



Courtemanche & Associates Announces 2009-2010 Best Practice Partners

March 31, 2010 (Charlotte, NC) – Courtemanche & Associates, the accreditation and regulatory compliance consulting firm headquartered in Charlotte, North Carolina, is pleased to announce the 2009-2010 Best Practice Partners to be recognized at our annual conference, “Partnering for Patient Centered Care” to be held in Baltimore, Maryland in April. The winning initiatives were selected based on their ability to demonstrate a direct impact on patient care through the many facets of the patient-centered care model including involvement of leadership, collective and collaborative decision-making, financial stewardship and clinical quality and outcomes. The Innovation Award Winner demonstrates particular creativity and uniqueness by addressing healthcare’s most challenging issues through replicable and sustainable improvement.

Inova Mt. Vernon Hospital

Innovation Award & Best Practice Award – HeartLink Tel-Assurance Program

The HeartLink Tel-Assurance Program, implemented for heart failure patients post-discharge, utilizes interactive voice response and web-based technology to manage the care of heart failure patients in their homes. Participants report their health status daily to a computerized system through the phone or Web and a nurse care manager reviews the data for clinical variances. Enhanced self management skills, improved quality of life, and decreased hospital admissions and associated costs are the goals of the program.

Ephraim McDowell Regional Medical Center

Best Practice Award – Multi-disciplinary Team for Prophylactic Anticoagulation Orders

This innovative approach to meet this National Patient Safety Goal began with creation of a multidisciplinary team which identified five key process opportunities to improve. The team modified risk assessment scoring and reporting, the role of the physician and pharmacist in ordering prophylactic anticoagulation orders and labs for monitoring therapy, the role of nurses, pharmacists and pharmacy students in providing patient education and led to the creation of a new pharmacy-based outpatient anticoagulation clinic service.



Inova Emergency Care Centers

Best Practice Award – Free Standing Emergency Department

In an Emergency Department, safety, quality of care, treatment and customer service are the focal points of Patient-Centered Care and a patient's overall length of stay (LOS) directly impacts these factors. This Free Standing Emergency Department (ED) serves a local suburban community that sees 38,000 patients per year. Through initiatives focused on Patient Centered Care, this ED was able improve their wait times for improved patient outcomes and customer satisfaction, and increased retention among staff.

North Broward Medical Center

Best Practice Award – Joint Replacement Center

The team created a comprehensive Joint Replacement Center using a multi-disciplinary approach to achieve success. The program includes both pre-operative and discharge classes, a clubhouse for group meals and therapy and reunion lunches. Results included an increase in the percent of patients discharged home, decrease in length of stay, increase in customer service and an increase in compliance with surgical care core measures.

C&A is pleased to host our 2010 Best Practice Partners and looks forward to them presenting their unique strategies for improving healthcare at our conference. Join us in Baltimore on April 27-28, 2010 to learn more about these creative innovations and best practices as well as learn the latest updates on the requirements of The Joint Commission and Centers for Medicare & Medicaid Services.

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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