

# Home Health Quality Improvement National Campaign

The Home Health Quality Improvement (HHQI) National Campaign is an initiative by the **Centers for Medicare & Medicaid Services (CMS)**, an agency of the U.S. Department of Health and Human Services, in conjunction with the Home Health Quality Improvement Organization Support Center (HHQIOSC) – **Quality Insights of Pennsylvania**. The campaign is based upon educating the leadership and care providers on best practice interventions to reduce avoidable acute care hospitalizations.

The monthly Best Practice Intervention Packages are a compilation of background information, leadership guidance, implementation tools and discipline specific education and application materials specific to the targeted best practice of the month. The best practice intervention packages have been designed for all agency clinical disciplines, support staff, administration, and management to use effortlessly to strive towards reducing avoidable acute care hospitalizations (ACH). The intervention packages are located on the Home Health Quality Improvement National Campaign Web site – [www.homehealthquality.org](http://www.homehealthquality.org) and will be available through February 29, 2008.

## Best Practice Intervention Package – Immunization Therapy Track

### A. Target Audience:

1. Describe the target audience expected to participate : Home health agency therapists (Physical Therapists, Physical Therapy Assistants, Occupational Therapists, Certified Occupational Therapists Assistants and Speech/Language Pathologists)

### B. Purpose:

1. To provide education to home health therapists related to the specific best practice intervention: **Immunization** - to assist with reducing avoidable acute care hospitalizations.

### C. Presenters/Content Specialists: The primary contributors for the Best Practice Intervention Package – Immunization include the following individuals; their biographical data forms are attached.

1. Presenter Name, Degrees and Credentials:

- a. Misty Kevech, RN, BS Ed, MS
- b. Eve Esslinger, BSN, MS
- c. Bonnie Kerns, RN, BSN

2. A Technical Expert Panel was also utilized for a detailed review of the package. This interdisciplinary panel is located on page 8.

3. The HHQI Medical Advisory Panel contributed their expertise in the packages. The list of the members of this panel is located on page 9.

### D. Educational Package Outline Table:

1. Objectives, Content and Teaching Methods, Strategies, Materials and Resources. This table (1) indicates what the participant will be able to do at the conclusion of the activity and (2) provides an outline of the content, teaching methods and resources for facilitated the independent learning activity. See page 3.

**E. Therapist Requirements and Time Frame:**

1. Therapist Activity table located on page 11

**J. Evaluation:**

1. Check or describe the methods of evaluation to be used (Check all that apply):

- Evaluation Form (Required for all events)
- Post test (Optional) If post-test is used, what is passing score? 80%
- Return Demonstration (Optional)
- Other - Describe: \_\_\_\_\_

**K. Verification of Participation and Completion:**

1. Attendance/participation will be verified at the event through sign in sheets/attendance sheets.

- Internet registration
- Other - Describe: \_\_\_\_\_

2. Criteria for completion include: (Check all that apply)

- Attendance at entire event
- Attendance at individual sessions
- Completion/submission of evaluation form
- Achieving passing score on posttest
- Completion of self-study packet
- Skills demonstration
- Other - Describe: \_\_\_\_\_

3. Participant will be informed of criteria by (check all that apply):

- Information on brochure/advertising material (Criteria for successful completion must be included on advertising)
- Verbal statement at beginning of activity
- Written information on handouts/website
- Other - Describe: \_\_\_\_\_

4. **Certificate of Participation** will be send electronically to the therapist within 30 days of successfully completing the evaluation/post-test.

Any questions related to the continuing education components please contact Misty Kevech – [mkevech@wvmi.org](mailto:mkevech@wvmi.org)



**Best Practice Intervention Package (BPIP) – Immunization  
Educational Package Outline  
Independent Study**

OBJECTIVES	CONTENT (Topics)	METHODS
<p>List all learner’s objectives in behavioral terms <b>At the end of this activity, the learner will be able to:</b></p>	<p>Provide an outline of the content for each objective.</p>	<p>Describe the teaching methods, strategies, materials &amp; resources for each objective</p>
<p>1. Define the three components of a home health immunization program.</p>	<p>1. ASSESS – assess influenza and pneumococcal immunization status 2. ACCESS – provide or refer to community setting for influenza and pneumococcal immunization 3. ADMINISTERed – follow-up to ensure immunization occurred</p>	<p><input checked="" type="checkbox"/> BPIP – Immunization - <b>Therapy Track</b> <input checked="" type="checkbox"/> Influenza and Pneumococcal Immunization Patient Plan &amp; Therapist Guide to Practical Application <input checked="" type="checkbox"/> Podcast (audio recording), “Immunization” <input checked="" type="checkbox"/> Web Ex – “Influenza &amp; Pneumococcal Polysaccharide Vaccinations &amp; Institutional Protocols for Home Health” – Dr. R. Zimmerman <b>Adult learning principles:</b> Respect of learner’s learning preference Sequencing and Reinforcement Relevance Accountability</p>
<p>2. Describe how immunization will support the reduction of avoidable acute care hospitalizations (ACH).</p>	<p>1. Immunize Rather than Hospitalize 1.1 CDC statistics for influenza and pneumonia 2. Therapist’s Guide to Practical Application 2.1 ASSESS, ACCESS &amp; ADMINISTERed 3. Podcast 3.1 Impact of patient/staff immunization status related to patients, family &amp; co-workers 4. Web Ex 4.1 Clinical update on influenza and pneumococcal 4.2 Importance of staff immunizations 5. Examples of Excellence 5.1 Demonstration of complete immunization programs in reducing ACH</p>	<p><input checked="" type="checkbox"/> BPIP – Immunization - <b>Therapy Track</b> <input checked="" type="checkbox"/> Influenza &amp; Pneumococcal Immunization Patient Plan &amp; Therapist Guide to Practical Application <input checked="" type="checkbox"/> Podcast (audio recording) – “Immunization” <input checked="" type="checkbox"/> Web Ex – “Influenza and Pneumococcal Polysaccharide Vaccinations &amp; Institutional Protocols for Home Health” – Dr. R. Zimmerman <input checked="" type="checkbox"/> Examples of Excellence – success stories <b>Adult learning principles</b> Respect of learner’s learning preference Sequencing and Reinforcement Lecture Relevance Accountability</p>
<p>3. Describe two therapy actions that will ensure optimal immunization status for staff, patients and caregivers.</p>	<p>1. Therapist Guide to Practical Application 1.1 Clinical application points for therapists related to immunizations 1.2 Actions therapist can do to support immunization 2. Examples of Excellence 2.1 Two success stories showing implementation of a complete immunization program to assist with reducing avoidable ACH.</p>	<p><input checked="" type="checkbox"/> BPIP - Immunization - <b>Therapy Track</b> <input checked="" type="checkbox"/> Examples of Excellence <b>Adult learning principles:</b> Respect of learner’s learning preference Sequencing and Reinforcement Accountability Relevance</p>

# Misty Kevech's Biographical Data Form

**This individual is:** (Check all that apply)

- Administratively Responsible Person
- Planning Committee Member
- Presenter/Content Specialist

## BIOGRAPHICAL DATA FORMS

Instructions: Make as many copies of this form as necessary to provide the required information documenting adherence to the criteria. *Do not* send curriculum vitae. Form must be typed or word-processed.

**Name, degree and credentials:**

Misty Kevech, RN, BS Ed, MS, COS-C

**Home or business address:**

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877-346-6180

**Extension:** 7710

**E-mail**

**address:**

mkevech@wvmi.org

**Present position (title)**

Communications/Training Manager

**Employer:**

Quality Insights of Pennsylvania

### Planners:

Describe your professional qualifications and familiarity with the target audience

The target audience for this learning session is home health quality improvement managers or administrators. Misty Kevech has been a Registered Nurse for over 27 years, including 22 years in home care. Ten years of her experience has been in Quality Improvement. Misty also is credentialed with Certified OASIS – Clinical (COS-C), which assists in educating on outcome measures. Misty has additional degrees of BS Ed in Public Nursing (California University of Pennsylvania) and MS in Leadership with an emphasis on Training and Development (Carlo College) to assist with adult education. ACH, Ready, Aim, Improve Learning Session #3 – Works with home health agencies in Pennsylvania with development, implementation and evaluation of plans of actions to improve quality outcome measures. Misty also educates the agencies on strategies and best practices. SBAR – Participated in the three part series by IHI on SBAR. Telehealth – Planned and developed previous telehealth WebEx educational activities: Home Telehealth to Reduce Avoidable Hospitalizations, Home Telehealth WebEx 1 of 4 Introduction, Home Telehealth WebEx 2 of 4 Phone Monitoring, Introduction of Home Telehealth for Home Health Aides, and Nuts and Bolts of Home Telehealth Reference 2005.

**Faculty:** Describe your knowledge and expertise in this topic area

Misty Kevech has been a Registered Nurse for over 27 years, including 22 years in home care. Ten years of her experience has been in Quality Improvement. Misty also is credentialed with Certified OASIS – Clinical (COS-C), which assists in educating on outcome measures. Misty has additional degrees of BS Ed in Public Nursing (California University of

Pennsylvania) and MS in Leadership with an emphasis on Training and Development (Carlo College) to assist with adult education. She has been employed by Quality Insights of Pennsylvania for one year working with home care agencies to improve quality outcomes. ACH, Ready, Aim, Improve Learning Session #3 – Works with home health agencies in Pennsylvania with development, implementation and evaluation of plans of actions to improve quality outcome measures. Misty also educates the agencies on strategies and best practices. SBAR – Participated in the three part series by IHI on SBAR. Telehealth – Planned and developed previous telehealth WebEx educational activities: Home Telehealth to Reduce Avoidable Hospitalizations, Home Telehealth WebEx 1 of 4 Introduction, Home Telehealth WebEx 2 of 4 Phone Monitoring, Introduction of Home Telehealth for Home Health Aides, and Nuts and Bolts of Home Telehealth Reference 2005.

### **Vested Interests of Faculty**

Having an interest in an organization does not prevent a speaker from making a presentation, but the audience must be informed of this relationship prior to the start of the activity. (If the applicant already has special forms to identify this, it does not need to be repeated on this biographical data form. Include the applicant's copy of the completed forms declaring vested interest.)

I recognize that I must follow all guidelines and criteria regarding vested interest. Any real or perceived conflict of interest for a conference participant must be disclosed. For this purpose a real or apparent conflict of interest is defined as having a significant financial interest in a product to be discussed directly or indirectly during the presentation; being or having been an employee of a company with such financial interest and/or having had substantial research support by an industry to study the product to be discussed at the presentation.

I have no real or perceived conflicts of interest that relate to this presentation

I have the following real or perceived conflicts of interest that relate to this presentation

# Eve Esslinger's Biographical Data Form

**This Individual is:** (check all that apply)

- Administratively Responsible Person
- Planning Committee Member
- Presenter/Content Specialist

## ***BIOGRAPHICAL DATA FORM***

Instructions: Make as many copies of this form as necessary to provide the required information documenting adherence to the criteria. **Do not** send curriculum vitae. Form must be typed or word-processed.

**Name, degree and credentials:**

Eve Esslinger MS, BSN

**Home or business address:**

2188 Crawford Rd Bloomsburg PA 17815

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877-346-6180

**Extension:** 7685

**E-mail**

**address:**

eesslinger@wvmi.org

**Present position (title)**

Project Manager

**Employer:**

Quality Insights of Pennsylvania

**Planners:**

Describe your professional qualifications and familiarity with the target audience

Registered Nurse for 25 years. Masters in E.C. Education. 14 years working in Quality Improvement and Staff Development in Home Health. Presently working for Quality Insights of Pennsylvania (for 3 years) and 1½ years as Project Manager for Home Health Quality Improvement Support Center. Currently work with home health agencies and other quality improvement organizations to provide resources and guidance with quality improvement.

**Faculty:**

As above

## **Vested Interests of Faculty**

Having an interest in an organization does not prevent a speaker from making a presentation, but the audience must be informed of this relationship prior to the start of the activity. (If the applicant already has special forms to identify this, it does not need to be repeated on this biographical data form. Include the applicant's copy of the completed forms declaring vested interest.)

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- I have no real or perceived conflicts of interest that relate to this presentation
- I have the following real or perceived conflicts of interest that relate to this presentation:

# Bonnie Kern's Biographical Data Form

**This individual is:** (Check all that apply)

- Administratively Responsible Person
- Planning Committee Member
- Presenter/Content Specialist

## BIOGRAPHICAL DATA FORM

**Instructions:** Make as many copies of this form as necessary to provide the required information, documenting adherence to the criteria. **Do not** send curriculum vitae. Form must be typed or word-processed.

**Name, degree and credentials:**

Bonnie Kerns, RN, BSN

**Home or business address:**

2 Penn Center West, Bldg 2, Suite 220, Pittsburgh, PA 15276

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877-346-6180

**Extension:** 7714

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bkerns@wvmi.org

**Present position (title)**

Community of Practice Manager

**Employer:**

Quality Insights of Pennsylvania

**Planners:** Describe your professional qualifications and familiarity with the target audience ACH, Ready, Aim, Improve Learning Session #3 - I have been in health care for over 25 years and over 15 years have been in home care. I have been employed with Quality Insights for 4 years working with home care agencies to improve their quality outcomes. I utilize the clinical data to help agencies plan their strategies for improvement. I am the lead person at Quality Insights related to Home Telehealth. I helped developed the Home Telehealth Reference 2005 manual that CMS is using as their official guide for home telehealth. I also was the primary editor for the Home Telehealth Reference 2006/2007 manual.

**Faculty:** Describe your knowledge and expertise in this topic area  
Same as above.

### Vested Interests of Faculty

Having an interest in an organization does not prevent a speaker from making a presentation, but the audience must be informed of this relationship prior to the start of the activity. (If the applicant already has special forms to identify this, it does not need to be repeated on this biographical data form. Include the applicant's copy of the completed forms declaring vested interest.)

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- I have no real or perceived conflicts of interest that relate to this presentation
- I have the following real or perceived conflicts of interest that relate to this presentation

## Technical Expert Panel

**Victoria Christian, MBA, RNC, CNHA, CAS**

VP for Clinical Improvement, Continuing Care, Catholic Health East

**Laura Dugan, BS, MS**

Communications Specialist, TMF Health Quality Institute, Austin, TX

**Jean Ellis, VP, Administration and Operations**

Visting Nurse Associations of America (VNAA)

**Deborah Gay, RN, BS**

PI Coordinator, Spectrum Home Health Agency

**Jennifer Markley, RN, BSN**

Director, Home Health Quality Improvement, TMF Health Quality Institute, Austin, TX

**Mary McGoldrick, MS, RN, CRNI**

Home Care and Hospice Consultant, Home Health Systems, Inc.

**Ben Peirce, RN, CWOCN**

National Director, Clinical Practice, Gentiva Services

**Carol Siebert, MS, OTR/L, FAOTA**

Representative, American Occupational Therapy Association

**Darlene Smikahl, RN, BSN, MSN**

Home Health Project Manager, Kansas Foundation for Medical Care, Inc.

**Carol Ann Thomas, RN, MS, CPHQ, COS - C**

Manager Patient Safety and Quality Improvement, St. Peter's Hospital Home Health Care

**Karen Vance, OTR/L**

Representative, American Occupational Therapy Association

## HHQI Physician Advisor Members

### ***Eric Coleman, MD, MPH***

University of Colorado Health Sciences Center, Care Transitions Program

### ***Jay A. Gold, MD, JD, MPH***

Principal Clinical Coordinator and HCQIP Director, MetaStar, Inc.; Clinical faculty - Medical College of Wisconsin; Adjunct faculty: Marquette Law School

### ***Timothy Robert Gutshall, MD***

ER Staff Physician - Iowa Methodist Medical Center and Iowa Lutheran Hospital; Clinical Coordinator - Iowa Foundation for Medical Care

### ***Thomas F. Kline, MD, PhD, CMD***

Home Based Geriatric and Rehabilitation Medicine  
Canton, MA

### ***John N. Lewis, MD, MPH***

Medical Director - Health Care Excel of Kentucky; Internist/Epidemiologist; Greater Louisville Medical Society; Kentucky Medical Association

### ***Dennis Manning MD FACP FACC***

Director, Quality and Patient Safety  
Department of Medicine, Mayo Clinic Rochester

### ***Joseph G. Ouslander, MD***

Professor of Medicine and Nursing; Director, Division of Geriatric Medicine and Gerontology Chief Medical Officer, Wesley Woods Center of Emory University; Director, Emory Center for Health in Aging; Research Scientist, Birmingham/Atlanta GRECC

### ***Jane C. Pederson, MD, MS***

Minnesota Medical Association; Minnesota Medical Directors Association; Minnesota Gerontologic Society

### ***Stephen Winbery, PhD, MD***

Medical Director Qsource (TN Quality Improvement Organization); ACP, ACMT

### ***Steven L. Yount, DO***

Medical Director – Bastrop Nursing Center, Lifeway Home Health and A-Med Hospice; Clinical Assistant Professor – Department of Family Practice - University of North Texas; Texas Medical Foundation – State Review Program Committee

## HHQIOSC Team

### **Editor**

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***Christine Bernes, RN***, Project Coordinator

***Eve Esslinger, RN, MS***, Project Manager

***Bonnie Kerns, RN, BSN***, Community of Practice Manager

***Lee Krumenacker, RN, BS***, Subject Matter Expert

***David Wenner, DO***, Medical Director

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***Russell Hartman***, Communications Specialist

***Bethany Knowles***, Communications Specialist

***Davis Chubb***, Communication Specialist

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***Tinabeth Burton***, Public Relations Consultant to the Communications QIOSC

***Jennifer Willey***, Communications Specialist

***Krista Davis***, Senior Communication Specialist

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