

**FOR IMMEDIATE RELEASE**  
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*New Healthcare Projects Focus on Quality Improvements*

## **Innovation Is Key Ingredient in New OHSU Hospital and Clinic Approaches**

How do you confront the enormous challenges of providing care to Oregon's most vulnerable populations?

This year, Oregon Health & Science University (OHSU) Hospital and OHSU Family Medicine were among more than 30 Oregon health care providers – clinics, hospitals and health facilities – that partnered with CareOregon to introduce new patient-focused answers.

The goal: to address the challenges of providing care to CareOregon members and other vulnerable Oregonians.

Six OHSU projects were among the provider-led initiatives to answer that challenge. Their success, as well as those of other providers, was recognized at the first CareOregon Care Support and System Innovation (CSSI) Program Conference held Sept. 29, 2005, at the Doubletree Hotel Lloyd Center.

Here's a quick summary of OHSU CSSI initiatives:

**OHSU Hospital Pulmonary Care Program.** As part of the Institute for Healthcare Improvement 100,000 Lives Campaign, OHSU is implementing evidence-based pulmonary best practices for all inpatient pulmonary patients. The goal of the project is to meet or exceed targeted reductions in hospital length of stay and to improve clinical outcomes for pulmonary patients. In addition, the project also measures length of stay, ventilator-acquired pneumonia, patient satisfaction and patient quality of life. "We received \$62,220 in grant for 2005, and leveraged those funds to decrease LOS through an evidence-based interdisciplinary and collaborative approach to patient care, which resulted in a net benefit to our organization of \$1,153,844 by saving 492 inpatient patient days," said TJ Fleeger, MSN, Care Management Specialist.

**OHSU Hospital: Medication Reconciliation.** The goal of this OHSU project is to improve patient safety by reconciling medications through transitions of care for patients in the entire OHSU system. The workgroup charged with overseeing the project includes physicians, nurses and pharmacists. The project is coordinated by Ruby Jason, RN, Division Director, Pediatric Nursing, and is being piloted in several units and will be monitored through medical record review and patient satisfaction.

**OHSU Internal Medicine.** This project is improving the quality of care for patients with HIV and diabetes. Albert DiPiero, M.D., M.P.H., Assistant Professor, Management Practice-Diabetes Director, and Todd Korthuis, M.D., M.P.H., Assistant Professor and HIV Program Director, lead the project. By identifying quality indicators – such as hepatitis-testing and vaccination history for HIV patients – providers are better able to gauge the needs of their patients, and contact and meet with patients who have not yet received necessary preventive care. “We identified and contacted more HIV-infected patients who have not had an office visit in six months, and delivered preventive care to more than 100 of them,” said Korthuis.

**OHSU Family Medicine.** Scott Fields, M.D., Professor and Vice Chair of the Department of Family Medicine, is overseeing the implementation of a complex patient management program that is coordinated by a registered nurse and a social worker. The project focuses on coordinating care for patients who use the OHSU emergency department and/or hospital and the family medicine clinics, particularly the Richmond and Scappoose clinics.

**OHSU Family Medicine at Scappoose.** Led by Diane Hutson, Clinic Supervisor, and Bruin Rugge, M.D., Medical Director, the Scappoose Clinic is developing a health education program for high-risk patients to self-manage chronic conditions such as diabetes, depression and pain. The project tracks hemoglobin A1C for patients with diabetes, blood pressure for patients with hypertension, and emergency department and hospital utilization.

**OHSU Family Medicine at Richmond.** The Richmond Clinic is developing and implementing a plan to expand pharmacy services at the Richmond Clinic by establishing an onsite pharmacy. By providing pharmacy services onsite, the goal of the clinic is to better integrate clinical records with pharmacy systems to decrease the likelihood of dangerous drug interactions. A consultant from the Office of Pharmacy Affairs, Health Resources and Service Administration is assisting the planning team led by Ann O’Connell, Executive Director.

Other health care providers in the Metro area that are partnering with CareOregon to deliver innovative system changes include:

- Adventist Medical Center
- Central City Concern
- Comprehensive Options for Drug Users (CODA)
- Everywoman's Health
- Housecall Providers
- LifeWorks NW
- Multnomah County Health Department
- OHSU Family Medicine
- OHSU Hospital
- OHSU Internal Medicine
- Outside In
- Pacific Medical Group
- Pediatric IPA
- Portland Family Practice
- The Oregon Clinic

Each of these providers is participating in CareOregon's CSSI Program. According to David Ford, CEO of CareOregon, these projects demonstrate provider commitment to enhancing the quality of care for patients with complex conditions.

"The complex care needs of many CareOregon members make it important to find innovative ways of reaching out before illnesses escalate," said Ford. "Here are over 30 examples of how working collaboratively to improve patient-centered systems can lead the way to significant transformation of the health care industry."

CSSI projects respond to an Institute of Medicine call to action to improve the health care delivery system by emphasizing system enhancements that are safe, effective, patient-centered, timely, efficient and equitable.

The projects also address areas of importance to CareOregon members: complex care management, chronic care management, reducing health disparities, improving access to care and office efficiency, and increasing patient safety.

"CSSI's successful first year is an exemplary testament to the value and benefits of collaboration in the process of innovation," said Michael W. Painter, M.D., J.D., senior program officer at the Robert Wood Johnson Foundation and the CSSI event's keynote speaker. "The program fosters the entrepreneurial spirit to create innovations that enhance quality care for patients," he said.

Arthur B. LaFrance, Professor of Law, Lewis & Clark Law School, attended the event to learn more about collaborative efforts among health care providers in initiating changes in the health care system. "I was impressed by the quality and focus of the research grants: they addressed the major issues of access, effectiveness and cost that confront health care today," he said. "For CareOregon to fund such efforts is not only good community citizenship, but good business as well."

The deadline for new applications for CareOregon's 2006 CSSI Program is December 15, 2005. The deadline for renewal applications is November 15, 2005. More information about the program is available at [www.careoregon.org/provider/provider.html](http://www.careoregon.org/provider/provider.html) .

**Photographs are available at [www.careoregon.org/new/ohsu.html](http://www.careoregon.org/new/ohsu.html) .**

### **About CareOregon**

CareOregon is committed to improving and protecting the health of low income and vulnerable Oregonians. The not-for-profit organization is dedicated to providing access to high quality, cost-effective, culturally competent care for members and supporting the providers who care for them.

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