

**Maine Quality Forum
Advisory Council**

**Friday, March 10, 2006
Summative Minutes of Meeting**

Members present: Jonathan Beal, Rebecca Colwell, Dr. Jeffrey Holmstrom, Frank Johnson, Becky Martins, Daniel Roet, Dr. Paul Tisher, David White, and Dr. Janice Wnek. Maureen Booth of the Muskie School of Public Service, Brenda McCormick of MaineCare, Al Prysunka of the Maine Health Data Organization, and Dr. Dennis Shubert were also present.

Chair Rebecca Colwell called the meeting to order at 9:15am.

Minutes

The Council approved February's meeting minutes.

Dirigo Update

Karynlee Harrington reported that Dirigo Health Agency (DHA) operations were consolidated on March 1 to help streamline system processes; discount eligibility is now being done in Augusta rather than Skowhegan. Ms. Harrington noted that the current DHA office lease expires in June and other spaces which more effectively ensure the protection of confidential information will be considered.

Ms. Harrington then shared the DHA February 2006 Monthly Report, which includes information on DirigoChoice membership, discount level distribution, and employer type distribution for February. She noted that these reports will be going out every month to interested parties thirty days following the effective date (e.g. the March Report will be reported April 1).

Ms. Harrington reported that the adjudicatory hearing regarding the 2006 Savings-Offset Payment (SOP) decision is scheduled for March 27; DHA has requested a stay to delay the date. Additionally, as requested by leadership, DHA has received several proposals from organizations regarding moving forward with funding.

Safety Star Pharmacy Threshold

Dr. Shubert noted that the current Safety Star standard for pharmacist coverage requires twenty-four hour coverage, seven days a week for all hospitals but critical access hospitals, which must have pharmacy automated review software in place. There has been concern about this standard being impractical and not representative of an appropriate return on investment for hospitals. After re-reviewing the literature on medication safety, the MQF felt that the MHMC medication administration survey most accurately addressed practices known to improve medication safety.

Doug Libby of MHMC provided an overview of the Medication Spotlight Survey questions and results. Please see the Appendix for a copy of Mr. Libby's handout for

details about survey areas and results. The survey is annual; Mr. Libby reported that the MHMC does not have the resources to support more frequent surveying. Mr. Libby explained that survey scoring allows hospitals of different sizes with different systems to score well given that the systems in place mitigate the risks of adverse drug events. Hospital scores are translated into pie quarters, with hospitals that score the highest receiving “full pie” scores.

The Council voted unanimously to set a full pie on the Medication Spotlight Survey as the new threshold for the Safety Star pharmacist standard. The Council also voted unanimously to endorse MQF support of more frequent surveying to enable hospitals to re-take the survey. Dr. Shubert noted that the state psychiatric hospitals could participate in the survey for the purposes of the Safety Star.

AMI Newspaper Insert

Dr. Shubert shared a copy of the 2005 MQF Annual Quality Report, a two-sided newspaper insert about acute myocardial infarction (AMI) or heart attack. Dr. Shubert reprised for the AC how this came to be the annual report to the people of Maine. He reprised the process that identified a major factor in AMI deaths which is public hesitance to call 911. Dr. Shubert noted that most people wait a couple of hours after experiencing heart attack symptoms before calling 911, which results in damage to heart muscle that can be prevented by calling sooner; this insert sends people the message to call 911 right away to save their heart muscle.

Jay Bradshaw, Director of Maine Emergency Medical Services (EMS), and Dr. Steve Diaz, Medical Director of Maine EMS, expressed several concerns about the insert. Mr. Bradshaw expressed frustration that EMS was not consulted in the beginning of the project. They also voiced their concern that the insert unintentionally sends readers a mixed message by telling them to call 911 right away on the front, but then offering comparative data about hospital performance on the back; they stated that this will lead readers to concentrate on selecting a hospital rather than simply calling 911 and getting to the nearest emergency department (ED). Mr. Bradshaw noted that it is the responsibility of EMS and ED physicians to determine the best place for treatment. Mr. Bradshaw also commented that a Maine emergency medical technician could have been used for the photograph on the front page rather than a stock photograph.

Dr. Diaz commented that a more balanced visual would give equal attention to both thrombolytics and percutaneous coronary intervention (PCI) since not all patients require PCI; he suggested a chart about thrombolytics be listed, followed by a PCI chart. Mr. Bradshaw noted that EMS has data about pre-hospital aspirin administration; Dr. Diaz commented that community pooled data about thrombolytics exists.

Jonathan Beal suggested the charts illustrate patient outcomes with and without timely treatment rather than giving comparable hospital data.

Dr. Shubert stated that MQF would revise the back page of the insert based on feedback from EMS and the Council; he stated that thrombolytics and PCI would be presented in a more balanced way.

MHINT Update

Dr. Shubert reported that a potential MHINT (Maine Health Information Connectivity) Chief Operating Officer is being interviewed. Also, Key Bank just announced a grant of fifty thousand dollars for MHINT

Legislative Update.

Dr. Shubert noted that the Governor has introduced legislation related to MQF. The legislation allows Maine Health and Higher Education Facilities Authority to lend money to organizations such as MHINT that allow licensed healthcare providers exchange clinical health care data. Also the legislation allows MQF to protect data from public access until it is determined to be accurate to MQF standards.

Complex Organizations and CON Quality

Dr. Shubert and Ms. Colwell postponed their discussion of complex organizations and CON quality due to time constraints.

Website Discussion

Chris McCarthy reviewed a list of potential website functionalities and asked Council Members to review and rank the items listed based on priority. With this information, Chris will have a better idea of whether a Request for Proposal (RFP) or a Request for Information (RFI) should be issued for the redesign of the MQF website.

Dr. Merry Visit

Ms. Colwell reported that Dr. Merry will be speaking about improving the health care system at the Council's April 14 meeting. Dr. Shubert noted that Dr. Merry graciously agreed to speak without an honorarium. MQF will reach out to interested parties, such as representatives from the Department of Licensure and the Certificate of Need Unit to increase awareness and turnout for Dr. Merry's presentation. The meeting will be held as usual at the DHA office unless turnout is expected to exceed board room capacity, in which case a contingency location will be announced.

Miscellaneous Announcements

Dr. Shubert noted that he testified before the Health and Human Services (HHS) Committee regarding LD 1982, which amends the healthcare associated infection bundles collected by the Maine Health Data Organization. The HHS Committee voted Ought to Pass on LD 1982.

Ms. Colwell announced that Dr. Shubert was named Chair of the *Technical Advisory Panel on Reporting and Implementation of Healthcare Associated Infections* by the National Quality Forum.

Public Comments

Sandra Parker of the Maine Hospital Association expressed concern that the AMI newspaper insert sends mixed messages to the public. Ms. Parker also noted that the work of the MQF Cardiac Care Coordination Group and the cardiac group led by Dr. Diaz should complement rather than duplicate each other.

Ms. Colwell adjourned the meeting at 12:15pm.