

Courtemanche & Associates Presents 2007 Best Practice Awards

At the Courtemanche & Associates Annual Conference and TJC Update earlier this month, C&A announced the 2007 Best Practice Partners. These Best Practice Awards are given to recognize excellence in regulatory compliance and the delivery of quality patient care. Best Practice Partners were selected for demonstrated excellence in regulatory compliance, Patient Safety, Service Excellence, and commitment to systems improvement in healthcare and professional education.

The 2007 Best Practice Partners are:

Levine Children's Hospital (Carolinas Healthcare System) – Charlotte, NC

Martha Whitecotton, Administrator (MSN, FACHE): *"Maximizing the therapeutic impact of the arts, both visual and performing, in the development of the Levine Children's Hospital"*

The Levine Children's Hospital, in Charlotte, North Carolina, under the leadership of Martha Whitecotton, designed their new hospital based upon the ten (10) principals of a successful healthcare arts program. This initiative was based upon the realization that art has its greatest impact in the healthcare environment and contributes significantly to the healing process.

Charlotte Area Health Education Center (AHEC) – Charlotte, NC

Isis Hanna, Director, CME, Diversity, and Public Health Education (AHEC): *"Providing Continuing Medical Education Opportunities for Regulatory Compliance"*

The Charlotte Area Health Education Center Continuing Medical Education Division, under the direction of Isis Hanna, partnered with Courtemanche & Associates to provide important regulatory updates to members of the Medical Staff Community. Through this successful partnership, physicians and other health care providers are now aware of some of the key compliance issues and new regulatory standards currently facing healthcare organizations.

Choctaw Nation Health Services Authority – Tahleah, OK

Tammie Cannady, Northern Area Administrator, and Candace Vaughn, Chief Pharmacist (DPH): *"Prescription Refill Center"*
Choctaw Nation Health Services Authority, with the help of Tammie Cannady and Candace Vaughn, were able to design and implement an automated prescription refill center. This new center provided more convenient access to their patients in Southeastern Oklahoma, as well as creating a positive impact for the Health Services Authority's delivery of healthcare.

Choctaw Nation Health Services Authority – Tahleah, OK

Trish Kelley, JC Coordinator: *"Preparing for a TJC Survey – Hee Haw Style"*

Choctaw Nation Health Services Authority, through the coordination of Trish Kelly, designed and delivered an innovative educational campaign related to TJC's National Patient Safety Goals. Through this creative approach, the "Hee Haw" theme was used, and allowed the organization to present challenging information in a fun and relaxed way all to enhance patient care outcomes.

Hospital of the University of Pennsylvania – Philadelphia, PA

Eileen Haller, Director CEQI (MSN, RN): *"The TJC Survey Experience"*

The Hospital of the University of Pennsylvania, under the regulatory direction of Eileen Haller, provided insight and recent survey experiences related to The Joint Commission surveys. Through the sharing of this information, healthcare organizations are able to learn from other experiences, in order to enhance the quality of their survey experience.

Inova Mt. Vernon Hospital – Alexandria, VA

Paula Haurie, Director of Quality (RRT): *"Rapid Response Team"*, and Patricia Mook, Chief Nurse Executive (RN, MSN, CNA, BC): *"Establishing a Rapid Response Team"*

Inova Mount Vernon Hospital, under the direction of Paula Haurie and Patricia Mook, designed and implemented a Rapid Response Team. This team was created in direct response to a new National Patient Safety Goal introduced by The Joint Commission. The goal of this initiative is to proactively respond to patients who may be experiencing a decline in their condition – ultimately improving the overall clinical outcomes of the patients that they serve.

Kernan Hospital – Baltimore, MD

Donna Raimondi, Director of Quality & Professional Development (RN, MS): *"Continuous Readiness through the use of Nursing Summits"*

Kernan Hospital, under the regulatory direction of Donna Raimondi, designed and implemented an innovative approach to clinical staff education to advance ongoing accreditation readiness. The approach of using nursing summits included key regulatory topics, including National Patient Safety Goals, as well as critical thinking skills in the clinical setting.

Medical Education Technologies, Inc. – Sarasota, FL

Suzanne Torroni, Divisional Sales Director: *"Health Education & Simulation Technology"*

METI, under the sales direction of Suzanne Torroni, presented the latest initiatives related to simulation training for a variety of clinical skills in the healthcare environment. With the ever-increasing demands placed on hospitals to comply with Patient Safety and General Safety within the healthcare community, METI is a viable partner to advance clinical education within healthcare organizations.

Public Health Foundation – Washington, DC

Antoinette Williams, Asst. Dir. Learning Resource Center: *"Achieving Healthy Communities"*

The Public Health Foundation's Learning Resource Center, under the direction of Antoinette Williams, offers innovative products and tools to assist your organization with the implementation of strategies for some of today's most challenging areas in healthcare. Throughout the world, there have many initiatives and challenges presented to the healthcare community to prevent the spread of infections. As a result of these initiatives and newly developed standards and guidelines, PHF offers assistance in helping organizations meet these requirements.

Rosario, Inc., Spanish Translation Services – Winston Salem, NC

Sandra Rosario, President: *"Innovation in Patient Rights"*

Rosario, Inc, under the direction of Sandra Rosario, provides language translation services within the healthcare community. As many healthcare organizations are faced with the demand to provide care, treatment, and services to non-English speaking populations, companies like Rosario, Inc. augment the human resources that an organization may, or may not have. Being able to provide complete and accurate information to these patients and families is critical to the delivery of healthcare.

Saint Clare's Health System – Denville, NJ

Jill Ryan, Director of Administrative Services: *"Innovation in Care Enhancement"*

Saint Clare's Health System, under the regulatory direction of Jill McCaffrey, and through collaboration with Courtemanche & Associates, developed a Care Enhancement initiative. The Care Enhancement approach goes beyond survey compliance through care management and coaching strategies to facilitate regulatory compliance while providing intensive education and coaching for staff, improved documentation and continual drivers for patient safety and overall compliance.

Saint Francis Care – Hartford, CT

Mary Inguanti, VP of Operations & Quality (RPh, MPH, FASCP), and Kate Roche, Chief Nursing Officer (RN): *"Effective Management of Anticoagulation Therapy"*

Saint Francis Care, under the direction of Mary Inguanti and Kate Roche, designed and implemented a system for managing Anticoagulation Therapy. This approach was created in direct response to a new National Patient Safety Goal introduced by The Joint Commission. The goal of this initiative is to safely manage patients who have to experience Anticoagulation Therapy in the healthcare setting.

Schneider Regional Medical Center – St. Thomas, USVI

Atty. Amos W. Carty, Jr., Chief Executive Officer: *"The Value of Accreditation"*

Schneider Regional Medical Center, under the leadership of Amos Carty, Jr., established a culture of accreditation readiness which promotes the value of The Joint Commission accreditation. Being the only acute care facility on the island of Saint Thomas, the quality of healthcare is very important to the community. Through accreditation, the organization is able to demonstrate its commitment to the quality and safety of their patients.

Society for Healthcare Accreditation & Regulatory Professionals (SHARP)

Jill Ryan, President: *"Supporting Regulatory Professionals"*

The Society for Healthcare Accreditation and Regulatory Professionals, under the leadership of Jill McCaffrey, provides regulatory compliance professionals with a venue for professional development. As regulatory requirements increase, so does the demand placed on healthcare professionals who lead regulatory compliance initiatives within their healthcare organizations. The commitment that SHARP relays to its members include: strategize with professionals on the latest compliance changes, hone efforts to improve quality of patient care, advance healthcare through accreditation and regulatory compliance, recognize the issues together that affect patient care and safety, and promote career development through education, training, and professional certification.

Unlikely Aesthetics – Indian Trail, NC

John Courtemanche, Gallery Owner & Artist: *"The Power of Art in Healthcare"*



Unlikely Aesthetics, under the direction of John Courtemanche, presents options to the healthcare community for the positive promotion of health care consumers. As the demand for healthcare impacts everyday operations - our environment, facilities, the way we deliver our care, treatment, and services, it is important that organizations always promote the positive self image of their patients and families, including that of staff. Unlikely Aesthetics provides a unique approach to improve the environment for the people that are served.

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