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Healthcare Quality Watch

June/July 2018

IPRO Recommended for Latest ISO Certification

IPRO has been recommended for certification to the new ISO 9001:2015 Standard—that is the updated list of requirements for which the organization must have processes in place. ISO is an international quality management standard and framework for business-to-business dealings, focusing on meeting customer quality and applicable regulatory requirements, enhancing customer satisfaction and continually improving business performance from the initial proposal/contracting stage through the delivery of service. ISO requirements are generic and are intended to be applicable to any organization, regardless of its type or size, or the products and services it provides. IPRO has held ISO certification since 2003; a new standard was released in 2015. Critical aspects of the new standard include requirements that organizations engage in risk-based thinking and demonstrate continuous improvement. IPRO expects receipt of new certification documentation by September 2018. External audits conducted by auditors from SGS International Certification Services took place June 18–20 in the Lake Success Office. All departments were audited. For additional information, contact Judy Cashman, Quality Management Ambassador, at jcashman@ipro.org.

Drug Safety Director Receives CMS “Challenge Coin”

Anne Myrka, RPh, MAT, a pharmacist and Director of Drug Safety in IPRO’s Health Care Quality Improvement Program, is the recipient of a “Challenge Coin” presented to her by CMS Quality Improvement and Innovation Group Director Dennis Wagner, during Wagner’s visit to IPRO June 4th and 5th in conjunction with the IPRO Annual Meeting.



Challenge Coins are defined by Wikipedia as “small coins or medallions, bearing an organization’s insignia or emblem and carried by the organization’s members. Traditionally, they are given to prove membership when challenged and to enhance morale...normally presented by unit commanders in recognition of special achievement by a member of the unit.” Challenge Coins were initially presented to recognize military leadership but over time have been used to recognize achievement in the arts and sciences. Among her many accomplishments at IPRO, Myrka has championed IPRO’s Management of Anti-coagulation in the Peri-Procedural Period (MAPPP) App, an online tool and smart phone application developed with support from IPRO’s Health Informatics Department to help physicians manage risk of blood clots and bleeding for patients undergoing elective surgery and procedures.

IPRO Sr. Director Publishes Another Sepsis Article

IPRO Senior Director Kathleen M. Terry, PhD, is co-author of a scholarly article on New York’s historic sepsis public reporting initiative. Dr. Terry’s article, “The New York Sepsis Severity Score: Development of a Risk-Adjusted Severity Model for Sepsis,” examines New York State’s effort to develop a methodology to compare inpatient mortality against a benchmark that recognizes age, comorbidities and other factors. The article appears in the May 2018 edition of *Critical Care Medicine* and is available at <https://journals.lww.com/ccmjjournal>.

Annual Meeting Highlights Quality Award Winners

Eleven New York health professionals, healthcare organizations, consumer advocates and community-based organizations were recognized with IPRO's 2018 Quality Awards—presented at IPRO's 34th

Annual Meeting, June 5, 2018 at the Garden City Hotel in Garden City. Awards were given for accomplishments on a range of quality-related initiatives:

Data Longjohn, MD Skope Medical Care, P.C.	Wyandanch	Implementing Systems to Improve Patient Care
Louis A. Buzzeo, MD	Sleepy Hollow	Continuous Quality Improvement, Patient & Family Engagement
Acacia Network	New York City	10-Year Partnership with IPRO and Commitment to Everyone with Diabetes Counts Program
The Korean Community Services of Metropolitan New York, Inc.	Manhattan, Queens, and Brooklyn	Educating Korean Medicare Beneficiaries Living with Diabetes in Their Native Language in Partnership with IPRO
NewYork-Presbyterian Brooklyn Methodist Hospital	Brooklyn	Commitment to Educating Older Brooklynites About Diabetes Self-Management
Gale Grunert Lewis County General Hospital	Lowville	Reducing Hospital's 30-Day Readmission Rate and Ongoing Collaboration with IPRO
Patricia Bomba, MD, MACP Excellus BlueCross BlueShield	Rochester	National Leadership in Transforming End-of-Life Care Planning and Long-Term Collaboration with IPRO
Joe Caruso	Utica	Passionate Commitment to Improving the Public's Sepsis Knowledge and Ensuring Consumer's Voice is Represented in IPRO's Quality Improvement Work
Al Cardillo Home Care Association of New York State	Albany	Ongoing Commitment to Educating Home Health Professionals and the Public About Sepsis
Alex Spyropoulos, MD, FACP, FCCP, FRCPC Northwell Health	Long Island and New York City	Championing Widespread Dissemination of Anticoagulation Management Best Practices
Glens Falls Hospital	Glens Falls	Commitment to Quality Improvement in Anticoagulation Management and Sharing of Evidence-Based Best Practices Through Health Informatics Innovation

The meeting also featured keynote addresses by Dennis Wagner, MPA, who directs the Centers for Medicare & Medicaid Services' (CMS') Quality Improvement and Innovation Group, *Kaiser Health News* Editor-in-Chief Elisabeth Rosenthal, MD, and Marnie L. Doubek, MD, FAAFP, a family physician who became a national voice for sepsis awareness after her son, Zachary, developed this life-threatening condition.

Feder Named Vice Chair of URAC

IPRO Senior Vice President/Chief Operating Officer Harry M. Feder has been elected Vice Chair of URAC, effective May 1, 2018. URAC is an independent, nonprofit accreditation entity, based in Washington, DC, whose mission it is to advance healthcare quality through leadership, accreditation, measurement and innovation. URAC was founded in 1990 as an independent, third party healthcare quality validator.

IPRO is a non-profit organization that works with government agencies, providers and consumers to implement innovative programs that bring policy ideas to life. For over 30 years we've made creative use of clinical expertise, emerging technology and data solutions to make the healthcare system work better.



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