

ISDH Long Term Care
Newsletter Issue # 11-13
June 20, 2011

In Today's Issue:

- Notes of Thanks
- Visit of Chinese Delegation
- Alzheimer's Needs Survey
- ISDH Staff Changes
- Coming Events

Notes of Thanks

Thanks to Nancy Adams

In any organization there are individuals who quietly work behind the scenes but are instrumental in the success of the organization. In most cases the individual never receives the recognition that is so deserved. Such has been the case with the ISDH Health Care Quality and Regulatory Commission. Today I would like to take a moment to recognize and thank Nancy Adams, RN, for her service to the state.

For the past several years, Nancy has been a leader in state long term care quality improvement through her work as a creator, developer, and contributor to state healthcare quality improvement initiatives. Nancy's contributions and leadership played an important role in the successes of the initiatives. Last month, Nancy informed me that she was leaving her position at the Indiana State Department of Health (ISDH). Her last day with the ISDH was June 3.

Nancy had been employed at the ISDH for nearly ten years. Nancy most recently served as Director of the Division of Healthcare Education and Quality. This Division was created in 2009 to focus on healthcare quality improvement. She previously served as Program Director of Healthcare Education and Training and a state long term care surveyor.

Over the past several years, the ISDH has helped create and implement implementing healthcare quality improvement initiatives. The following are a few of Nancy's contributions:

Indiana Pressure Ulcer Initiative: Nancy served on the Collaborative Team that developed the two-year initiative. Nancy was a primary contributor towards the development of six educational modules aimed at the prevention of pressure ulcers. She developed content for the modules and edited to ensure evidence-based information. Nancy assisted in developing and organizing the many regional learning sessions. She also collaborated on the development of prevention tools and resources created as part of the initiative. The Initiative resulted in a reduction of the nursing home pressure ulcer rate from 8.5% to 7.0%.

Indiana Healthcare Leadership Conferences: The ISDH has conducted nine Healthcare Leadership Conferences over the past four years on topics such as falls, pressure ulcers, restraints, emergency preparedness, and healthcare associated infections. Putting together conferences is always a challenge. Along with Burton Garten, Nancy was the primary organizer as well as developer of content and resource materials for the conferences. Thanks to their efforts, the Leadership

Conferences have featured outstanding speakers, provided many best practices, and provided an opportunity to bring together long term care leaders. As an example of the benefit of the conferences to healthcare quality, after the Leadership Conference on restraints, the state nursing home restraint rate decreased from 4.0% to 1.9% over a two-year period.

Indiana Healthcare Associated Infection Initiative: Nancy was an instrumental part of the Collaborative Team responsible for the development of the Indiana Healthcare Associated Infection Initiative and Indiana Plan for the Prevention of Healthcare Associated Infections. The Indiana Plan was published in December 2009. Nancy was a primary contributor towards the development of content for two educational modules and a consumer brochure. She helped facilitate regional learning sessions and create prevention tools and resources. The Initiative ends later this year but early indicators suggest a reduction in healthcare associated infections at participating facilities.

Nurse Aide Program: One of Nancy's responsibilities was to oversee the certified nurse aide program. Nancy has recently provided leadership towards updating the state nurse aide curriculum. Nancy collaborated with healthcare partners to develop a draft of an updated curriculum designed to improve healthcare education. Those efforts will continue towards completion in the coming months. During her tenure as Director, Nancy oversaw the implementation of the online registration renewal system that improved efficiency of the program and oversaw advancements to the aide testing program.

The ISDH thanks Nancy for her many contributions and for her service to the state. We also thank her for being such a wonderful individual to work with over the past ten years. Her contributions to healthcare quality improvement have been many and significant. Thanks to her insights and leadership, Indiana has emerged as a national leader in improving healthcare quality. On behalf of all of us at the ISDH, we wish Nancy the very best as she pursues new challenges and interests.

Thanks to Julie Travelstead

The ISDH has recently experienced a number of retirements. One of the retirements deserves special notice. Julie Travelstead retired in May after 48 years of service to the state. Julie retired as the second longest serving ISDH employee. Julie began work with the Indiana State Department of Health in April 1963 and served in many capacities over her 48 years with the agency. Her time has been split between Sanitary Engineering, Health Planning, Vital Statistics, and, most recently, Long Term Care.

For the past several years a large portion of her responsibilities involved the uploading of survey information into the national CMS database. While in this role, her meticulous attention to detail and dedication to doing the best job possible has elevated the ISDH Division of Long Term Care to number two in the nation in the best performance of this critical survey responsibility. It is noted by her co-workers and supervisors that Julie was always the first to offer help to other members of the staff and willingly did what she could do to help serve Indiana citizens.

Serving one agency for 48 years is noteworthy. It is even more noteworthy when the individual is such a wonderful person who performed at such a high quality level. For her contributions to the ISDH and lengthy service to the state, State Health Commissioner Greg Larkin awarded Julie a State Health Commissioner Recognition Award. The ISDH thanks Julie for her service and wishes her well in her retirement.

Thanks to the ISDH QIS Surveyors

I was recently in Baltimore to attend the CMS Leadership Conference for state survey agencies. At the Leadership Conference, Indiana was one of several states presented with a *Certificate of Appreciation* for "innovation and leadership in the implementation of the nationwide Quality Indicator Survey (QIS) survey method for LTC facilities." CMS thanked each of our initial trainees for their efforts and contributions towards implementation and improvement of the Quality Indicator Survey process.

CMS thanked each of our QIS Surveyors for their support of this initiative and willingness to be part of our initial implementation groups. Thanks to their efforts, the implementation of the Quality Indicator Survey process in Indiana is going very well. CMS regional staff were highly complementary of Indiana's positive perspective and interest in the process and thanked our surveyors for their contributions to improving the process.

The following surveyors were recognized for their contributions towards implementing the Quality Indicator Survey process: Janet Adams; Heather Tuttle; Lara Richards; Janelyn Kulik; Kathleen Vargas; Debbie Barth; Connie Landman; Diana Zgonc; Christi Davidson; Courtney Hamilton; Suzanne Williams; Delinda Easterly; Betty Retherford; Karen Lewis; Ginger McNamee; Randall Fry; Lois Corbin; Donna Downs; and Brenda Buroker.

Chinese Delegation Visits Indiana for Health Symposium

June 16, 2011

INDIANAPOLIS—Indiana entered into a Memorandum of Commitment today with the Zhejiang Province of China, Indiana's sister state since 1987. The Memorandum of Commitment was signed by Indiana State Health Commissioner Gregory Larkin, M.D., and Mr. Yang Jing, Director-General of the Health Bureau of Zhejiang Province, as part of the 2011 China Health Care Symposium.

"We are honored to have hosted Vice Governor Zheng Jiwei, Mr. Yang, and the health delegation," said Dr. Larkin. "Zhejiang Province is a leader in medical research and health care policy in China. Today we were able to learn more about how that experience, along with Indiana's proven success in orthopedic manufacturing and pharmaceutical research, can mutually benefit both states."

Vice Governor Zheng Jiwei led the 12-member Health Bureau Delegation, which included Mr. Yang and other representatives from the Health Bureau, as well as the presidents of several hospitals in Zhejiang Province. Following the symposium, the delegation met with Governor Daniels at the Statehouse, visited the Eli Lilly campus, and received tours of Indiana University health network facilities including Simon Cancer Center, Riley Children's Hospital, and Methodist Hospital.

"This visit has deepened the friendly relationship between Indiana and the Zhejiang Province," said Vice Governor Zheng Jiwei. "During this short visit we have learned a lot about Indiana, mainly the pharmaceutical and health industries. We hope the cooperation between Zhejiang Province and Indiana in the health and medical fields will be a success."

The Memorandum of Commitment outlines plans to promote the health and safety of citizens of both states through public health advancements, the application of new medical technologies, and the development and improvement of health care policies, including: facilitating information exchange, developing training programs, and organizing study programs, among others. The Memorandum of Commitment took effect immediately and will last for a period of two years.

"Indiana is committed to strengthening its relationship with our Sister State of Zhejiang Province so that we may continue to learn from one another and benefit from the exchange of information, technology, and knowledge," said Dr. Larkin. "The Memorandum of Commitment is a product of that commitment."

The Health Bureau of Zhejiang Province is the primary administering organization of the health system for the Province of Zhejiang, responsible for formulating and implementing health development policy and planning.

Alzheimer's Needs Survey

In Spring 2011, pursuant to state law, Governor Daniels appointed the Governor's Task Force on Alzheimer's Disease and Related Senile Dementia and directed the Task Force to develop a state plan to address this growing public health challenge.

More than 120,000 Hoosiers have Alzheimer's disease. For each individual with the disease, countless family members, friends, and other caregivers are personally or professionally involved in providing needed support.

The Task Force is seeking input from all people affected by Alzheimer's disease and related dementia in Indiana. To gain insights of those affected by the disease, the Task Force requests those individuals to

take a few minutes to complete an Alzheimer's Needs Survey before August 31, 2011. Responses will be confidential and used by the Task Force to help shape the state plan for dementia care in Indiana.

To access and complete the survey, go to: <https://www.surveymonkey.com/s/HYCNDPG>

ISDH Staff Changes

The Indiana State Department of Health (ISDH) would like to provide an agency staffing update for the Division of Long Term Care.

Retirements

The following staff have retired from state employment. The ISDH especially thanks these individuals for their contributions to the state throughout their career.

Mary Anne Cilella, Public Health Nurse Surveyor, Survey Area 1, retired April 29, 2011 after 16 years of service

Suzanne Webster, Public Health Nurse Surveyor, Survey Area 5, retired April 29, 2011 after 20 years of service

Elizabeth "Scottie" Stob – Public Health Nurse Surveyor, Survey Area 2 – retired May 31, 2011 after 18 years of service

Julie Travelstead – Administrative Assistant, Health Care Data Services – retired May 13, 2011 after 48 years of service

New Long Term Care Surveyor Supervisor

The ISDH is pleased to introduce Jodi Meyer as the Public Health Nurse Survey Supervisor for Survey Area 5. Jodi began her supervisor duties on April 4, 2011.

New Long Term Care Surveyors

Courtney Mujic – Public Health Nurse Surveyor, Survey Area 6 – Hired 5/1/2011

Heather Lay – Public Health Nurse Surveyor, Survey Area 4 – Hired 5/16/2011

Departures

The following surveyors are no longer employed with the ISDH. We thank them for their service to the state and wish them well in their new opportunities.

Julie White, Public Health Nurse Surveyor, Survey Area 3, last day was April 21, 2011 with nearly nine years of service

Cheryl Groth – Public Health Nurse Surveyor, Survey Area 4 – last day was May 13, 2011 with three years of service

Nancy Adams - Director of Division of Healthcare Education and Quality - last day was June 3, 2011 with ten years of service

Coming Events

October 27, 2011: Indiana Healthcare Leadership Conference, *Improving Care Coordination and Transition*, Indiana Convention Center, Indianapolis, Indiana.



After participating in regional healthcare associated infection learning sessions around the state in late April and early May, I have participated in a couple of national meetings. On May 19-20, I joined a state team to attend a workshop in Providence sponsored by the National Governors Association on the topic of implementing health information exchanges into long term care. Indiana was invited by the Association to participate in the six-state workshop. The goal of the workshop was to develop ideas toward expanding health information exchanges into long term care. Indiana is a national leader in health information exchange systems. There are already two long term care facilities that participate in a health information exchange and a third is nearing implementation. I believe that expansion of health information exchanges will be a focus in coming years as a means of improving care coordination and transition.

On June 1-3, I attended the CMS Leadership Conference in Baltimore. This is an annual meeting of state survey agencies. There was considerable discussion about new projects being implemented as part of the Patient Protection and Affordable Care Act. Indiana discussed its new survey report system. Posting surveys online was one of the provisions of the Act. The ISDH expects additional provisions to be rolled out this year. Information on new projects will be included in this newsletter as projects are implemented.

That is all for today. Have a wonderful week.

Terry Whitson
Assistant Commissioner
Indiana State Department of Health