

MINUTES

Quality of Care Advisory Committee

Location

Department of Public Health
410 Capitol Avenue, Commissioner's Conf. Room
Hartford, CT 06106

April 8, 2015

The semiannual meeting of the Quality of Care Advisory Committee was called to order by Katharine Kranz Lewis, Deputy Commissioner of the Department of Public Health, at 9:32 AM.

Members present: Carole Bergeron, John Brady, Wendy Furniss, Jean Rexford, Katharine Kranz Lewis, Sue Newton, Jon Olson, Carl Schiessl, Tracy Wodatch & Robert Zavoski

Members on conference call: Jennifer Herz & David Guttchen

Guest: Karen Roberts

Opening Remarks: Deputy Commissioner Lewis welcomed the members and thanked them for attending.

Approval of Minutes: A motion was made by John Brady to approve the October 8, 2014 Advisory Committee Minutes. Jean Rexford seconded the motion. The Committee voted to approve the minutes with no one abstaining from voting.

Updates

Adverse Event

Jon Olson provided the workgroup with a brief update regarding the Adverse Event report. The Committee received a copy of the "Counts of Adverse Event Codes 2012-2014" document via email prior to the meeting. Jon talked about certain data points including NQF 4F which appears to show a significant increase in pressure ulcers between 2012 and 2013. The reason for the increase was due to a change in the definition to include "Unstageable pressure ulcers". Jon detailed other categories that had increased in the number of reports and reasons why those categories had increased. DC Lewis told the group that the Commissioner had received a nice compliment from Connecticut's Congressional Delegation on the Adverse Event report – elegant and easy to understand.

Physician Survey

The Physician Survey was part of a SIM initiative and was completed by UConn. It was a 21 page survey that was mailed out to 3200 physicians and had a 39% return rate. The average age of survey respondents was 45 years of age or older. The report of the survey results was sent via email to the Committee members in advance of this meeting. The survey was not particularly helpful to DPH. A group of DPH staff has begun to review at the questions asked to Physicians during the E-License renewal process. The group hopes to expand the list of

questions to include data that will be helpful to the Department. The Committee suggested having a group of physicians act as beta testers once the list of questions has been expanded.

Sub-Committee Work Group Status Reports:

Research Workgroup on Retail Based Clinics:

Carole Bergeron provided a summary of the research that she and Tim Elwell conducted relating to retail-based clinics. She indicated that there was not a lot of evidence available to support using or not using a retail-based clinic. These settings may be beneficial for some who are looking for convenience. However, these settings do not promote a Patient Centered Medical Home model. From the research conducted, Jon Olson drafted a report which had been shared with the group. Some of the information was also included in the OHCA's 2014 Facilities Report.

“Know where to go” document:

Carl Schiessl provided an update about the “Know where to go” table document. The table was designed using simple language to help consumers select the right healthcare setting for different illnesses and situations. Carl reported that the table was a collaborative effort with elements derived from a similar chart done by Consumer Reports Magazine. The table was shared with the Committee members for their input. Members discussed and offered a few suggestions. Carl & Wendy will update the chart and forward to the Committee for one final review. The Committee can then discuss making the document available to consumers.

Other Business

During the October 2014 QCAC meeting, Deputy Commissioner Lewis asked the group to consider the purpose and direction of this Committee for discussion during this meeting. Wendy Furniss provided a detailed history of the Committee and the work that has been done in the past. She talked about the purpose of the Committee and how much of that work is being done by other committees and workgroups.

Jean Rexford asked if we are doing enough to make information public. She also asked if this Committee should be doing something about the under reporting of adverse events. The group discussed these two questions. DPH cross-checks death reports as one way to ensure complete reporting. Only one violation has been cited for failure to report an adverse event. Jean Rexford will compile a report for the next Committee meeting.

The Committee decided it would be helpful to have a grid of statutorily required activities and how those activities are either completed or being done by other workgroups. DC Lewis and Wendy will work with DPH staff to complete this grid. The grid will then be shared with the Committee via email for discussion.

- Having no other business, the meeting was adjourned at 11:02 AM

Next Meeting:

10/14/15 @ 9:30 AM - DPH Commissioner's Conference Room, 410 Capitol Avenue, Hartford, CT