



Courtemanche & Associates Recognizes 2008 Best Practice Partners At the C&A Annual Conference in Atlanta, Georgia

January 22, 2009 (Atlanta, GA) – Courtemanche & Associates Healthcare Synergists (C&A), the accreditation and regulatory compliance consulting firm headquartered in Charlotte, North Carolina, recognized their 2008 Best Practice Partner award recipients tonight with a wine and cheese reception at C&A's 2009 TJC Update and Best Practice Recognition Annual Conference, "Partnering for Healthcare Excellence," taking place in Atlanta, Georgia, this week.

This year, C&A adopted a competitive application process for the awards which evaluated initiatives in the categories of infection control, leadership, survey coordination, patient safety, and crisis recovery, on the following criteria: uniqueness, encompassing, systematic, evidence-based, effective, and replicable.

The award winners, listed below, were invited to represent their organization and share their innovative best practice with attendees at the C&A Annual Conference:

Innovation Award Winner

Brooke McDonnell, Hospital of the University of Pennsylvania, Pennsylvania

Leadership

C&A's Innovation Award Winner created "virtual capacity" through a comprehensive, collaborative patient flow initiative. Through an interdisciplinary approach, using technology, daily and weekly coordination meetings, visual reporting tools and some fun competition, key metrics related to patient flow and satisfaction were improved at the Hospital of the University of Pennsylvania.

Ava Dobin, Coral Springs Medical Center, Florida

Infection Control

Coral Springs' "Good Bye UTI" program used an original approach of creating a catheter associated UTI bundle. The bundle was printed on stickers and the stickers are placed in charts of patients with catheters. The program's success is clearly laudable with a Catheter Associated UTI rate in the Intensive Care Unit of 0% for three months running.

Anita George, Duke University Hospital, North Carolina

Leadership

In response to regulatory requirements and organizational commitment to patient confidentiality, Duke University's HIM department designed a custom paperless work flow to eliminate outsourcing of the Release of Information function, bringing the service back into the organization, improving turnaround time, revenue and customer satisfaction. Customer satisfaction related to record requests was measured and demonstrated marked improvement.

Joan Haltom, Pharm.D., Ephraim McDowell Regional Medical Center, Kentucky

Patient Safety

Ephraim McDowell staff and physicians collaborated to improve performance in the area of medication reconciliation. Using an inventive electronic format, they produce Medication Reconciliation forms which are printed on patient care units daily and available for physician use during rounds. Their



compliance with NPSG.08.01.01, NPSG.08.02.01, NPSG.08.03.01 and NPSG.08.04.01 has improved in several metrics and resulted in a 79% overall compliance rate and still climbing.

Donna Raimondi, Kernan Hospital, Maryland

Survey Coordination

Kernan Hospital has invested time in creating educational sessions in a DVD format. As an adjunct, they have implemented a progressive method of staff engagement by utilizing a remote hand-held device for answering questions posed by an educator. The cost of on-going training has been reduced and in-class participation is improved.

Robin Hearne, Sentara Virginia Beach Hospital, Virginia

Infection Control

Sentara Virginia Beach Hospital used a medical model to address the reduction of catheter associated UTI's in the Intensive Care Unit. Their novel approach led to an almost complete elimination of UTI's for ICU patients.

William Spanenberg, MD, St. Vincent Hospital Indianapolis, Indiana

Patient Safety

St. Vincent's Hospital in Indianapolis created an innovative patient safety program with the physician group. The program is called the Executive Safety Physician Safety Program or ESP. The program allows any employee to "stop the line" if they believe there is a safety risk. This program resulted in a changing culture, increased physician engagement noted by the Joint Commission, and led to outstanding physician/nurse communication noted by the Joint Commission.

Courtemanche & Associates Healthcare Synergists help leaders of hospitals and healthcare facilities meet regulatory requirements, reduce risks to patients, and improve organizational performance. We make it easy for you to assess, plan, implement, and evaluate systems and processes that will help you increase revenue, reduce costs and improve productivity for your organization.

For more information, please visit our Web site at www.courtemanche-assocs.com or contact Laura Rabell at (704) 573-4535 or laura@courtemanche-assocs.com.

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