ Health Plan Employer Data Information Set (HEDIS) from NCQA
 - A standardized measurement of managed care health plans
- Publish annual Health Matters Hospital and Provider Quality Report in September

Funding Source

- Annual membership dues and grants

Leapfrog Never Events – Colorado Lead

Activities

- Encourages implementation of patient safety policies and procedures
 - ♦ Focus on 28 “never events” and hospital-acquired conditions (HACs)
- Advocating that facilities:
 - ♦ Apologize to the patient and/or family affected by the never event
 - ♦ Report the event to at least one agency: JCAHO or a PSO
 - ♦ Perform a root cause analysis
 - ♦ Waive all costs directly related to a serious reportable adverse event

Target Audience

- Acute care facilities in Colorado
- Healthcare consumers

Partners

- The Leapfrog Group
- Center for Improving Value in Healthcare
- Colorado Patient Safety Coalition

Timeframe

- Ongoing until fully implemented across the state
- Goal is 2013

Funding Source

- Annual membership dues and grants

Pharmacy Benefit Management Project – Lead

Activities

- Coordinate data collection from participating employers
- Monitor pharmaceutical usage for common chronic diseases
- Report outcomes to employers with suggestions for improvement

Target Audience

- Member organizations and their corresponding third-party payers

Partners

- Three employers in Colorado

Timeframe

- Ongoing

Funding Source

- Annual membership dues and grants

Leapfrog Hospital Insights – Lead

Activities

- Expand the current annual survey of hospitals
- Basis for the Leapfrog Hospital Rewards Program

Target Audience

- Acute care facilities in Colorado
- Healthcare Consumers

Partners

- The Leapfrog Group

Timeframe

- Data collected quarterly

Funding Source

- Annual membership dues and grants

Safe practice promotion

Activities

- Monthly Board meetings
- Annual conference
- Ad hoc conferences to address topics of interest to member organizations

Target Audience

- ♦ Employees of member organizations
- ♦ Healthcare consumers
- ♦ Healthcare providers
- ♦ Third-party payers

Partners

- Including, but not limited to:
 - ♦ America Diabetes Association
 - ♦ Bridges to Excellence
- Center for Improving Value in Healthcare
 - ♦ Colorado Clinical Guidelines Collaborative
- Colorado Patient Safety Coalition
- Colorado Value Exchange
 - ♦ Leapfrog Group
 - ♦ National Business Coalition on Health

Timeframe

- Ongoing

Funding Source

- Annual membership dues, grants and partnerships

Colorado Center for Nursing Excellence

WELLSSimulationCenter.org

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Work, Education and Lifelong Learning Simulation (WELLS) Center

Activities

- Collaborate with health care providers across the state
 - ♦ Integrating simulation technology into the curriculum
 - ♦ Matching technology with the educational needs of the school or facility
 - ♦ Engaging/supplying champions of the technology
- Provide learning opportunities in a realistic clinical setting
 - ♦ Computer-driven mannequins simulate clinical experiences
- Develop individual and team skills without fear of harming an actual patient
 - ♦ Interdisciplinary rapid response teams, for example
- Offer educational programs related to training with simulation technology
 - ♦ Including, scenario development programs and facilitation/coaching workshops

Target Audiences

- Clinicians, clinician educators, and students

Stakeholders

- Colorado Department of Labor & Employment
- Colorado Center for Nursing Excellence
- Colorado Simulation Development Group
- University of Colorado Hospital
- University of Colorado Health Sciences Simulation Center
- Touch of Life
- Colorado Workforce Development Council
- Colorado Department of Education
- Rocky Mountain Public Broadcasting System
- Colorado Area Health Education Centers

Partners

- Providers and practitioners, including:
 - ♦ Hospitals
 - ♦ Long-term care facilities
 - ♦ Nursing schools

Timeframe

- Ongoing

Funding Sources

- Private/Public venture supported by:
 - ♦ US Department of Labor
 - ♦ Colorado Department of Labor and Employment
 - As part of the President's High Growth Job Training Initiative
 - The Department of Labor, Employment and Training Division
 - ♦ Colorado Workforce Development Council
- In-kind support

Colorado Citizens for Accountability

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Activities

- Development of patient safety manuals
- Present educational program regarding patient's real life stories for consumers and medical professionals
- Collaborate with patient safety organizations statewide and nationally
- Educate consumers on how to navigate the health care system
- Educate consumers on communication and advocacy in a health care setting
- Advocate and train patient empowerment
- Support patients in their advocacy efforts
- Support for those who have been affected by adverse outcomes
- Collaborate with health care providers in engaging consumers and providers
- Encourage inclusion of patients/families in policy making roles in medical settings; i.e. advisory councils, boards, RCA
- Act as a Patient for Patient Safety Champion for World Health Organization
- Advocacy for Consumers Union Patient Safety Project
- Actively participate in policy discussions/legislation related to health reform
- Participate as a speaker for the Stand Up for Safety program
- Participate in medical school training of students regarding the patients' perspective
- Panel of experts from the University of Illinois-Chicago Institute for Patient Safety Excellence
- Patient Safety Advisory Board for CPHP
- CIVHC Consumer Engagement Workgroup
- National Campaign www.PatientsRightToKnow.org

Target Audiences

- Consumers/Families/Patients
- Health Care Providers and all support staff
- Hospitals, Ambulatory, Clinics, Nursing Homes

- Independent Living Centers with continuum of care

Partners and Endorsing Organizations

- Center for Improving Value in Health Care (CIVHC)
- Colorado Consumer Health Initiative
- Colorado Foundation for Medical Care
- Colorado Medical Society
- Colorado Patient Safety Coalition
- Colorado Progressive Coalition
- Colorado Hospital Association
- Consumers Advancing Patient Safety
- Consumers Union (publisher of Consumer Reports)
- EMPOWER Colorado
- Guardianship Alliance of Colorado
- Infantile Scoliosis Outreach
- Institute for Healthcare Improvement
- National Patient Safety Foundation
- Parent to Parent
- United Cerebral Palsy of Colorado

Timeframe

- Ongoing

Funding Sources

- Membership dues
- Grants

Colorado Clinical Guidelines Collaborative (CCGC)

ColoradoGuidelines.org

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Current Activities

Improving Performance In Practice (IPIP) – Colorado Lead

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Activities

- Design and implement practice redesign strategies
- Provide in-office coaching to facilitate practice change
 - ♦ Onsite assessment and feedback

- ♦ Practice Improvement Teams and redesign plans
- ♦ Collection and submission of measures monthly
- ♦ Data analysis and feedback
- ♦ Identification and improvement for areas of deficiency
- ♦ IHI style Learning Collaboratives for practices to share learnings
- Supply electronic tools (i.e., *ReachMyDoctor*)
 - ♦ Disease management registry
 - ♦ Secure email to other providers and patients
- Patient portal to engage patients in care and promote clinician/patient relationships and enable patient management without unnecessary office visits
- Improve quality of care and patient safety through systems and process redesign
 - ♦ Incorporate population-based strategies for patient management
 - ♦ Initial focus on diabetes and asthma care with training to spread to other conditions
 - ♦ Develop and apply strategies to expand and sustain improvements to care
- Goals
 - ♦ Improve quality and patient safety
 - ♦ Improve office efficiency
 - ♦ Improve satisfaction for patients and the healthcare team

Target Audience

- Primary care practices – Family Medicine, Internal Medicine, Pediatrics
- 90 IPIP practices to date – plans to add 50 new practices in 2009

Partners

- American Board of Medical Specialties
 - ♦ Boards and Societies of Family Medicine, Internal Medicine and Pediatrics
- Participating primary care and pediatric practices
- Numerous organizations including:
 - ♦ Area Health Education Centers
 - ♦ Colorado Academy of Family Physicians
 - ♦ Colorado Business Group on Health
 - ♦ Colorado Chapter of the American College of Physicians
 - ♦ Colorado Chapter of the American Academy of Pediatrics
 - ♦ Colorado Department of Public Health and Environment
 - ♦ Colorado Foundation for Medical Care
 - ♦ Colorado Health Information Exchange
 - ♦ Colorado Medical Society
 - ♦ Colorado Regional Health Information Organization
 - ♦ COPIC Insurance Company
 - ♦ University of Colorado Health Sciences Center

Timeframe

- Ongoing per available funding

Funding Sources

- Grant funding from multiple healthcare organizations including:
 - ♦ Colorado Department of Public Health & Environment
 - ♦ Caring for Colorado Foundation
 - ♦ The Colorado Trust
 - ♦ The Colorado Health Foundation
 - ♦ Robert Wood Johnson Foundation
 - ♦ Merck

Multi-Payer Patient Centered Medical Home Pilot – Colorado Lead

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Activities

- Serve as convening organization for Colorado
 - ◆ Bring multiple stakeholders to consensus for study design and implementation
 - ◆ Manage project in Colorado and coordinate with partner state of Ohio (Cincinnati)
- Provide technical support for participating practices
 - ◆ Recruit 17 primary care practices serving 25,000-30,000 lives
 - ◆ Help design and implement practice redesign strategies using IPIP as base
 - ◆ Provide in-office coaching to facilitate change (see above)
 - ◆ Expand conditions and integrate whole-person patient centered approach
 - ◆ Assist with coordination of care with “Medical Neighborhood”
- Work with Health Plans to enhance payments to practices
 - ◆ Fee for service
 - ◆ Care Management Fee (Per Member Per Month)
 - ◆ Pay for Performance
- Follow the Joint Principles of the Patient Centered Medical Home
 - ◆ Achievement of NCQA PPC-PCMH Level I Physician Recognition
 - ◆ Progression to NCQA PPC-PCMH Level II and/or III
- Goals
 - ◆ Improve quality and patient safety
 - ◆ Reduce cost trends for the healthcare system
 - ◆ Improve satisfaction for patients and the healthcare team
- Target Audience
 - ◆ Family Medicine, Internal Medicine, Pediatrics
 - ◆ Specialists and Hospitals – engaged as part of Medical Neighborhood

Partners –national and local

- Private Payers
 - ◆ United Healthcare
 - ◆ Anthem-Wellpoint
 - ◆ Aetna
 - ◆ CIGNA
 - ◆ Humana
- Public Payers
 - ◆ Colorado Medicaid Program
 - ◆ Colorado Access
- Employer Representation
 - ◆ Colorado Business Group on Health
 - ◆ IBM
 - ◆ Patient Centered Primary Care Collaborative (PCPCC)
- Primary Care Professional Associations and Others
 - ◆ American and Colorado Academy of Family Physicians
 - ◆ American College of Physicians
 - ◆ Colorado Medical Society
 - ◆ UCHSC – Dept of Family Medicine
 - ◆ Various IPAs and other organizations

- The Cincinnati Region

Timeframe

- Pilot Development – January through December 2008
 - ♦ Practice Recruitment
 - ♦ Technical Assistance and Measures Development
 - ♦ Secure Funding
- Phase I
 - ♦ Practices preparing and submitting for NCQA Recognition
- Phase II
 - ♦ 2 Year Pilot Study – officially starting May 1, 2009
 - ♦ Pilot Practices need to achieve at least Level I NCQA (Patient Centered Medical Home (PCMH))

Funding Sources

- The Colorado Trust – CCGC for Convening Organization and Technical Assistance. Partnered with The Commonwealth Fund for evaluation.
- The Commonwealth Fund – Meredith Rosenthal, PhD (Harvard Dept of Health Policy and Management)

Tobacco Cessation Program – Colorado Lead

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Activities

- Lead agency for Colorado provider tobacco education – provide grants to others to implement programs to reduce smoking and second hand smoke exposure
- Promote use of guidelines and best-practices to reduce the health effects of tobacco
 - ♦ Prevent smoking by youth
 - ♦ Increase tobacco cessation by youths and adults
 - ♦ Reduce exposure to secondhand smoke
- Conduct rapid cycle improvement activities (RIA) in practices
 - ♦ Participation of ALL practice staff members (front office, back office, physicians, nurses, etc) in one hour facilitated brainstorming session
 - ♦ Set up processes to ASK, ADVISE and REFER patients to Colorado QuitLine
 - ♦ Over 150 TRIA activities done across the state with good results
- Make available smoking cessation materials
- Provide grants to localized cessation efforts
- Coordinate statewide efforts to reduce fragmentation

Target Audience

- All providers

Partners

- Currently working with nearly 60 organizations

Timeframe

- Ongoing per available funding

Funding Sources

- Primary funder: Colorado State Education and Prevention Partnership (STEPP)
 - ♦ Caring for Colorado Foundation
 - ♦ American Legacy Foundation

Clinical Guidelines Initiative

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Activities

- Work with healthcare community to agree on one set of quality and safety guidelines and measures to promote use of evidence-based medicine
- Continuously monitor medical research and review existing guidelines
 - ♦ Modify guidelines as necessary
- Collaborate with local and national experts to develop new guidelines
- Make guidelines readily available through various means including direct mailing, website, email, lectures, conferences, articles, etc
- Consult with practices to improve quality and safety processes
- Catalyze statewide efforts to integrate Information Technology
 - ♦ Participate on CORHIO board
 - ♦ Promote *ReachMyDoctor* and other tools including registry and e-communication among providers and with patients
- Expand Rapid Improvement Activities for Obesity, Drug and Alcohol Screening (SBIRT) and Prevention

Target Audience

- All providers

Partners

- Nearly 60 organizations including:
 - ♦ Health Plans
 - ♦ Hospitals
 - ♦ Providers – physicians, midlevel providers, nurses, other staff
 - ♦ Employers
 - ♦ Quality Improvement Organizations, Public Health, Researchers
 - ♦ Other Colorado collaboratives

Timeframe

- Ongoing per available funding

Funding Sources

- Colorado Department of Public Health and Environment (CDPHE)
- Membership dues
- In-kind contributions

Collaborative Care Solutions

Activities – underlying all above activities

- Combination of onsite quality improvement coaching and technology with the goal of promoting safe, timely, effective, efficient, equitable, patient centered care.

- ◆ Developed spread and sustainability strategy to reach all providers in Colorado as funding allows
- Help decrease fragmentation and develop a statewide shared vision for safety and quality along with CIVHC, CORHIO, Colorado Patient Safety Coalition (CPSC), Rocky Mountain Patient Safety Organization (RMPSO), Chartered Value Exchange (CVE), and many other organizations. Use Triple Aim (IHI) and It Takes A Region (MacColl Institute) as a platform to reform.
 - ◆ Healthcare delivery at the individual practice level
 - ◆ Between practices and other entities (coordination of care)
 - ◆ With patients to engage them in their care
 - ◆ At the greater system level to encourage payment reform and reduced fragmentation
 - ◆ Using shared data and performance measurement to improve quality, safety, and reduce costs

Target Audiences

- Healthcare providers, payers, purchasers, and patients
- Organizations working to increase safety and quality

Partners

- Currently working with over 60 organizations
- Continuing to build state and national partnerships

Funding Source

- Colorado Department of Public Health & Environment
- Caring for Colorado Foundation
- The Colorado Trust
- The Colorado Health Foundation
- Robert Wood Johnson Foundation
- Merck

Colorado Department of Health Care Policy and Financing

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Center for Improving Value in Health Care (CIVHC) – Lead

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Activities

- Bring existing activities/organizations together as a high-level integrator of their work

- Provide vision for health system reform and well-functioning care
- Conduct measurement/assessment regarding the efficiency of care provided
- Foster comprehensive improvement in the healthcare delivery system
 - ♦ Guided by the Triple Aim framework
- Ensure evaluation of system reform efforts to measure their impact
- Provide leadership and vision around health system reform
- Actively participate in policy discussions related to health care reform/expansion, etc
- Act as a champion of what is currently working, and support spread of what is working
- Implement strategies for increasing value in healthcare if there are no existing vehicles

Target Audiences

- Colorado healthcare system
- All Coloradans

Partners

- Numerous, including:
 - ♦ Caring for Colorado Foundation
 - ♦ Colorado Association of Health Plans
 - ♦ Colorado Business Group on Health
 - ♦ Colorado Clinical Guidelines Collaborative
 - ♦ Colorado Foundation for Medical Care
 - ♦ Colorado Department of Health Care Policy and Financing
 - ♦ Colorado Department of Personnel and Administration
 - ♦ Colorado Department of Public Health and Environment
 - ♦ Colorado Health Institute
 - ♦ Colorado Health Outcomes Project
 - ♦ Colorado Hospital Association
 - ♦ Colorado Medical Society
 - ♦ Colorado Patient Safety Coalition
 - ♦ Colorado Regional Health Information Organization
 - ♦ Colorado Rural Health Center
 - ♦ Community Health Network
 - ♦ COPIC Insurance
 - ♦ Denver Health Medical Center
 - ♦ Office of Governor Bill Ritter, Jr.
 - ♦ Physician Health Partners
 - ♦ Quality Health Network
 - ♦ Rose Community Foundation
 - ♦ The Colorado Trust
 - ♦ The Colorado Health Foundation
 - ♦ Veterans Affairs

Timeframe

- Setting a strategic plan, 2009

Funding Source

- Caring for Colorado Foundation
- The Colorado Trust
- The Commonwealth Fund

Colorado Department of Public Health and Environment

CDPHE.State.CO.US

Primary Contact

Howard Roitman

Director, Health Facilities and Emergency Medical Services Division

4300 Cherry Creek Drive South

Denver, CO 80246

(303) 692-2613

Howard.Roitman@State.CO.US

Allison Daniels

Patient Safety Initiatives Coordinator

4300 Cherry Creek Drive South

Denver, CO 80246

(303) 692-2861

Allison.Daniels@State.CO.US

Safe practice promotion

Activities

- Colorado Hospital Report Card – Lead
- Health Facility-acquired Infections Report – Lead
- Qualified Medication Administration Person program oversight
- Sponsor smoking cessation efforts
 - ♦ Colorado Clinical Guideline Collaborative as lead
- Promote best practices
- Facility surveys – Lead
- Occurrence Reporting – Lead

Target Audience

- Consumers
- Providers

Colorado Foundation for Medical Care (CFMC)

CFMC.org

Primary Contact

Arja Adair, Jr

President/CEO

23 Inverness Way East, Suite 100

Englewood, CO 80112

(303) 784-5712

AAdair@CFMC.org

Review Services – Lead

Nancy Borgstadt, RN, MS, CNS

Director of Review Services

(303) 784-5735
NBorgstadt@CFMC.org

Activities

- Identify patient safety concerns as part of the medical review process
- Assist with development of quality improvement efforts as required
- Provide individualized quality improvement support
- Report near misses
- Support of public reporting and validation

Target Audiences

- Providers

Partners

- Centers for Medicare & Medicaid Services
- Colorado Department of Health Care Policy and Financing

Timeframe

- Through July 2011

Colorado 5 Million Lives Campaign – Colorado Lead

Kelley Strachan
Project Manager
(303) 999-8674
KStrachan@CFMC.org

Activities

- Promote the Institute of Healthcare Improvement (IHI) national Campaign
 - ♦ Twelve evidence-based interventions to increase patient safety in hospitals
- Provide technical support to participating facilities
 - ♦ Available online via www.colorado5millionlives.org, onsite and by telephone
- Facilitate hospital exchange of ideas and best practices
 - ♦ Through Web-Ex calls and in-person meetings
- Encourage hospitals to submit data to IHI
 - ♦ Required MRSA & PU data

Target Audience

- Hospitals
 - ♦ Working with 56 of 73 acute care facilities across the state

Partners

- Colorado Rural Health Center
- Colorado Hospital Association
- SE-2 Communications
- The Colorado Trust
- Colorado Center for Nursing Excellence (WELLS Center)

Endorsing Organizations

- Colorado Nurses Association
- Colorado Medical Society

Timeframe

- Hospital grant period concluding August 15, 2009

Funding Source

- The Colorado Trust

Get With The Guidelines – Colorado Lead

Niki Hyde

Project Manager

(303) 847-5376

NHyde@CFMC.org

Activities

- Promote rapid-cycle, continuous quality improvement initiatives
 - ♦ Consistent use of coronary artery disease and heart failure guidelines
 - ♦ Data collection via the patient management tool
- Monthly WebEx conference calls
 - ♦ Share best practices, lessons learned, discuss barriers and celebrate successes
 - ♦ Clinical presentations
- Provide technical assistance to participating hospitals
 - ♦ CFMC and/or AHA staff meet with hospitals onsite or by phone to discuss progress
 - ♦ Assistance also available online at www.CFMC.org/GWTG
- Bi-annual statewide workshops
 - ♦ Co-sponsored by the American Heart Association
 - ♦ Share new insights into data and hospital best practices
 - ♦ Provide clinical expertise and quality improvement tools and strategies

Target Audience

- Providers treating patients following a coronary event

Partners

- American Heart Association
- Colorado Department of Public Health and Environment

Timeframe

- Through June 2009

Funding Source

- Colorado Department of Public Health and Environment

Patient Safety Project – Lead

Michelle Mills

Project Director

(303) 847-1727

MMills@COQIO.SDPS.org

Activities

- Reduce preventable surgical morbidity and mortality
 - ♦ National goal a reduction of 25%
- Focus on increasing compliance with recommended guidelines
- Promote rapid-cycle continuous quality improvement initiatives to implement protocols
 - ♦ Pre- and Post-operative VTE standing order
 - ♦ Prophylactic antibiotic standing order
 - ♦ Data collection via certified Core Measures tool
- Reduce incidence and transmission of Methicillin-resistant Staphylococcus Aureus (MRSA)

- ♦ Promote interventions such as:
 - Hand hygiene
 - Contact precautions
 - Environmental cleaning
 - Active surveillance
 - Follow-up
- Reduce incidence and prevalence, along with appropriate treatment, of pressure ulcers
 - ♦ Communicating across multiple disciplines and settings
 - Nursing homes and hospitals collaborating
 - Creating a common language
 - Minimizing risk factors in transfers
- Reduce incidence of falls in nursing homes
- Minimize use of physical restraints in nursing homes
- Decrease incidence of drug-on-drug interactions
- Prevent potentially inappropriate medications
- Provide technical assistance to participating hospitals and nursing homes
 - ♦ CFMC staff meet with hospitals and nursing homes onsite or by phone to discuss progress
 - Assistance also available online at www.CFMC.org
 - ♦ Forms of assistance include:
 - Quality improvement training in areas such as SBAR, handoffs, and debriefings
 - TeamSTEPPS training
 - Teamwork and communication training
 - Human Factors Training
 - ♦ Monthly WebEx conference calls
 - Share best practices, lessons learned, discuss barriers, and celebrate successes
 - Clinical presentations
 - Sustainability Presentations
 - ♦ Bi-annual statewide workshops
 - Share new insights into data and hospital best practices
 - Provide clinical expertise and quality improvement tools and strategies

Target Audience

- Hospitals and nursing homes

Partners

- Center for Disease Control and Prevention
- Centers for Medicare & Medicaid Services
- Agency for Healthcare Research and Quality

Timeframe

- Through July 2011

Funding Source

- Centers for Medicare & Medicaid Services

Prevention Project – Lead

Ellen Batchelor

Project Manger

(720) 208-6399

EBatchelor@CFMC.org

Activities

- Improve breast and colorectal cancer screening rates
- Increase influenza and pneumonia immunization rates
 - ♦ Assess physician office current processes
 - ♦ Establish practice quality improvement plan and goals
 - ♦ Provide care management education
 - ♦ Assess progress towards target rates
 - ♦ Serve as the electronic health record vendor liaison, both locally and nationally

Target Audiences

- Physician office practices

Timeframe

- Through July 2011

Funding Source

- Centers for Medicare & Medicaid Services

Transitions of Care Program – Lead

Risa Hayes

Project Manager

(720) 233-7734

RisaH@CFMC.org

Activities

- Develop and test a framework for safe patient transitions between settings
 - ♦ Empower patient with the tools and knowledge to effectively support transitions
- Form a complete picture of current care transitions from the patient's perspective
 - ♦ Observe and map current workflow
 - ♦ Interview personnel most closely involved in the transfer processes
 - ♦ Identify value-added activities across settings
- Build an improved and integrated care transitions model
- Bring together the staff from each care setting to understand the scope of work
 - ♦ Staff most involved in admissions and discharges will visit other settings
- Train staff across all settings in the intervention fundamentals
- Develop patient-controlled tracking tools
 - ♦ Give patients control while increasing visibility to healthcare workers
- Develop tracking tool for providers to use for monitoring the intervention
 - ♦ Input from the participating sites will be sought and incorporated
- Survey post-acute patients using the three-item Care Transition Measure
 - ♦ Responses will be used to measure and guide the progress of the intervention

Target Audiences

- Health care providers involved in the transition and discharge of patients including:
 - ♦ Hospital staff
 - ♦ Home care provider staff
 - ♦ Outpatient physician office staff
 - ♦ Nursing home staff
- Patients being transferred across settings upon discharge from the hospital

Partners

- Centers for Medicare & Medicaid Services

Timeframe

- Through July 2011

Funding Source

- Centers for Medicare & Medicaid Services

Quality Link – Lead

Shelly Dierking

Consultant

(303) 669-2700

ShellyDierking@PSEPartnership.org

Activities

- Online cross-disciplinary confidence-based model educational modules
 - ♦ Combine web-based materials with coursework and simulation
 - ♦ Scalable within modules to allow for student/post-graduate differences
 - Two modules currently online and piloted
 - Additional educational modules being developed
- Implement across the University of Colorado Health Sciences Center system
- Develop brand identity and pricing structure
- Provide continuing medical and nursing education credits

Target Audiences

- Medical, nursing and pharmacy students
- Medical interns, residents and fellows
- Practicing clinicians

Partners

- University of Colorado Health Sciences Center
 - ♦ Schools of Medicine, Nursing and Pharmacy
 - ♦ Graduate Medical Education Program
- Knowledge Factor
- University of Illinois Chicago
- Children's Hospital of Denver
- Denver Health Medical Center
- University Hospital
- Veterans Affairs Medical Center
- Quality Link
- Numerous individuals
- Future partners may include other Colorado residency programs, including:
 - ♦ Exempla St. Joseph Hospital
 - ♦ Swedish Family Medicine Residency
 - ♦ Rose Family Medicine Residency
 - ♦ Presbyterian/St. Luke's Medical Center

Timeframe

- Ongoing

Potential Funding Sources

- Caring for Colorado
- The Colorado Health Foundation
- The Robert Wood Johnson Foundation

TCHF Resident Patient Safety Pilot – Lead

Shelly Dierking

Consultant

(303) 669-2700

ShellyDierking@PSEPartnership.org

Activities

- Online cross-disciplinary confidence-based model educational modules
 - ♦ Combine web-based materials with coursework and simulation
 - ♦ Scalable within modules to allow for student/post-graduate differences
 - Two modules currently online and piloted
 - Additional educational modules being developed
- Implement across the University of Colorado Health Sciences Center system
- Develop brand identity and pricing structure
- Provide continuing medical and nursing education credits

Target Audiences

- Medical, nursing and pharmacy students
- Medical interns, residents and fellows
- Practicing clinicians

Partners

- University of Colorado Health Sciences Center
 - ♦ Schools of Medicine, Nursing and Pharmacy
 - ♦ Graduate Medical Education Program
- Knowledge Factor
- University of Illinois Chicago
- Children’s Hospital of Denver
- Denver Health Medical Center
- University Hospital
- Veterans Affairs Medical Center
- Quality Link
- Numerous individuals
- Future partners may include other Colorado residency programs, including:
 - ♦ Exempla St. Joseph Hospital
 - ♦ Swedish Family Medicine Residency
 - ♦ Rose Family Medicine Residency
 - ♦ Presbyterian/St. Luke’s Medical Center

Timeframe

- Ongoing

Potential Funding Sources

- Caring for Colorado Foundation
- The Colorado Health Foundation
- The Robert Wood Johnson Foundation

Colorado Health Care Association (CHCA)

COHCA.org

Primary Contacts

David Skipper
VP of Assisted Living and Public Relations
225 E 16th Avenue, Suite 1100
Denver, CO 80203
(303) 861-8228
DSkipper@COHCA.org

Education and Conferences

Activities

- Develop, coordinate and promote conferences
 - ♦ CHCA Fall Convention
 - Experts discussing improving quality of care issues
 - Networking and brainstorming sessions
 - Long-term care suppliers trade show
 - ♦ CHCA Spring Conference
 - Expert programs aimed at facility leadership
 - ♦ CNA Appreciation Conference
 - Awards for outstanding service, including patient safety
- Offer educational programs
 - ♦ One and two-day continuing educational courses, for example
 - Ensuring an Abuse Free Environment
 - Reducing Food Safety Risks
 - ♦ Train the trainer programs
 - ♦ Certification courses, for example
 - Charge Nurse Certification
 - Social Services Certification
 - AANAC MDS Credentialing

Target Audiences

- Long-term care employees, including
 - ♦ Clinical staff
 - ♦ Support staff
 - ♦ Leadership

Timeframe

- CHCA Spring Conference
 - ♦ May
- CNA Appreciation Conference
 - ♦ June
- CHCA Fall Convention
 - ♦ September
- Educations sessions
 - ♦ Several per month
 - ♦ Webinars coming in 2009

Colorado Hospital Association (CHA)

CHA.com

Primary Contacts

Scott Anderson
VP of Professional Activities
7335 East Orchard Road, Suite 100
Greenwood Village, CO 80111
(720) 330-6028
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Crystal Berumen
Director of Patient Safety Activities
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Greenwood Village, CO 80111
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Crystal.berumen@cha.com

Hospital Report Card – Lead

Activities

- Publish risk-adjusted mortality rates and other quality metrics
 - ♦ Compare hospital quality of care in certain areas
 - ♦ Available at www.cohospitalquality.org
- Support the Hospital Report Card Implementation Committee
 - ♦ Ensure reported data are meaningful, reliable, significant and balanced
 - ♦ Update the report card on a yearly basis as new quality metrics are made available
 - ♦ Seek feedback from the CHA Performance and Quality Coalition
 - Multi-disciplinary stakeholder advisory group to the Implementation Committee
 - ♦ Colorado Department of Public Health and Environment has final authority
- Assist facilities with public reporting requirements
 - ♦ Colorado Hospital Report Card
 - ♦ Healthcare facility-acquired infection reporting
 - ♦ Hospital price transparency reporting
- Continued involvement as reporting requirements develop

Target Audiences

- Consumers
- Hospitals
- Policy makers
- Providers
- Public health officials

Partners

- Numerous, including:
 - ♦ Businesses
 - ♦ Consumers
 - ♦ Government officials and agencies
 - ♦ Insurers
 - ♦ Providers
- CHA Performance and Quality Coalition

- ◆ Colorado Hospital Association
- ◆ COPIC Insurance
- ◆ Colorado Business Group on Health
- ◆ Centers for Medicare and Medicaid Services
- ◆ Colorado Association of Health Plans
- ◆ Colorado Department of Public Health and Environment
- ◆ Colorado Foundation for Medical Care
- ◆ Colorado Health Institute
- ◆ Colorado Medical Society
- ◆ Physician Health Partners

Timeframe

- Colorado Hospital Report Card
 - ◆ Annually
- Healthcare facility-acquired infection reporting
 - ◆ One or two times per year
- Hospital price transparency reporting
 - ◆ Beginning 2009

Methicillin-resistant Staphylococcus Aureus (MRSA) and Multidrug-Resistant Organism (MDRO) Prevention Tool Kit – Lead

Activities

- Develop a comprehensive MRSA/MDRO Tool Kit
 - ◆ Ongoing resource for hospitals to support infection prevention strategies
 - ◆ Tool Kit to cover and educate on many different aspects of infection prevention
 - ◆ Include topics such as:
 - Leadership responsibility
 - Business case for infection prevention/quality
 - Surveillance/decolonization models
 - Education of staff and consumers
 - ◆ Tool kit will be updated periodically after initial release
- Host a MRSA/MDRO Summit
 - ◆ Educate hospital leadership and staff on topics related to MRSA/MDRO prevention

Target Audiences

- Hospitals
- Hospital Leadership
- Infection Preventionists
- Quality Professionals
- Physicians
- Providers

Timeframe

- February 2009

Partners

- Colorado Hospital Association Quality Professionals Council
- Association of Professionals in Infection Control – Mile High Colorado Chapter

Board Governance – Lead

Activities

- 5 Million Lives Campaign Boards on Board initiative
 - ♦ Engage hospital trustees in quality improvement and patient safety efforts
 - Host educational seminars lead by board governance experts
 - Provide tool and resources to advance initiative in individual facilities
 - Onsite education of hospital trustees
 - Provide individual technical support depending on needs of the hospitals
- Board Governance support to Colorado hospitals (outside of Boards on Board scope)
 - ♦ Quarterly trustee newsletter
 - ♦ Board self-assessment tool kit
 - ♦ Regional educational opportunities
 - ♦ Online education modules
- Board Governance Advisory Committee
- Shape initiatives and advance quality and patient safety accountability at the board level

Target Audiences

- Hospitals
- Chief Executive Officers
- Board Chair and hospital trustees
- Chief Medical Officers
- Chief Nursing Officers
- Quality Professionals
- Patient Safety Officers

Timeframe

- Ongoing

Partners

- Board Governance experts, including but not limited to:
 - ♦ Jim Reinertsen
 - ♦ Jim Conway
 - ♦ Jamie Orlikoff
 - ♦ Michael Pugh
- Colorado Foundation for Medical Care
- The Colorado Trust

HRET/CUSP Implementation to Reduce CLABSIs in ICUs – Lead

Activities

- Implementation of the Comprehensive Unit-based Safety Program (CUSP) intervention
 - ♦ Strategy and tools to reduce central line-associated bloodstream infections (CLABSI)
 - ♦ Focus on Colorado intensive care units
 - ♦ Replicate the success of CUSP in other states to reduce mean CLABSI rate
 - ♦ Improve patient safety culture by 50%
- Create educational modules regarding CUSP that are publically available

Target Audiences

- Hospitals
- Infection Preventionists
- Quality Professionals
- Patient Safety Officers

Timeframe

- Two year program beginning February 2009
- Partners
- Health Research and Educational Trust
- American Hospital Association
- Michigan Hospital Association's Keystone Center for Public Safety
- Association of Professionals in Infection Control - Rocky Mountain Chapter

Rocky Mountain Patient Safety Organization (RMPSO) – Lead

Primary Contact

Donna Kusuda, MS, CPHQ
Director
CHA
7335 E. Orchard Road, Suite 200
Greenwood village, CO 80111
(720) 330-6071
Donna.Kusuda@cha.com

Activities

- CHA Board of Trustees endorsed CHA taking lead on federally designated PSO in November 2008
- Listed as PSO by Department of Health and Human Services January 21, 2009.
- Currently a component PSO under 501c3 Colorado Center for the Advancement of Patient Safety
- Once operational will become a separate 501c3 with its own governing body
- Unique core function: “Measuring patient safety, analyzing patient safety work product, identifying priorities and strategies for improvement to reduce adverse events
- To improve patient safety through sharing and analyzing data and lessons learned to reduce adverse events and improve quality of care delivery across the care continuum in Colorado and the region
- RMPSO development process will be collaborative within the Colorado healthcare community
- RMPSO approach will be a patient centered effort to improve safety
- RMPSO will offer a “sanctuary” for providers to share patient safety work product at a different level than ever before
- RMPSO will provide regular sharing of data, lessons learned within specific provider types
- RMPSO will provide regular sharing of data and lessons learned across different provider types where common issues or goals overlap

Target Audiences

- Hospitals
- Nursing Homes
- Home Health Agencies
- Physicians

Partners

- Center for Improving Value in Healthcare
- CHA Performance and Quality Coalition
 - ♦ Colorado Hospital Association
 - ♦ COPIC Insurance

- ◆ Colorado Business Group on Health
- ◆ Centers for Medicare and Medicaid Services
- ◆ Colorado Association of Health Plans
- ◆ Colorado Department of Public Health and Environment
- ◆ Colorado Foundation for Medical Care
- ◆ Colorado Health Institute
- ◆ Colorado Medical Society
- ◆ Physician Health Partners

Timeframe

- 2009

Safe Practice Promotion

Activities

- Promote ongoing quality improvement efforts
- Facilitate the exchange of best practices
- Promote standardized processes
 - ◆ For example, wristbands and emergency codes
 - ◆ Payment principles for adverse health events
- Advocate for accountability and quality
- Engage hospital's boards of governance
 - ◆ Show Boards of Trustees how to measure and improve quality
 - Enable them to track quality performance as they do financial performance
- Maintain Discharge Data database
- Educate providers, consumers, policy makers and media

Target Audiences

- Consumers
- Hospitals
- Policy makers
- Providers
- Public health officials

Partners

- Numerous, including:
 - ◆ Local and national patient safety organizations
 - ◆ Medical societies and colleges
 - ◆ Hospital groups

Colorado Medical Directors Association (CMDA)

CMDA.us

Primary Contact

Cari Levy, MD

President and Assistant Professor of Medicine

11438 East Baltic Place

Aurora, CO 80014

(303) 750-4666

Cari.Levy@UCDenver.edu

Pharmaceutical Waste Disposal Project – Lead

Activities

- Monthly meetings
 - ♦ Share best practices, lessons learned, discuss barriers and celebrate successes
 - ♦ Convene national experts
- Promote awareness of patient safety issues
- Support individual facility directors in their quality improvement efforts
- Annual conference, April
- Mutual agreement for improving working relationships
 - ♦ Affirms collaboration between agencies towards the goal of improved patient safety

Target Audiences

- Long-term care facilities and staff, including:
 - ♦ Medical directors
 - ♦ Pharmacists
 - ♦ Nurses
 - ♦ Administration

Partners

- Colorado Department of Public Health and Environment
- All organizations interested in patient safety in long-term care facilities

Timeframe

- Ongoing

Funding Source

- Vendor display fees during the annual conference

Colorado Medical Society (CMS)

CMS.org

Primary Contact

Chet Seward, MA, CPHIT, CPEHR
Director of Health Care Policy
7351 Lowry Boulevard, Suite 110
Denver, CO 80230
(720) 859-1001
Chet_Seward@cms.org

Safe Practice Promotion

Activities

- Support of organizations promoting patient safety
 - ♦ Facilitating cooperation and information exchange
 - ♦ Participating on Colorado Patient Safety Coalition
 - ♦ Supporting Colorado Hospital Association's creation of a patient safety organization
- Patient safety brochure for health care providers
- Advocate for policy improvements
 - ♦ Physicians' Congress for Health Care Reform
 - ♦ Promote comprehensive health care reform
 - ♦ Work on specific proposals for patient safety being advanced including:

- Ensure appropriate medical professional discipline and accountability
- Use the 2010 sunset of the medical practice act as a way to promote patient safety and physician accountability
- Develop targeted education campaigns for physicians
- ◆ Position papers consistent with improved patient safety
- CME credit for continuing education
- Support of local medical societies

Target Audiences

- Physicians
- Consumers
- Policy makers

Partners

- All health related organizations

Timeframe

- Ongoing

Funding Source

- Membership dues

Colorado Nurses Association (CNA)

Nurses-CO.org

Primary Contact

Fran Ricker, RN, MSN, CGRN
 Executive Director
 1221 South Clarkson Street, Suite 205
 Denver, CO 80210
 (303) 757-5049
 FranRicker@Nurses-CO.org

Safe Practice Promotion

Activities

- Provide nursing perspective to organizations committed to patient safety
 - ◆ Colorado Patient Safety Coalition
 - ◆ Colorado Foundation for Medical Care
 - ◆ 5 Million Lives Campaign
- Sponsor educational events
- Advocate for policy
- Quarterly newspaper – Colorado Nurse
 - ◆ Mailed directly to about 62,000 RNs and LPNs in Colorado
- Advocate for an environment of safety within the clinical workplace

Target Audiences

- Nursing staff
- Policy makers
- Health care organizations
- Other health care professionals

- Consumers

Partners

- Numerous, including:
 - ♦ Colorado Patient Safety Coalition
 - ♦ Colorado Foundation for Medical Care
 - ♦ Colorado Nurses Foundation
 - ♦ Healthcare for all Colorado
 - ♦ The Colorado Trust
 - ♦ Other health care professional organizations

Timeframe

- Ongoing

Funding Source

- Primarily membership dues

Colorado Patient Safety Coalition (CPSC)

ColoradoPatientSafety.org

Primary Contact

Edward A. Dauer
 Executive Director
 7335 East Orchard Road, Suite 200
 Greenwood Village, CO 80111-2512
 (720) 330-6035
 EDauer@ColoradoPatientSafety.org

Do No Harm Conference – Lead

Activities

- Develop, coordinate and promote conference
- Present educational programs
- Provide a forum for networking and knowledge transfer
- Increase awareness of safety issues
- Raise the level of safety expectations
- Present awards for accomplishments in safety

Target Audiences

- Consumers
- Providers

Partners

- Anyone interested in patient safety including, but not limited to:
 - ♦ Individuals
 - ♦ Institutions
 - ♦ Regulators
 - ♦ Purchasers
 - ♦ Consumers

Timeframe

- November, annually

Funding Sources

- Registration fees
- Contributions
- In-kind support

Topical Conferences

Activities

- Identify issues of immediate concern
- Bring together experts in the field
- Develop, coordinate and promote topic specific conference
- Present timely programs

Target Audiences

- Consumers
- Providers

Partners

- All interested in patient safety

Timeframe

- As per demand

Funding Sources

- Registration fees
- Contributions
- In-kind support

Patients, Change Everything! Conference – Lead

Activities

- Sought to be lead convener of *Add Patients, Change Everything!* program
 - ♦ Chosen as one of three locations by Consumers Advocating Patient Safety (CAPS)
 - ♦ Bring consumers and providers together for a patient-centered approach to safety

Target Audiences

- Consumers
- Providers

Partners

- Consumers Advocating Patient Safety
- Numerous local organizations promoting patient safety

Timeframe

- February 2009

Funding Sources

- Grants

Safe Practice Promotion

Activities

- Foster a culture of safety
 - ♦ Through conferences, listserv, and word-of-mouth
- Identify and share successful patient safety improvement strategies

- ♦ Focus on methods of sustainable improvements
- ♦ Encourage use of best practices
- Make resources readily available
 - ♦ Accessed through website
- Promote collaborative efforts
- Identify and promote an initiative around which the entire community could rally
 - ♦ Potential project areas include continuum of care records

Target Audiences

- Providers
- Consumers
- Media

Partners

- All interested in patient safety

Funding Sources

- Contributions from individuals and organizations
- In-kind support

Colorado Pharmacists Society (CPS)

COPharm.org

Primary Contact

Val Kalnins, PharmD
 Executive Director
 6825 East Tennessee Avenue, Suite 440
 Denver, CO 80224
 (303) 756-3069
 Val@COPharm.org

Pharmacy Quality Commitment – Colorado Lead

Activities

- Adoption of the Pharmacy Quality Commitment (PQC) program
 - ♦ PQC provides an online resource to prevent errors and improve quality
 - ♦ Best practices are incorporated into the system
 - ♦ Tracks measures and produces reports on quality and safety

Target Audience

- Pharmacies

Timeframe

- 2009

Safe Practice Promotion

Activities

- Convene meetings for members to learn about current issues – Lead
 - ♦ Annual Summer Meeting
 - ♦ Annual Fall Meeting

- Provide educational seminars for continuing education credits – Lead
 - ♦ Annual Winter Seminar
 - ♦ Topical seminars as appropriate
- Publish electronic newsletter
- Collaborate with other organizations interested in patient safety
- Represent members before the state legislature
- Serve on Colorado Patient Safety Leadership Task Force

Target Audiences

- Pharmacists
- Policy makers

Partners

- Numerous, including:
 - ♦ 9HealthFair
 - ♦ Colorado Hospital Association
 - ♦ Colorado Medical Society
 - ♦ Colorado Nurses Association
 - ♦ Colorado Patient Safety Coalition
 - ♦ Colorado Pharmacists Recovery Network

Timeframe

- Ongoing

Funding Source

- Membership dues

Colorado Regional Health Information Organization (CORHIO)

CORHIO.org

Primary Contact

Phyllis Albritton
 Executive Director
 1576 Sherman Street, Suite 300
 Denver, CO 80203
 (303) 670-5865
 Palbritton@pcubedpartners.com

Point of Care Inquiry System – Lead

Activities

- Developed a prototype health information exchange statewide
 - ♦ Able to query across disparate systems
- Create a common framework for data collection and sharing
- Identify business and legal aspects of data exchange

Target Audience

- Providers

Partners

- The Children’s Hospital

- Denver Health & Hospital Authority
- Kaiser Permanente Colorado
- University of Colorado Hospital

Timeframe

- Began transmitting data in 2008
- Potentially seeking additional funding for expansion after 6 month evaluation

Funding Source

- Agency for Healthcare Research and Quality
- The Colorado Health Foundation
- Office of the National Coordinator for Health Information Technology

Statewide Health Information Technology (HIT) Summit – Lead

Activities

- Align HIT efforts and activities across Colorado
- Facilitate development of statewide HIE efforts
- Develop framework for state-wide consensus on next steps

Target Audience

- HIE leaders across Colorado

Partners

- Governor’s Office of Information Technology
- The Colorado Health Foundation

Immunization Registry Project – Lead

Activities

- Develop interface with the Colorado Immunization Information System (CIIS)
 - ♦ Meet national messaging protocol (HL7) standards
 - ♦ Enable electronic information to be submitted to and extracted from CIIS
- Gain buy-in and understanding among stakeholders
- Deploy exchange service to community health center and other sites

Target Audience

- Providers

Partners

- Centers for Disease Control and Prevention
- Children’s Hospital
- Colorado Community Health Network
- Colorado Department of Health Care Policy & Financing
- Colorado Department of Public Health and Environment
- Colorado Immunization Information System
- Denver Health & Hospital Authority
- Quality Health Network
- State of Colorado

Timeframe

- Winter 2008 – Fall 2009

Funding Source

- Centers for Disease Control and Prevention

Clinical Messaging System – Lead

Activities

- Offer low-cost tool to all health care providers across Colorado
- Augment current local HIEs to maximize local potential
- Create a common framework for data collection and sharing
- Identify & resolve business and legal aspects of data exchange

Target Audience

- Providers
- Local HIEs

Timeframe

- At least 3 communities by 2010

Funding Source

- The Colorado Health Foundation
- COPIC Insurance Company
- Kaiser Permanente Colorado
- Rocky Mountain Health Plans
- State of Colorado
- United Healthcare of Colorado
- Other to be determined

San Luis Valley Health Information Exchange Project – Lead

Activities

- Determine feasibility of health information exchange among local health care providers
 - ♦ Establish technology framework
 - ♦ Establish budget and timeline

Partners

- Alamosa County Nursing Services
- Colorado Clinical Guidelines Collaborative
- Conejos County Hospital
- Rio Grande Hospital
- San Luis Valley Area Health Education Center
- San Luis Valley Mental Health Center
- San Luis Valley Regional Medical Center
- Valley-wide Health System

Timeframe

- Spring – Summer 2009

Colorado Rural Health Center (CRHC)

CORuralHealth.org

Primary Contact

Lou Ann Wilroy
Executive Director
3033 South Parker Road, Suite 606
Aurora, CO 80014
(303) 832-7493
LW@CORuralHealth.org

Facility Specific Training Pilot – Lead

Activities

- Develop program to teach site-specific process improvement methodologies
 - ♦ Six-Sigma
 - ♦ Lean Training
- Work to improve quality of care and patient safety
 - ♦ Integrate quality improvement and data collection methods into facility

Target Audience

- Rural Health Clinics

Timeframe

- Spring 2009

Safe Practice Promotion

Activities

- Provide technical assistance for safety and quality initiatives
- A focus on issues confronting small, rural facilities
 - ♦ Measures and initiatives of most benefit to the individual facility
 - ♦ All local and national initiatives including, but not limited to:
 - DOQ-IT
 - Improving Performance in Practice
 - Mission: Lifeline
- Bi-monthly conference calls – Lead
 - ♦ Opportunity to share experiences, identify resources, and address issues
- Semi-annual regional conferences – Lead
 - ♦ Patient safety technical assistance, workshops and training
- Onsite assessment of quality plan
 - ♦ Ensures appropriateness and compliance

Target Audiences

- Critical Access hospitals
 - ♦ Healthcare providers
 - ♦ Quality assurance personnel
 - ♦ Information technology personnel
 - ♦ Administration
- Rural Health Clinics

Partners

- Colorado Foundation for Medical Care
- Colorado Hospital Association
- Center for Improving Value in Health Care
- Centers for Medicare & Medicaid Services
- Kansas Foundation for Medical Care
- The Colorado Trust

Timeframe

- Ongoing

Funding Source

- Health Resources and Services Administration
- The Colorado Health Foundation
- The Colorado Trust

COPIC Insurance Company

CallCOPIC.com

Primary Contact

Alan Lembitz, MD
VP, Risk Management
7351 Lowry Boulevard
Denver, CO 80230
(720) 858-6133
Alembitz@COPIC.com

Practice Quality – Lead

Activities

- Conduct onsite assessments of physician practices
- Ensure systems are in place to minimize patient risk
 - ♦ “Level One Guidelines” have been validated by claims data
 - ♦ Includes systems for patient follow-up, test tracking and medication lists
- Measure practice safety culture using AHRQ ambulatory outpatient office criteria
 - ♦ Handheld electronic tablets capture data confidentially
- Provide ERS Point incentives for adherence to Level One Guidelines
- Examples of effective systems are immediately available
- Assist with the development of quality improvement plans

Target Audience

- COPIC insured physicians

Timeframe

- Onsite assessment every two years
- Six-month follow-up visit for quality improvement plans

3Rs Program – Lead

Activities

- Promote the three Rs following an unexpected outcome

- ♦ Recognize, Respond, Resolve
- Focus on maintaining the relationship between physician and patient
- Emphasize the skills necessary to:
 - ♦ Understand what happened
 - ♦ Provide full disclosure to the patient and/or family
 - ♦ Describe the actions necessary to correct the situation
 - ♦ Arrange for appropriate assistance
- Requires reporting of incidents

Target Audience

- COPIC insured physicians

Timeframe

- Ongoing
- Multiple educational sessions offered throughout the state on annual basis

Safe Practice Promotion

Activities

- Clinical risk management seminars – Lead
 - ♦ Multidisciplinary seminars
 - Includes sessions on medical errors and system failures
 - ♦ Specialty specific seminars
 - Highlights risk management and safety issues
 - Continuously updated and driven by actual claims experience
 - ♦ Patient safety specific seminars
 - ♦ Seminars available online in near future
- Communication seminars – Lead
 - ♦ Clinician/patient seminars
 - Emphasizes the efficient exchange of information
 - ♦ Clinician/clinician seminars
 - Seeks to eliminate communication breakdowns
- Team building modules – Lead
 - ♦ Provides facility and department level teamwork training
- Publications
 - ♦ Copiscope
 - Bimonthly publication for COPIC insureds
 - Provides timely and relevant quality, safety and risk management information
 - Challenges physicians with quizzes for ERS credit
 - Promotes relevant seminars and training
 - Provides patient education materials through website
- Provide office materials proven to increase safety and reduce risk
 - ♦ Materials available in hardcopy and online
- Develop and promotes clinical guidelines
 - ♦ For example, worked with Colorado clinical staff to develop OB guidelines
 - Grounded in actual claims data
 - ♦ Provides access to multiple clinical guidelines through website
- Promote the use of electronic medical records
 - ♦ Identifies important functions
 - ♦ Assists with practice integration of systems
- Support organizations which promote health care quality and safety
 - ♦ Promotes organizations such as the Colorado Clinical Guidelines Collaborative

- ◆ Promotes educational sessions like the Community Conference on Health Care Ethics
 - Patient Safety & Disclosure of Unanticipated Outcomes
 - ◆ Provides ERS points as incentives to participate in appropriate programs
 - ◆ Collaborates with individuals/facilities as requested
- Refer physicians for additional assistance as needed
 - ◆ The Center for Personalized Education of Physicians
 - ◆ The Colorado Physician Health Program
- Encourage system-to-system sharing
 - ◆ Bring Medical Directors and other leaders together to share best practices
 - Includes multi-disciplinary primary care networks
- Ongoing claim and occurrence analyses
 - ◆ Identifies areas in need of improvement
 - ◆ Conducts root cause analyses
 - ◆ Uses insight to direct educational and consulting activities
- “Boot Camps” for selected physicians and groups
 - ◆ Emphasizes safe practice systems
 - ◆ Teaches physician/patient communication skills
- Week long resident rotation at COPIC
 - ◆ Review active and closed files
 - ◆ Engage members of Risk Management, Legal, Claims and Leadership
 - ◆ Discuss medical errors, teamwork, communication and trends
 - ◆ Focus on professionalism and quality improvement
- Promote use of simulation technology
 - ◆ Use in medical schools, residencies and for professional certification
 - ◆ Donated obstetric labor and delivery simulator
 - In cooperation with the Center for Advancing Professional Excellence
 - Portable to provide onsite multi-disciplinary team training throughout the state

Target Audiences

- COPIC insured physicians and acute care facilities
- Colorado healthcare providers
- Colorado and national policy makers

Partners

- Many including, but not limited to:
 - ◆ 9HealthFairs
 - ◆ American Cancer Society
 - ◆ American Society of Healthcare Risk Management
 - ◆ Center for Advancing Professional Excellence
 - ◆ Center for Personalized Education for Physicians
 - ◆ Colorado Board of Medical Examiners
 - ◆ Colorado Clinical Guidelines Collaborative
 - ◆ Colorado Foundation for Medical Care
 - ◆ Colorado Hospital Association
 - ◆ Colorado Medical Society
 - ◆ Colorado Physician Health Program
 - ◆ Colorado Society of Anesthesiologists
 - ◆ Colorado Society of Osteopathic Medicine
 - ◆ Local medical societies
 - ◆ National Patient Safety Foundation
 - ◆ Practice Quality
 - ◆ Residency programs

Timeframe

- Ongoing and per request

Patient Safety Education Partnership (PSEP)

Primary Contact

Shelly Dierking
P.O. Box 440156
Aurora, CO 80044
(303) 669-2700
ShellyDierking@PSEPartnership.org

Third-year Medical Student Curriculum – Lead

Activities

- Present focused learning sessions on patient safety
- Panel of experts from the University of Illinois-Chicago
 - ♦ Institute for Patient Safety Excellence

Target Audiences

- Third-year medical students

Partners

- Colorado Foundation for Medical Care
- University of Colorado School of Medicine Foundations of Doctoring program

Timeframe

- 2009 forward

Funding Sources

- Applying for funding

Persons United Limiting Substandards and Errors (PULSE)

PULSEAmerica.org

Colorado Contact

Jennifer Dingman
(719) 564-0280
PULSEColo@yahoo.com

Safe Practice Promotion

Activities

- Support for patients and families who have been effected by adverse outcomes – Lead
 - ♦ Support groups
 - ♦ Counseling
- Bedside Advocacy – Lead
 - ♦ Provide educational sessions and materials at hospital facilities
 - ♦ Proactive outreach to patients and families who may be admitted in the future

- Encourage inclusion of patients and family in all aspects of patient safety
 - ♦ Patient and family membership on advisory councils
 - ♦ Patient and family inclusion in root-cause analyses
 - ♦ Empower patients to monitor their safety
- Advocate for patient safety throughout the Colorado health care system
 - ♦ Promote development of local Colorado Patient Safety Coalition chapters
 - ♦ Encourage Stand Up for Patient Safety programs
- Put individuals wanting to participate in touch with appropriate organizations
- Support others with similar objectives
- Quarterly newsletter

Target Audiences

- Patients & families
- Health care providers
- Hospitals

Partners

- Numerous, including:
 - ♦ Colorado Patient Safety Coalition
 - ♦ Hospitals that promote Stand Up for Patient Safety programs
 - ♦ Institute for Healthcare Improvement
 - ♦ Institute for Safe Medication Practices
 - ♦ National Patient Safety Foundation
 - ♦ Risk Management and Patient Safety Institute
 - ♦ The Joint Commission
 - ♦ The Sorry Works Coalition
 - ♦ TMIT (Safety Leaders.org)
 - ♦ World Health Organization

Funding Source

- Volunteer

University of Colorado Hospital (UCH)

UCH.edu

Primary Contact

Steven P. Ringel, MD
 VP, Clinical Effectiveness and Patient Safety
 Leprino Bldg - Suite 931
 112401 E. 17th Avenue (C300)
 Aurora CO 80045
 (720) 848-7015
 Steven.Ringel@UCHSC.edu

Patient Safety Curriculum

Activities

- Work to incorporate patient safety into the medical education curriculum
 - ♦ Increase existing emphasis by formalizing education about safety
- Focused modules and seminars

- ♦ Combine web-based materials with coursework and simulation
- Standardized central processes

Target Audiences

- University of Colorado Hospital residents
- University of Colorado School of Medicine students and faculty

Partners

- Colorado Foundation for Medical Care
- COPIC Insurance Company
- University HealthSystem Consortium
- University of Colorado School of Medicine

Timeframe

- Ongoing with continual development of educational opportunities

Patient Education – Lead

Activities

- Develop materials to educate consumers about patient safety and quality
 - ♦ Information covers multiple health care settings
- Empower patients to discuss safety concerns
 - ♦ Families can request a Medical Effectiveness Team review
 - ♦ Combined elements of “Speak Up” with hand hygiene

Target Audience

- Patients

Timeframe

- Ongoing

Quality and Safety Information Website – Lead

Activities

- Collect numerous types of quality and safety data
 - ♦ Benchmark to national and regional peers
 - ♦ Data available to all staff
- Share data with the public through UCH website

Target Audience

- General public
- Hospital clinicians and staff

Timeframe

- Ongoing

Small Grant Program – Lead

Activities

- Distributing \$250,000 to fund small research projects
 - ♦ \$20,000-25,000 grants
- Encourage pilot projects with potential to improve clinical effectiveness
 - ♦ Implement best practices throughout system

Target Audience

- Members of the University of Colorado Hospital system

Timeframe

- Ongoing with new projects being funded

Safe Practice Promotion

Activities

- Participate in numerous local and national quality and safety initiatives
 - ♦ Every clinical service is working on at least one project
 - For example, the 5 Million Lives campaign
- Collect data on all occurrences and “near misses”
 - ♦ Part of the University HealthSystem Consortium’s Patient Safety Net
 - Web-based, real-time, event-reporting tool
 - Compares performance of academic medical centers
 - ♦ Data analyzed to best focus limited resources for maximum impact
 - ♦ Quality improvement plans developed and implemented
- Strengthen the culture of quality
 - ♦ Promote positive climate towards safety and quality improvement
 - ♦ Medical Effectiveness Team responds to safety issues as raised
 - Reports treated as opportunities to learn, not to assign blame

Target Audiences

- Hospital clinicians and staff

Partners

- Many, including:
 - ♦ Centers for Medicare & Medicaid Services
 - ♦ COPIC Insurance Company
 - ♦ Institute for Healthcare Improvement
 - ♦ Joint Commission on Accreditation of Healthcare Organizations
 - ♦ University HealthSystem Consortium

VHA Mountain States

VHA.com

Primary Contact

Sherry Bright
VP, Clinical & Performance Improvement
1401 17th Street, Suite 850
Denver, CO 80202
(303) 308-4132
sbright@VHA.com

VHA Leadership Conference – Lead

Activities

- Explore new ways to improve clinical performance
- Share best practices with peers
- Provide continuing education credit
- Expert panel discussions
- Enhance management skills and techniques

Target Audience

- Hospital administrators
- Hospital quality improvement professionals
- Hospital clinicians
- Physicians

Partners

- Contracted vendors and suppliers

Timeframe

- May 17 - 21 in San Antonio, TX

Funding Source

- Conference fees
- Sponsors

VHA Mountain States Regional Leadership Conference – Lead

Activities

- Focus on achieving performance excellence
- Educational tracks in clinical improvement, leadership and supply chain
- Network and share best practices with peers
- Provide continuing education credit
- Update on accreditation & standards, NPSG, etc.

Target Audience

- Hospital administrators
- Hospital quality improvement professionals
- Hospital clinicians
- Physicians

Partners

- Contracted vendors and suppliers

Timeframe

- October 12 – 15, 2009 in San Diego, CA

Funding Source

- Conference fees
- Sponsors

Safe Practice Promotion

Activities

- Clinical improvement tools, resources and networks
- Recognition awards for improvement (regional & national)
- Facilitate sharing of best practices (regional & national)
- Research and white paper development
- Online learning materials
- Executive Improvement Academy – targeted to senior leadership teams
- Health Care Safety Network
 - ♦ Targeting CEOs
- Virtual Survey System (The Joint Commission, TJC) and support
- Teamwork & Safety Climate and Patient Safety Organizational Assessment surveys

Target Audience

- Hospital administrators
- Hospital quality improvement professionals
- Hospital clinicians
- Physicians
- Accreditation managers

Partners

- State hospital associations
- Quality Improvement Organizations (e.g., CFMC)

Timeframe

- Ongoing Funding Source
- Membership dues

NATIONAL ORGANIZATIONS WITH COLORADO AFFILIATIONS

American Association of Homes and Services for the Aging

AAHSA.org

2519 Connecticut Avenue NW
Washington, DC 20008
(202) 783-2242
Info@AAHSA.org

Activity Types

- Educational programs
 - ♦ Annual meeting
 - ♦ Future of Aging Services conference
 - ♦ Audio conferences
 - ♦ Leadership summit
- Quality First initiative
- Publications

Target Audience

- Continuing care retirement communities
- Home and community-based service providers
- Nursing homes

American College of Healthcare Executives

ACHE.org

One North Franklin Street, Suite 1700
Chicago, IL 60606
(312) 424-2800
ACHE@ACHE.org

Activity Types

- Educational programs
 - ♦ How to Create and Maintain a Culture of Patient Safety
- Publications

Target Audience

- Healthcare managers and executives

American College of Medical Quality

ACMQ.org

4334 Montgomery Avenue, Suite B
Bethesda, MD 20814
(800) 924-2149
<http://www.acmq.org/membership/index.cfm>

Activity Types

- Education and training programs

- ◆ Detailed core curriculum available online

Target Audience

- Medical quality managers

American Health Care Association

AHCANCal.org

1201 L Street, NW

Washington, DC 20005

(202) 842-4444

http://www.ahcancal.org/about_ahca/Pages/ContactUs.aspx

Activity Types

- Quality award program
- Advancing Excellence in America's Nursing Homes
- Quality First initiative
- Nurse Assistant Training
- Nurse Leadership Training
- National Quality Symposium

Target Audience

- Long-term Care Providers
- Consumers
- Policy Makers

American Hospital Association

AHA.org

One North Franklin Street

Chicago, IL 60606

(312) 422-3000

<http://www.aha.org/aha/member-center/contact-us.html>

Activity Types

- 2009 Healthcare Executive Summit
- Quality and Patient Safety for the Senior Leader
- Advocacy
- Partnership formation and promotion
- Support of local hospital associations
- McKesson Quest for Quality Awards
- Publications

Target Audiences

- Hospital associations, executives and staff

American Medical Directors Association

AMDA.com

11000 Broken Land Parkway, Suite 400
Columbia, MD 21044
(800) 876-2632
Info@AMDA.com

Activity Types

- Advocacy
- Award programs
- Certification support
- Clinical support tools
- Administration support tools
- CE sessions and conferences
- Publications

Target Audiences

- Long-term care facility medical staff and administration

American Medical Group Association

AMGA.org

1422 Duke Street
Alexandria, VA 22314
(703) 838-0033
DFisher@AMGA.org

Activity Types

- Political advocacy
- Educational and networking programs
- Publications
- Benchmarking data services

Target Audiences

- Policy makers
- Medical groups and integrated health systems

American Society for Healthcare Risk Management

ASHRM.org

One North Franklin, 28th Floor
Chicago, IL 60606
(312) 422-3980
ASHRM@AHA.org

Activity Types

- Patient safety audio conferences

Target Audience

- Nursing facilities

Anesthesia Patient Safety Foundation

APSF.org

Building One, Suite Two
8007 South Meridian Street
Indianapolis, IN 46217
Deanna M. Walker at Walker@APSF.org

Activity Types

- Fund research to ensure that no patient shall be harmed by anesthesia
- Promote information and ideas about the causes and prevention of anesthetic errors
- Foster High Reliability Organization principles

Target Audiences

- Anesthesiologists and researchers

Association for Prevention Teaching and Research

APTR.org

1001 Connecticut Avenue, NW, Suite 610
Washington, DC 20036
(866) 520-APTR
Allison L. Lewis at ALL@APTRweb.org

Activity Types

- Prevention Education Resource Center (PERC)
 - ♦ www.teachprevention.org
 - ♦ Repository of educational materials and best practices
- Multi-disciplinary educational programs
- Fellowships
- Research funding

Target Audiences

- Health professionals, educators, and researchers

Centers for Disease Control and Prevention (CDC)

CDC.gov

1600 Clifton Road
Atlanta, GA 30333
(800) 232-4636
CDCInfo@CDC.gov

Activity Types

- Injection safety
 - ♦ *Never* events
- Medication safety

Target Audience

- Clinical personnel

Center for Education and Research in Patient Safety

Department of Defense Patient Safety Program

DoDPatientSafety.USUHS.mil

Uniformed Services University of the Health Sciences

4301 Jones Bridge Road - BLDG 28

Bethesda, MD 20814

(301) 295-1546

<http://www.usuhs.mil/cerps/contact.html>

Activity Types

- Educational materials, tools, training and resources to improve patient safety

Target Audiences

- Individuals and organizations providing health care to military personnel

Child Health Corporation of America

CHCA.com

6803 West 64th Street

Shawnee Mission, KS 66202

(913) 262-1436

Info@CHCA.com

Activity Types

- Safety promotion
 - ♦ Getting to Zero Campaign
- Education
 - ♦ CHEX custom online curriculum to improve performance and share best practices
- Data collection
- Collaboration facilitation
- Publications

Target Audience

- Member hospitals
 - ♦ Children's Hospital of Denver

Committee to Reduce Infection Deaths

HospitalInfection.org

185 East 85th Street, Suite 35B

New York, NY 10028

(212) 369-3329

<http://www.hospitalinfection.org/inquiry.shtml>

Activity Types

- Infection prevention advocacy
- Patient oriented educational materials
 - ♦ 15 Steps to Protect Yourself

Target Audiences

- Patients
- Policy makers
- Infection control officers

Consumers Advancing Patient Safety

PatientSafety.org

One West Superior Street, Suite 2410
Chicago, IL 60610
(312) 274-1301
Mitch Dvorak at MDvork@PatientSafety.org

Activity Types

- Add Patients, Change Everything! initiative
 - ♦ Patient safety workshop
 - In Denver, February 2009
 - ♦ Goal to develop sustainable community-based partnerships
- Developing consumer champions workshops and tool kits
 - ♦ Encourage patient and family collaboration with healthcare professionals
- Publish fact sheets
- Electronic bulletin board and links

Target Audiences

- Consumers
- Healthcare professionals
- Policy makers

Center for Education and Research in Patient Safety

Department of Defense Patient Safety Program

DoDPatientSafety.USUHS.mil
Uniformed Services University of the Health Sciences
4301 Jones Bridge Road - BLDG 28
Bethesda, MD 20814
(301) 295-1546
<http://www.usuhs.mil/cerps/contact.html>

Activity Types

- Educational materials, tools, training and resources to improve patient safety

Target Audiences

- Individuals and organizations providing health care to military personnel

ECRI Institute

ECRI.org

5200 Butler Pike
Plymouth Meeting, PA 19462
(610) 825-6000
<https://www.ecri.org/Pages/ContactUs.aspx>

Activities

- Evidence-based assessment
- Forecasting and trends
- Customized planning services

Target Audiences

- Hospitals
- Health systems
- Payers

Emergency Medicine Patient Safety Foundation

EMPSF.org

11760 Atwood Road, Suite 5
Auburn, CA 95603
(888) 294-4624
EMPSF@EMPSF.org

Activities

- Resource for emergency department patient safety activities
- Educational programs
- Partnering opportunities

Target Audiences

- Emergency medicine physicians
- Emergency department leadership

Healthcare Information and Management Systems Society

HIMSS.org

230 East Ohio Street, Suite 500
Chicago, IL 60611
(312) 664-4467
HIMSS@HIMSS.org

Activities

- Patient safety tools
- Process improvement services
- Clinical decision support

Target Audiences

- Health information systems administrators

Hospital Corporation of America

HCAHealthcare.com

One Park Plaza
Nashville, TN 37203
(615) 344-9551

Activities

- Patient safety toolboxes
 - ♦ Medication safety
 - ♦ Perinatal safety
 - ♦ Close call form
 - ♦ Methicillin-resistant Staphylococcus Aureus

Target Audiences

- Member hospitals

Institute for Healthcare Communication

HealthcareComm.org

Colorado Contact

Frederic Platt, MD
Central Region Consultant
555 Long Wharf Drive, 13th Floor
New Haven, Connecticut 06511-5901
(303) 377-2759
PlattF@Hotmail.com

Activities

- Communication training to reduce errors caused by miscommunication
- Train-the-trainer programs

Target Audiences

- Clinicians and clinician educators

Institute for Healthcare Improvement

IHI.org

20 University Road, 7th Floor
Cambridge, MA 02138
(617) 301-4800
<http://www.ihl.org/ihl/contactus.aspx>

Activities

- Strategic initiatives, such as:
 - ♦ New Health Partnership
 - ♦ Safer Patients Initiative
 - ♦ Transforming Care at the Bedside
 - ♦ Triple Aim
- Electronic newsletter

- Seminars such as:
 - ♦ Delivering Safe and Optimal Care Through Effective Teamwork and Communication
 - ♦ Reducing Hospital Mortality
 - ♦ Designing Reliable Delivery of Optimal Care
- Open School for Health Professionals
 - ♦ Online courses in quality improvement
 - ♦ Targeted to students in all clinical fields
 - ♦ Participants can achieve two certification levels
 - ♦ Provides case studies, podcasts, videos and articles
- IMPACT Network
- Patient Safety Officer Executive Development Program

Institute for Safe Medical Practices

ISMP.org

200 Lakeside Drive, Suite 200
 Horsham, PA 19044
 (215) 947-7797
<http://www.ismp.org/contact.asp>

Activity Types

- Error reporting data collection
- Patient oriented educational materials
- Provider training and consulting opportunities
- Advocacy for medication safety with national organizations and agencies
- ConsumerMedSafety.org resource for patients

Target Audiences

- Patients
- Health care providers
- Policy makers

Joint Commission International Center for Patient Safety

Support organization for the Joint Commission

CCforPatientSafety.org
 1515 West 22nd Street, Suite 1300 West
 Oak Brook, IL 60523
 (800) 575-3371
LBotwinick@JCRInc.com

Activity Types

- Leverage the expertise, resources and knowledge from the Joint Commission
- Best practices
 - ♦ Searchable by cause and type of adverse event
 - ♦ Searchable by JCAHO safety goal
- Collaborate with organizations and agencies to provide patient safety solutions
- Publications

Target Audience

- Resources categorized by:
 - ♦ Patients and families
 - ♦ Government and business leaders
 - ♦ Healthcare professionals and providers

Leapfrog Group

LeapfrogGroup.org

c/o Academy Health, Suite 701-L
1801 K Street, NW
Washington, DC 20006
(202) 292-6713
Info@LeapfrogGroup.org

Activity Types

- Hospital Quality and Safety Survey
- Encourage access to quality health care
- Reward hospitals with a proven record of quality

Target Audiences

- Consumers
- Member organizations
- Hospitals

National Academy for State Health Policy

NASHP.org

10 Free Street, 2nd Floor
Portland, ME 04101
(207) 874-6524
Info@NASHP.org

Activities

- Patient safety data resources
- Adverse event reporting systems
- Nursing home quality enforcement survey
- Technical assistance
- Community Living Exchange Collaborative

Target Audiences

- State governments
- State patient safety coalitions
- Nursing facilities
- Residential care and assisted living facilities

National Association for Healthcare Quality

NAHQ.org

4700 West Lake Avenue
Glenview, IL 60025
(800) 966-9392
Info@NAHQ.org

Activity Types

- Certified Professional in Healthcare Quality (CPHQ) program
- Publications

Target Audience

- Healthcare quality professionals

National Association for Home Care & Hospice

NAHC.org

228 Seventh Street, SE
Washington, DC 20003
(202) 547-7424
Exec@NAHC.org

Activity Types

- Professional development
- Advocacy
- Home health information database

Target Audience

- Home health and hospice staff

National Business Coalition on Health

NBCH.org

1015 18th Street NW, Suite 730
Washington, DC 20036
(202) 775-9300
<http://www.nbch.org/contact.cfm>

Activity Types

- Assist local level eValue8 initiatives
- Support performance measurement, reporting and incentives
- Promote the Value-Driven Health Care Initiative
- Lobby for healthcare reform
- Address funding issues

Target Audience

- Employers
- Healthcare leaders
- Policy makers

National Center for Patient Safety

Department of Veterans Affairs

VA.gov/NCPS
PO Box 486
Ann Arbor, MI 48106
(734) 930-5890
NCPS@Med.VA.gov

Activity Types

- Nurture a culture of safety throughout the Veterans Health Administration
- Focus on prevention, not punishment
- Work to eliminate system failures
 - ♦ Proactive risk assessments
 - ♦ Assess intervention effectiveness
 - ♦ Ensure sustainability
 - ♦ Collaborating to develop a national Patient Safety Improvement Corps

Target Audiences

- Patient safety managers at 158 Veteran's Affairs (VA) hospitals
 - ♦ Patient Safety Improvement Corps
- Patient safety officers at 21 VA regional headquarters

National Coalition on Health Care

NCHC.org
1120 G Street, NW
Washington, DC 20005
(202) 638-7151
Info@NCHC.org

Activities

- Informational resources

Target Audiences

- Reform of the healthcare system

National Council on Patient Information and Education

TalkAboutRX.org – *providers*
BeMedWise.org – *patients*
4915 Saint Elmo Avenue, Suite 505
Bethesda, MD 20814
(301) 656-8565

Activity Types

- Medication error prevention education materials

Target Audiences

- Health care providers and pharmacists
- Patients

National Patient Safety Foundation

NPSF.org

1120 MASS MoCA Way
North Adams, MA 01247
(413) 663-8900
Info@NPSF.org

Activity Types

- Research funding
- Achievement awards
- Educational programs promoting a culture of safety
- Educational materials
- Journal of Patient Safety
- Raise public awareness

Target Audiences

- Health care professionals and researchers

National Quality Forum

QualityForum.org

601 13th Street NW, Suite 500 North
Washington, DC 20005
(202) 783-1300
Info@QualityForum.org

Activity Types

- Develop and implement a national strategy for measurement and reporting

Target Audiences

- Health care providers
- Policy makers

Partnership for Patient Safety

P4PS.org

One W. Superior Street, Suite 2410
Chicago, IL 60610
(312) 274-9695
Info@P4PS.org

Activity Types

- Patient education materials

Target Audience

- Health care providers to give to patients

Patient-centered Primary Care Collaborative

PCPCC.org

601 13th Street, NW, Suite 400

North Washington, DC 20005

(202) 724-3331

<http://www.pcpcc.net/contact>

Activity Types

- Facilitate improvements in patient-physician relations
- Create a more effective and efficient model of health care delivery
 - ♦ Promote patient-centered medical homes

Target Audience

- Over 300 members, including:
 - ♦ Employers
 - ♦ Consumer groups
 - ♦ Patient quality organizations
 - ♦ Health plans
 - ♦ Labor unions
 - ♦ Hospitals
 - ♦ Physicians

Patient Safety and Quality Healthcare

Subdivision of Lionheart Publishing

PSQH.com

506 Roswell Street, Suite 220

Marietta, GA 30060

(979) 287-0195

Editor Susan C. Carr at SusanCarr@PSQH.org

Activity Types

- Clearinghouse of patient safety information

Target Audience

- Anyone interested in patient safety

Patient Safety First

PatientSafetyFirst.com

JamesMonroe@PatientSafetyFirst.com

Activity Types

- Lobbying
- Generating public awareness

Target Audience

- Policy makers
- General public

Patient Safety Group

PatientSafetyGroup.org

6 Walnut Street, Suite 4

Boston, MA 02108

Ph. 617.620.6320

Info@PatientSafetyGroup.org

Activity Types

- Unit-based patient safety program methodology
 - ♦ Web-based patient safety tracking tool
- Encourage a culture of safety
- Conduct AHRQ Hospital Culture and Medical Office Culture Surveys
- Provide tools that allow the ability to communicate, collaborate, improve and share

Target Audience

- Healthcare organizations

Patient Safety Institute

PtSafety.org

555 Republic Drive, Suite 200

Plano, TX 75074

(972) 444-9800

Info@PtSafety.org

Activity Types

- Support Regional Health Information Organizations

Target Audience

- Information technology specialists

Prevention Education Resource Center

TeachPrevention.org

1001 Connecticut Avenue, NW

Washington, DC 20036

(972) 444-9800

Info@TeachPrevention.org

Activity Types

- Web-based repository of educational materials

Target Audience

- Healthcare providers

Radiological Society of North America

RSNA.org

820 Jorie Boulevard
Oak Brook, IL 60523
(630) 571-2670
Ed-Ctr@RSNA.org

Activity Types

- Design and develop specialized quality improvement curricula
- National conferences

Target Audience

- Radiologists

Risk Management & Patient Safety Institute

RMPSI.com

6215 West Saint Joseph Highway
Lansing, MI 48917
(888) 466-4272
RMPSI@RMPSI.com

Activity Types

- Patient safety assessments
- Innovative and proven practices
- Educational materials and access to experts
- Mentoring programs
- Access to safety experts

Target Audience

- Hospital risk managers

Safe Care Campaign

SafeCareCampaign.org

5720 Vinings Place Drive
Mableton, GA 30126
(770) 819-8787
VNahum@SafeCareCampaign.org

Activity Types

- Web-based interactive educational program
 - ♦ Focus on healthcare acquired infections
- Patient materials

Target Audience

- Providers
- Consumers

SafeMedication.com

American Society of Health-System Pharmacists project

SafeMedication.com

7272 Wisconsin Avenue
Bethesda, MA 20814

Activity Types

- Information and tools for patients and health care providers
- *My Medication List* resource for tracking all medications

Target Audiences

- Patients
- Health care providers

Sorry Works! Coalition

SorryWorks.net

PO Box 531
Glen Carbon, IL 62034
(618) 559-8168
Doug@SorryWorks.net

Activity Types

- Disclosure training
- e-Newsletter
- Audio conferences
- Books

Target Audience

- Medical professionals

TMIT

SafetyLeaders.org

Activity Types

- Optimize measures to be fair, reasonable and representative
 - ♦ Leapfrog National Quality Forum
- Prepare hospitals for pay-for-performance programs
- Provide tools to improve systems
- Centralized location for patient safety materials and activities

Target Audience

- Hospitals

Total Benchmark Solution, LLC

TotalBenchmarkSolution.com

333West Drake Road, Suite 121
Fort Collins, CO 80526

(800) 940-0424
RequestInfo@TotalBenchmarkSolution.com

Activity Types

- Quality and safety measure auditing
 - ♦ Including AHRQ Patient Safety Culture surveys
- Patient safety reporting
- Peer group comparison
- Pay for performance monitoring services

Target Audience

- Physician groups and hospitals

University HealthSystem Consortium

UHC.edu

2001 Spring Road, Suite 700
Oak Brook, IL 60523
(630) 954-1700
Keroack@UHC.edu

Activity Types

- Performance measurement
- Improvement strategies
- Educational resources
- Share best practices

Target Audience

- University hospitals

University of Illinois Global Campus

Global.Ullinois.edu

510 Devonshire, Suite H
Champaign, IL 61820
(866) 896-3939
GCAdvisor@Ullinois.edu

Activity Types

- Master of Science in Patient Safety Leadership

Target Audience

- Healthcare leaders

LEAD ORGANIZATIONS IN COLORADO

The following is a list of initiatives currently or soon to be, underway. Programs are listed alphabetically by title with the lead organization listed below. The list attempts to differentiate between programs that focused on human factors (behavior-based interventions) and process factors (systems-based interventions) recognizing that in many cases there are overlaps.

Leads – Titled Programs			Training	Education	Conference	Technical Assistance	Assessment	Reporting	Health IT	Patient Service
Systems-based Interventions		Behavior-based Interventions								
Patients, Change Everything! Conference Colorado Patient Safety Coalition	•	•			•					
Board of Governance Colorado Hospital Association	•			•						
Bridges to Excellence Colorado Business Group on Health	•									
Center for Improving Value in Health Care Colorado Department of Health Care Policy & Financing	•	•		•		•	•	•		
Clinical Guidelines Initiative Colorado Clinical Guidelines Collaborative		•		•						
Clinical Messaging System Colorado Regional Health Information Organization		•				•			•	
Clinical Simulation Program Center for Advancing Professional Excellence	•		•							
Do No Harm Conference Colorado Patient Safety Coalition	•	•			•					
eValue8 Colorado Business Group on Health		•					•	•		
Facility Specific Training Pilot Colorado Regional Health Center	•	•		•		•	•			
Four Leapfrog Leaps to Quality Colorado Business Group on Health		•					•	•		
Get With The Guidelines Colorado Foundation for Medical Care		•		•	•		•	•		
Health Matters Hospital and Provider Report Colorado Business Group on Health		•					•	•		
High Stages Interprofessional Simulation Center for Advancing Professional Excellence	•		•							
HRET/CUSP Implementation to Reduce CLABSIs Colorado Hospital Association		•				•				
Hospital Report Card Colorado Hospital Association		•					•	•		

- Training:** New skill development through activities
- Education:** Sharing of knowledge
- Conferences:** Educational activities with pre-set time and date
- Technical Assistance:** Provision of resources and/or expertise
- Assessment:** Data collection of patient safety measures
- Reporting:** Data reporting of patient safety measures
- Health IT:** Use of information technology to improve patient safety
- Patient Service:** Patient safety activities directed at consumers

COLORADO HOSPITALS

The following is a list of hospitals in Colorado who are working in strengthening patient safety.

Hospital	City
Arkansas Valley Regional Medical Center	La Junta
Aspen Valley Hospital	Aspen
Banner Health	Greeley
Boulder Community Hospital	Boulder
Centura Health	Englewood
Children's Hospital, The	Denver
Colorado Acute Long Term Hospital	Denver
Colorado Plains Medical Center	Fort Morgan
Community Hospital	Grand Junction
Conejos County Hospital Corporation	La Jara
Craig Hospital	Englewood
Delta County Memorial Hospital	Delta
Denver Health Medical Center	Denver
East Morgan County Hospital	Brush
Estes Park Medical Center	Estes Park
Exempla Good Samaritan Medical Center	Lafayette
Exempla Lutheran Medical Center	Wheat Ridge
Exempla Saint Joseph Hospital	Denver
Family Health West	Fruita
Grand River Medical Center	Rifle
Gunnison Valley Hospital	Gunnison
Haxtun Hospital District	Haxton
HealthONE	Denver
Heart of the Rockies Regional Medical Center	Salida
Keefe Memorial Hospital	Cheyenne Wells
Kit Carson County Memorial Hospital	Burlington
Kremmling Memorial Hospital District	Kremmling
Lincoln Community Hospital and Nursing Home	Hugo
Longmont United Hospital	Longmont
McKee Medical Center	Loveland
Medical Center of the Rockies	Loveland
Melissa Memorial Hospital	Holyoke
Memorial Health System	Colorado Springs
Mercy Regional Medical Center	Durango
Montrose Memorial Hospital	Montrose
Mount San Rafael Hospital	Trinidad
National Jewish Medical and Research Center	Denver
North Colorado Medical Center	Greeley
Pagosa Mountain Hospital	Pagosa Springs
Parkview Medical Center	Pueblo
Penrose-St. Francis Health Services	Colorado Springs
Pikes Peak Regional Hospital	Woodland Park

Pioneers Medical Center	Meeker
Platte Valley Medical Center	Brighton
Poudre Valley Health System	Fort Collins
Prowers Medical Center	Lamar
Rangely District Hospital	Rangely
Rio Grande Hospital	Del Norte
San Luis Valley Regional Medical Center	Alamosa
Sedgwick County Health Center	Julesburg
Southeast Colorado Hospital District	Springfield
Southwest Memorial Hospital	Cortez
Spanish Peaks Regional Health Center	Walsenburg
St. Anthony Summit Medical Center	Frisco
St. Mary-Corwin Medical Center	Pueblo
St. Mary's Hospital & Medical Center, Inc.	Grand Junction
St. Thomas More Hospital	Canon City
St. Vincent General Hospital District	Leadville
Sterling Regional Medical Center	Sterling
University of Colorado Hospital	Denver
Vail Valley Medical Center	Vail
Valley View Hospital	Glenwood Springs
Weisbrod Memorial County Hospital and NH	Eads
Wray Community District Hospital	Wray
Yampa Valley Medical Center	Steamboat Springs
Yuma District Hospital	Yuma

Leads – Titled Programs		Training	Education	Conference	Technical Assistance	Assessment	Reporting	Health IT	Patient Service
Immunization Registry Project Colorado Regional Health Information Organization		•			•			•	
Improving Performance In Practice Colorado Clinical Guidelines Collaborative	•	•	•	•	•	•	•	•	
Interdisciplinary Team Training Center for Advancing Professional Excellence	•		•						
Leapfrog Hospital Insights Colorado Business Group on Health		•				•	•		
Leapfrog Never Events Colorado Business Group on Health		•				•	•		
MRSA and MDRO Prevention Tool Kit Colorado Hospital Association		•	•		•				
Mountain States Regional Leadership Conference VHA Mountain States		•		•					
Multi-payer Patient-centered Medical Home Colorado Clinical Guidelines Collaborative	•	•	•	•	•	•	•	•	
Patient Education University of Colorado Hospital	•		•						•
Patient Safety Advocacy Training 101 and Patient Safety Medical Journal Colorado Citizens for Accountability	•		•	•					•
Patient Safety Organization (RMPSO) Colorado Hospital Association		•					•	•	
Patient Safety Project Colorado Foundation for Medical Care		•	•	•	•	•	•		
Pharmaceutical Waste Disposal Project Colorado Medical Directors Association		•	•		•				
Pharmacy Benefit Management Project Colorado Business Group on Health		•				•	•		
Pharmacy Quality Commitment Colorado Pharmacists Society		•	•		•	•	•	•	
Point of Care Inquiry System Colorado Regional Health Information Organization		•			•			•	
Practice Quality COPIC Insurance Company		•	•		•	•		•	
Prevention Projection Colorado Foundation for Medical Care		•	•	•	•	•	•		
Quality and Safety Information Website University of Colorado Hospital		•				•	•		
Quality Link Colorado Foundation for Medical Care	•		•						
Regional Leadership Conference VHA Mountain States	•			•					
Review Services Colorado Foundation for Medical Care		•				•			
San Luis Valley Health Information Exchange Colorado Regional Health Information Organization		•				•		•	

Leads – Titled Programs			Training	Education	Conference	Technical Assistance	Assessment	Reporting	Health IT	Patient Service
Behavior-based Interventions										
Small Grant Program University of Colorado Hospital	•	•		•		•				
Standardized Patient Program Center for Advancing Professional Excellence	•		•							
Statewide Health Information Technology Summit Colorado Regional Health Information Organization		•							•	
TCHF Resident Patient Safety Pilot Colorado Foundation for Medical Care	•			•						
TeamSTEPPS Pilot Center for Advancing Professional Excellence	•		•							
Teaching Associates Program Center for Advancing Professional Excellence	•		•							
Third-year Medical Student Curriculum Patient Safety Education Partnership	•			•						
Tobacco Cessation Program Colorado Clinical Guidelines Collaborative		•	•			•				
Transitions of Care Program Colorado Foundation for Medical Care		•		•		•	•			
WELLS Center Colorado Center for Nursing Excellence	•		•							
VHA Leadership Conference VHA Mountain States		•			•					
3Rs Program COPIC Insurance Company	•			•						
5 Million Lives Campaign The Colorado Trust		•		•		•	•	•		

TARGET AUDIENCES

Each of the organizations listed above targets a different segment of the healthcare process. The following list is provided as a quick reference of the targeted audiences. This is a cumulative list so all of an organization’s audiences are listed without respect to any particular initiative. Most projects will have far reaching effects, but the list is limited to primary audiences.

Others														
Settings														
Providers														
Primary Audiences														
	Consumers	Physicians	Nurses	Other Clinical	Non-clinical	Learners	Office Practice	Acute Care	Nursing Home	Home Health	Payer/Purchaser	Media	Public Health Official	Policy Maker
Center for Advancing Professional Excellence		•	•	•		•								
Center for Assisted Living	•	•	•	•	•				•					
Colorado Business Group on Health	•	•		•			•	•			•	•		
Colorado Center for Nursing Excellence			•	•		•	•	•	•					
Colorado Clinical Guidelines Collaborative		•	•	•	•		•				•		•	•
Colorado Department of Healthcare Policy and Financing	•	•	•	•	•		•	•	•	•	•	•	•	
Colorado Department of Public Health and Environment	•	•	•	•				•	•	•				
Colorado Foundation for Medical Care	•	•	•		•		•	•	•	•		•	•	
Colorado Health Care Association	•	•	•	•	•				•					
Colorado Hospital Association	•	•			•		•				•	•	•	•
Colorado Medical Directors Association		•		•	•				•	•				
Colorado Medical Society	•	•			•		•	•			•	•		•
Colorado Nurses Association			•			•	•	•	•		•			•

Others														
Settings														
Providers														
Primary Audiences	Providers						Settings				Others			
	Consumers	Physicians	Nurses	Other Clinical	Non-clinical	Learners	Office Practice	Acute Care	Nursing Home	Home Health	Payer/Purchaser	Media	Public Health Official	Policy Maker
Colorado Patient Safety Coalition	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Colorado Pharmacists Society				•			•	•	•			•		•
Colorado Regional Health Information Organization		•	•	•	•		•	•	•	•				
Colorado Rural Health Center		•	•	•	•		•	•				•		•
COPIC Insurance Company		•	•	•	•	•	•	•				•		•
Patient Safety Education Partnership		•				•	•	•						
Persons United Limiting Substandards and Errors	•						•	•	•	•		•		•
University of Colorado Hospital	•	•	•	•	•	•	•	•				•	•	
VHA Mountain States	•	•	•	•	•			•						

POTENTIAL PARTNERS

The following is a list of organizations with direct interest in patient safety, but without their own initiatives. They collaborate with one or more Lead organizations on specific projects and may be open to additional partnerships.

American Heart Association

(303) 369-5433

Association of Professionals in Infection Control – Mile High

(Susan) Mazula4842@msn.com

Colorado Area Health Education Center

(303) 724-0348

Colorado Association of Health Plans

(303) 832-9611

Colorado Association of Homes and Services for the Aging

(303) 837-8834

Colorado Community Health Network

(303) 861-5165

Colorado Consumer Health Initiative

(303) 839-1261

Colorado Culture Change Coalition

(303) 876-8191

Colorado Health Institute

(303) 831-4200

Colorado Health Outcomes Project

(303) 724-1171

Colorado Healthcare Strategy & Management

(303) 265-9224

Colorado Long-term Care Ombudsman

(303) 722-0300

Colorado Society of Osteopathic Medicine

(303) 322-1752

Home Care Association of Colorado

(303) 694-4728

Physician Health Partners

(303) 605-1500

9HealthFair

(303) 698-4455