Board of Directors for 2019

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Tammy Sudtlegte, Floyd Valley Healthcare

**District B Representatives** - Sarah Pavelka, Pavelka’s Point

Ronda Reimer, Franklin General Hospital

**District C Representatives** - Elly Shaw, Knoxville Hospitals and Clinics

Amanda Schwerdtfeger, Pella Regional Health Center

**District D Representative** - Amy Anstey, Adair County Health System

**District E Representative** - Lana Comstock, Iowa Healthcare Collaborative

**IAHQ to Adopt NEW IHA Districts**

Recently the Iowa Hospital Association updated the district lines. The IAHQ Board of Directors will mirror those districts. This will mean slight changes for some counties however, the Iowa Association for Healthcare Quality will ensure continued benefits to members.
Hello Fellow Quality Professionals!

I am honored and excited to assume the role of IAHQ’s President for 2019. I have been a quality professional for over 20 years and have a long history of IAHQ membership and conference participation. However, it wasn’t until about 4 years ago that I decided to become more active and joined the Board as the District F (now called C) Representative. I am so glad that I took this step as it has been a very rewarding opportunity. I have built new relationships and gained additional knowledge through interactions with so many great people. I would highly encourage all quality professionals, new and old, to join IAHQ and take advantage of the relationships and resources that the organization has to offer. There are many ways to get involved such as: conference attendance, district meeting attendance or hosting and board level commitment.

Recently, the Iowa Hospital Association (IHA) has made it easier to join IAHQ. You may have received emails regarding the changes. Membership is now FREE for any quality professional that is employed by an Iowa hospital. This allows you to enjoy the benefits of belonging to a professional organization without the financial burden of an annual membership fee. IAHQ has already experienced a dramatic increase in our membership with this change. If you are not already a member, please take a few minutes to sign up and encourage others involved in quality within your organization to do the same. IAHQ has had membership growth as a strategic initiative over the last couple years. We are excited about the ability to offer free membership as an avenue to grow the organization and enhance networking across the state.

I would also like to encourage you to attend our annual conference coming up on Wednesday, April 17th. The conference is being held at the IHA Conference Center in Des Moines. We have created a robust agenda for a full day of learning. We have six learning sessions including: Creating a Culture of Quality and Patient Safety, Pharmacists: An Untapped Resource to Improve Health Care Quality, Leadership Mastery, My Patient Experience: Can You Handle the Truth?, Dimensions Discovery Datalytics, and a Department of Inspections & Appeals (DIA) Update. The annual conference is another opportunity to connect with colleagues, learn best practices, and transfer new knowledge within your healthcare organization to improve the quality and safety for those we serve. Hope to see you there!

Angela L. Freeman
PROGRAM OVERVIEW
Transformation of health care presents a multi-faceted challenge for today’s providers. Health care organizations must be agile when adapting to adjusting payment environments, more educated patient populations, increased reporting burdens and an expectation for improved quality outcomes. In addition, there are regulatory pressures to provide value-based care that could potentially impact reimbursement. This conference will equip attendees with the right skills to manage an ever-changing environment, offer tactics to keep up on projects and provide strategies for engaging quality professionals on patient-centric quality outcomes.

PROGRAM HIGHLIGHTS
• *Creating a Culture of Quality and Patient Safety*, Todd Linden, FACHE, President, Linden Consulting, Cedar Rapids

• *Pharmacists: An Untapped Resource to Improve Health Care Quality*, Rachel Diggmann, PharmD, BCPS, Senior Clinical Pharmacy Program Manager, National Medication Safety Program Lead, Telligen, West Des Moines; Kate Gainer, PharmD, Executive Vice President/CEO, Iowa Pharmacy Association, Des Moines

• *Leadership Mastery*, Corey Martin, Senior Director of Education Services, Iowa Hospital Association, Des Moines

• *My Patient Experience: Can You Handle the Truth*, Brooke Billingsley, CEO, Perception Strategies Inc, Indianapolis, IN

• Dimensions Discovery Datalytics and DIA Update
District A (NW quarter of state)

District A Representatives:

Barb Engel works for Kossuth Regional Health Center in Algona as the Process Excellence and Quality Director. She accepted this position to promote quality, safe and efficient health care delivery system, bridge community collaboration, and foster professional growth amongst her colleagues on professional leadership and development competencies. She was able to relocate back to her hometown with her two kids, Aiden (11) and Alissa (10), and serve the community she grew up in. Her current project is implementation of policy management software in her hospital.

Tammy Sudtlegte works for Floyd Valley Healthcare in LeMars, IA, as the Quality Improvement/Utilization Review Coordinator. She transitioned to this position, bringing 26 years of knowledge of her full-scope nursing career (CNA, LPN, RN, OB RN, and Charge RN) at FVH and enjoyment of “finding ways to make things better.” She has lived in “The Ice Cream Capital of the World,” LeMars, all her life. She is married to her husband, Rich, and has three sons in college, Austin (ISU), Alex (UNI), and Luke (DSU). Her current projects, of many, is a post-partum hemorrhage project and several readmission reduction projects.

Meetings: Meetings from 10-2 at Cherokee Regional Medical Center – IAHQ updates, educational topic/presenter, HIIN/MBQIP improvement strategies, UR topics, sharing of QI department metrics RSVP: j.tapper@cherokeemc.org Lunch $6

- May 1
- August 7
- November 6
District B (NE quarter of state)

District B Representatives:

Sarah Pavelka works for Walden University and Pavelka’s Point Consulting, LLC. She loves to help a number of organizations around the state and feels good about the spread of quality across the state. Sarah lives just outside of Cedar Falls with her husband Brad. They are empty nesters from their kids Ethan (21) and Elly (18). She and her husband love to garden and be outside.

Ronda Reimer is the Chief Nursing Officer/Assistant Administrator at Franklin General Hospital in Hampton. Previously she has worked at Davis County Hospital, Pella Regional Health Center, and in Kansas City, MO. She has also held several leadership positions on the IONL board and looks forward to this new role for District B. Currently she is working on establishing a nursing model promoting best practices, incorporating shared governance principles and optimizing resources within the critical access setting. She is preparing to take the CPHQ exam and complete her final class to complete her Masters in Health Care Administration. Ronda and her husband, Larry, live in Hampton and have a daughter, Holly, who lives in California. Ronda is a new member of the Greater Franklin County Chamber of Commerce and loves this involvement with the community as well as being involved with her family.

Meetings: Networking, Practice sharing, Education, HIIN/Telligen Updates, and of course—FOOD

June 7, 10:30-2:30 at Sarah’s “Barn” North of Cedar Falls—meet the farm animals and see the garden
District C (SE quarter of the state)

District C Representatives:

**Elly Shaw** works at Knoxville Hospitals and Clinics (KHC) as the Director of Quality and Risk Management as well as the Compliance and Privacy Officer. When she initially got into healthcare quality, she just needed a job—she loves it now! KHC was just named Best Place to Work in the Red Rock Area! She received her CPHQ certification in 2016 and is preparing to get her Certification in Healthcare Compliance in April. Currently her main focus at work is preparing the hospital for the state survey and renewing the Patient Centered Medical Home recognition. Elly is married to her husband Ben, has two kids Clara (7) and Leo (4), and two dogs. Ben and Elly also own a seasonal ice cream and sandwich shop in Knoxville.

**Amanda Schwerdtfeger** works at Pella Regional Health Center as the Clinical Informatics Advisor. She started there almost 10 years ago when she needed an internship during college, and it has evolved into holding several quality-related positions at PRHC. Her ability and interest in project management and planning has led her to her current role where she coordinates ambulatory and physician quality programs. Most of her current projects revolve around formalizing and strengthening the population health strategy for the clinics and hospital. Amanda earned her CPHQ in 2018 and just began serving on the NAHQ’s Test Development Team. Her and her husband, Dan, live in Pella and have four kids, Alex (17), Molly (7), Trisha (5), and Oliver (1). They keep her hopping, and there’s usually a dance party happening somewhere in her house!

Meetings: Every other month—Networking, fun, best practice sharing, roundtable

- Thursday, March 7: Pella
- Thursday, May 9: Newton
- Thursday, July 11: Albia
- Thursday, Sept 12: Pella
District D (SW quarter of the state)

District D Representative:

Amy Anstey works for Adair County Health System in Greenfield where she has been the Quality Manager since July, 2018. She has a background in psychology, social work, public health, and now nursing. She still “plays nurse” in the OR, PACU, ER, and Med/Surg floor. This allows her to work with patients, families, and other direct care staff, providing the “why” and ways to improve HCAHPS scores. She is also working to find ways to deliver a patient-driven care experience. Amy lives in rural Cumberland with her husband, Cory, and kids Bailey (5), Meredythe (2), Emma (7), Riley (11), and Gabriel (14). She also has a step-daughter Kaycee and step-granddaughter Haidyn (6).

Meetings: Quarterly 9:30-11– sharing, teamwork, and networking
- March 21, Greenfield
- June 20, Red Oak
- Sept 19, Clarinda
- Dec 19, Atlantic
District E (Metro Hospitals, including Warren County)

District E Representatives:

Lana Comstock works at the Iowa Healthcare Collaborative and serves as a Clinical Quality Consultant for the COMPASS Hospital Improvement Innovation Network (HIIN). Membership from District E has been historically low, so Lana is trying to boost membership and conduct a membership needs assessment.

Meetings:

- June 6 2-3:30 (tentative) at the Iowa Healthcare Collaborative Education Center, 100 E Grand Suite 360
Membership Benefits

Quality Professional Award
IAHQ annually grants the Outstanding Iowa Quality Profession Award to recognize a dynamic and passionate IAHQ member who has demonstrated enthusiasm and leadership with local, state and/or national health care associations and has made contributions to health care quality through consultation, publications and presentations. Nominations or applications are due by March 17, 2019. Use the website link below for application.

Scholarships
Apply for a scholarship with IAHQ! There are some minimum requirements to be eligible, an application and reference letters are needed. Scholarships can be used towards an advanced degree, a certification exam or a certification exam review course. Applications are due by March 17, 2019. Use the website link below for application.

Rising Star Award
The Rising Star Award is presented to an IAHQ member who has shown signification participation in local, state and/or national health care associations. Nominations are due by March 17, 2019. Use the website link for application.

Check out our website at at: https://www.ihaonline.org/iahq

Keep in touch & network with our IAHQ List Serve! Subscribe at: https://www.ihaonline.org/Members-Groups/Personal-Membership-Groups/pmg-listserve-info

Did you know we are on Facebook? Look for the Iowa Association for Healthcare Quality and “LIKE” our page. I hope to have a more active page going forward!
• **Compass HIIN Virtual Learning Community** is March 13, 9-12
  - Topics include Sepsis, Teachback, and VTE Prophylaxis
  - Register online at [https://zoom.us/webinar/register/WN_tMJaU2UKQ9eRVjPzUSiY5A](https://zoom.us/webinar/register/WN_tMJaU2UKQ9eRVjPzUSiY5A)

• **IHC Annual Conference** is April 10-11
  - The format change to 2 days will now replace our prior conferences of annual, patient safety and care coordination
  - There is $185 flex money available for Iowa CAHs
  - The 2019 Annual Forum on Healthcare Transformation is hosting a Poster Symposium. Applications due by March 1st!
  - More information found at [https://www.ihconline.org/media/cms/AF2019_AgendaBrochure_FINAL_4A07BE1242246.pdf](https://www.ihconline.org/media/cms/AF2019_AgendaBrochure_FINAL_4A07BE1242246.pdf)
  - Register online at [https://ihc.ihaonline.org/](https://ihc.ihaonline.org/)

• **HIIN Updates**
  - HIIN is in the process of updating the HIIN Toolkit. Target Completion is 4/1/19
  - Updates include many new resources and clarity in measures

[https://www.ihconline.org/](https://www.ihconline.org/)
Save the Date!

NAHQ Next is September 16-18, 2019, in Phoenix, AZ

A conference designed exclusively for healthcare quality professionals!

Picture Source: https://nahq.org/education/nahq-next-conference
The Telligen Quality Innovation Network-Quality Improvement Organization (QIN-QIO) strives to create better health, better care and better value for people with Medicare in Colorado, Illinois and Iowa. They partner with healthcare providers, community stakeholders and people with Medicare and their families to spread best practices and evidence-based healthcare processes across the region. Telligen’s tools, resources and an “all teach, all learn” philosophy afford healthcare providers the opportunity to connect with peers, learn from others and share their innovations and successes. Their consulting services and technical assistance are offered at no cost to eligible organizations.

Check out some resources at: https://telligenqinqio.com/resources/

Source: https://www.telligen.com/
Telligen QIN-QIO Program

Telligen QIN-QIO Leadership Team:
Susan Stefan, Executive Director | Susan.Stefan@area-d.hcqis.org
W. Michael Boyson, Colorado State Program Director | Michael.Boyson@area-d.hcqis.org
Tracey Burns, Illinois State Program Director | Tracey.Burns@area-d.hcqis.org
Joyce Taylor, Iowa State Program Director | Joyce.Taylor@area-d.hcqis.org

Telligen QIN-QIO Locations

Chicago, Illinois
405 North Wabash Avenue, Suite P2W
Chicago, IL 60611

Oak Brook, Illinois
711 Jorie Avenue
Oak Brook, IL 60523
Phone: 800-885-8431

Greenwood Village, Colorado
7730 E. Belleview Avenue, Suite 300
Greenwood Village, CO 80111
Phone: 800-950-0250

West Des Moines, Iowa
1776 West Lakes Parkway
West Des Moines, IA 50266
Phone: 800-383-2856

Telligen QIN-QIO Program

The Quality Innovation Network-Quality Improvement Organization (QIN-QIO) Program is one of the largest federal programs dedicated to improving health quality and value for people with Medicare. Telligen brings together health care providers and communities to improve healthcare quality for Medicare beneficiaries in Colorado, Illinois and Iowa as a QIN-QIO for the Centers for Medicare & Medicaid Services (CMS). Telligen has served as a QIO for CMS since the program’s inception in the 1970s.

MISION
Telligen’s mission as a QIN-QIO is to improve the effectiveness, efficiency, and value of services delivered to people with Medicare through healthcare quality improvement initiatives that are:

- Increasing patient safety
- Making communities healthier
- Better coordinating post-hospital care
- Improving healthcare quality

WHO WE SERVE:
- PATIENTS & FAMILIES
- NURSING HOMES
- OUTPATIENT SETTINGS
- PHYSICIAN OFFICES
- PHARMACIES
- HOME HEALTH AGENCIES

AREAS OF FOCUS

- **Antibiotic Stewardship:** Helping outpatient care settings prevent antibiotic overuse and misuse
- **Cardiac Health:** Preventing heart attacks and strokes through evidence-based practice
- **Care Coordination and Medication Safety:** Collaborating with communities to reduce avoidable hospitalizations and combat opioid harm
- **Diabetes Care:** Providing diabetes self-management education classes and improve clinical outcomes
- **Immunizations:** Promoting flu, pneumonia, and shingles vaccinations
- **Nursing Home Care:** Using quality improvement strategies to improve care
- **Quality Payment Program:** Helping Medicare providers transition from fee-for-service to value-based care
- **Transforming Clinical Practice Initiative:** Conducting quality improvement assessments
INC REASING PATIENT SAFETY

As of 2017, Teligen had helped prevent 3,473 opioid-related hospitalizations by teaching quality improvement techniques and sharing data and resources with hospitals, home health agencies, nursing homes, and other stakeholders.

This has saved an estimated $36,444,632 in healthcare dollars in Teligen's home-state region.

ANTIBIOTIC RESISTANCE

In less than a year, Teligen has introduced the Centers for Disease Control and Prevention (CDC) Core Element of Outpatient Antibiotic Stewardship in 899 outpatient settings in Colorado, Illinois, and Ohio. Eighty-one percent of these providers have already implemented all four Core Elements.

MAKING COMMUNITIES HEALTHIER

DIABETES CARE

As of October 31, 2018, Teligen has hosted 460 diabetes self-management education (DSME) classes for 2,246 graduates. The classes cover medical management, medication management, and general skills to better manage one's health and health. Health and safety included:

- HbA1c (N=27): 42.61%
- LDL (N=25): 52.23%
- HDL (N=25): 30.05%
- Microalbuminuria (N=14): 53.67%
- Optimal Blood Pressure (N=24): 59.71%
- Fasting Blood Pressure (N=21): 51.18%
- Diastolic Blood Pressure (N=21): 50.10%
- Weight (N=23): 51.18%

- Reducing the number of avoidable hospitalizations by 50%

Infections in the previous 30 days:
- Urinary tract: 6.8%
- Stomach: 3.1%
- Wound: 2.7%
- Pneumonia: 3.2%
- Influenza: 1.6%
- Septicemia: 1.6%

COORDINATING POST-HOSPITAL CARE

Clinical Practice Initiative

Teligen has partnered with the National Translating Clinical Practice Initiative (TCPi) to help clinicians get ready for the transition from fee-for-service to value-based Medicare Part B payments through the Quality Payment Program (QPP). Teligen helps track progress in Colorado, Illinois, Iowa, Maryland, and Virginia with periodic assessments.

Teligen has worked with 1,241 practices across five states and completed nearly 3,832 assessments in three years.

QUALITY PAYMENT PROGRAM

To monitor the value of our support, we ask clinicians to complete a satisfaction form on an individual basis. To date, 100% of the respondents have been satisfied or very satisfied with our technical assistance.

They did a great job explaining what has changed from last year. I don't know what we would do without your assistance.

— quote from our satisfaction survey

LONG-TERM CARE

Teligen helped nursing homes reduce rates of antipsychotic medication use among nursing home residents across Colorado, Illinois, and Iowa by reviewing improvement rates of at least 15%, exceeding the CMS's 10% target for antipsychotic medication reduction.

Teligen collaborated with its respective state health departments, nursing homes, long-term care associations, and demonstration projects on multiple presentation requests on a variety of topics, creating quality improvement tools identified specifically for nursing home and care centers. These presentations expanded its nursing home landscape to create the "right" form for improving home quality improvement.

IMMUNIZATIONS

Teligen's immunization initiative goal is simple: help providers increase immunization rates among people with Medicare by providing education, awareness, and technical assistance.

To do this, we trained 151 physicians, 127 hospitalists, 72 nurses, 22 primary care clinics, 65 pharmacists, and 125 home health agencies in Illinois.

CARDIAC HEALTH

Teligen was honored to see a collaborative initiative recognized as one of the CDC's 24 winners of the 2017 Million Hearts Hypertension Control Challenge. Congratulations, Masinder S. Kohli, M.D., of Spitalis, Illinois.

Cardiac Health Close-Up

In 2018, Teligen partnered with the American Medical Association (AMA), John's Hopkins Medicine to offer collaborative members the Improving Health Outcomes Blood Pressure (IHBP) program, a 10-month educational series that gives attendees evidence-based tools and resources to implement a successful blood pressure management system that supports patient care.

For the first year, we have facilitated an annual program called Flu Fighter. In partnership with the Chicago Housing Authority (CHA), Blue Cross Blue Shield of Illinois and Walgreens to increase immunization rates in Chicago Housing Authority senior buildings. Since the program began in 2020, we have administered a total of 1,471 influenza vaccinations and 128 pneumococcal vaccinations.

Cardiac Health Close-Up

- Eligible Clinicians: 180
- Home Health Agencies: 11

352% above goal

110% above goal

QUALITY REPORTING

Teligen works with a variety of healthcare facilities—such as Inpatient Prospective Payment System (IPPS) hospitals, Critical Access Hospitals (CAHs), Antipsychotic Synergies Centers (ASCs), and Inpatient Psychiatric Facilities (IPFs)—to help them review their measures and improve their program measures.

- IPPS: 97% of the respondents have been satisfied or very satisfied with our technical assistance.
- CAHs: 100% of the respondents have been satisfied or very satisfied with our technical assistance.
- ASCs: 97% of the respondents have been satisfied or very satisfied with our technical assistance.

- IHBP: 97% of the respondents have been satisfied or very satisfied with our technical assistance.