

Feature article and page 3 article  
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# The Clarian

April is Administrative  
Professionals Month.

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## Clarian's participation in 5 Million Lives campaign strengthens quality initiatives

The first rule of health care is to "do no harm." Yet, despite the many quality initiatives that hospitals have in place, instances of medical "harm" still do occur.

### CAMPAIGN GOAL

Although you may hear about only the worst form of harm, other types of harm happen more frequently. For example, if a patient has a post-surgery complication resulting in extra days spent in the hospital, the cause of that complication is considered "harm" – regardless of whether it is preventable, and even if the patient recovers fully. To help reduce the incidence of such harm, the Institute for Healthcare Improvement (IHI) has launched the 5 Million Lives campaign, which began in December 2006 and runs through December 2008. The program's goal is to prevent five million cases of harm during this time period. Central to the campaign are 12 initiatives that hospitals are encouraged to follow. (See sidebar.) Clarian Health is one of 3,300+ hospitals nationwide participating in the campaign.

### ALREADY PART OF CLARIAN'S QUALITY MATRIX

Sam Flanders, MD, vice president of Medical Quality, says Clarian already is ahead of the curve with its existing quality initiatives. "The items in this campaign were already priorities for Clarian," he notes, "but the 5 Million Lives campaign adds focus, priority and access to information from other institutions on the best ways to accomplish these goals."

Jo Ann Brooks, DNS, RN, vice president of Quality, explains that the campaign increases awareness internally of what can be done to improve care. Externally, "It is an acknowledgment that we provide nationally recognized, evidence-based care."

### INITIATIVES INCLUDE LOW-TECH SOLUTIONS

Many of the suggested changes simply involve greater intentionality, such as washing one's hands before entering a patient's room. Other initiatives involve fine-tuning processes or providing education, such as re-acquainting nurses with specialty patient beds and other means available to decrease the incidence of pressure sores. In all cases, the Model for Improvement, already in use throughout Clarian, is a natural fit for measuring the changes being made.

Recent issues of *The Clarian* reported on some of the initiatives that were in place at Clarian before the 5 Million Lives campaign was launched. The January 29 issue covered medication reconciliation; the April 9 issue discussed perioperative antibiotic treatment.

### MENTOR HOSPITALS

IHI offers many tools to help participating organizations, including a registry of "mentor hospitals." This designation indicates that certain hospitals have proven track records of significant statistical decreases in one or more areas that the campaign targets – and these hospitals will lend advice if other facilities call for suggestions in implementing a particular initiative.

For example, 67 hospitals are listed as mentor hospitals for rapid response teams. Riley Hospital for Children is one of only eight pediatric hospitals listed in this category. Kris Bysani, MD, associate medical director of Riley's PICU, explains the need for distinction. "You can't just apply the adult model to kids," he explains, "because the team's composition, criteria and procedures for responding are different." Since it began in March 2006, Riley's CART (Children's Acute Response Team) program has decreased the number of codes outside the ICU by 50 percent.

### APPLIES TO EVERYONE

Flanders notes that patient safety is at the core of all Clarian quality programs. "Just as airline passengers expect to arrive at their destination safely every time, the goal of 'do no harm' is a very important cornerstone in our Journey to Preeminence," he says.

IHI's evidence-based model applies to every employee. "I like to say that Evidence-Based Practice – EBP – means everybody's practice," comments Brooks. "So many different groups are involved in making these things happen ... we all truly are involved."

For more information about IHI's 5 Million Lives Campaign, visit [ihi.org/IHI/Programs/Campaign/](http://ihi.org/IHI/Programs/Campaign/). Learn more about Clarian's recent quality initiatives at [clarian.org/quality](http://clarian.org/quality).

## IHI's 12 initiatives

- ▶ 1. **Prevent pressure ulcers** – by reliably using science-based guidelines for prevention.
- ▶ 2. **Reduce methicillin-resistant *Staphylococcus aureus* (MRSA) infection** – through basic changes in infection control processes throughout the hospital.
- ▶ 3. **Prevent harm from high-alert medications** – starting with anticoagulants, sedatives, narcotics and insulin.
- ▶ 4. **Reduce surgical complications** – by reliably implementing the changes in care recommended by the Surgical Care Improvement Project (SCIP).
- ▶ 5. **Deliver reliable, evidence-based care for congestive heart failure** – to reduce readmission.
- ▶ 6. **Get boards on board** – by defining and spreading new and leveraged processes for hospitals' boards of directors, so that they can become far more effective in accelerating the improvement of care.
- ▶ 7. **Deploy rapid response teams** – at the first sign of patient decline.
- ▶ 8. **Deliver reliable, evidence-based care for acute myocardial infarction** – to prevent heart attack deaths.
- ▶ 9. **Prevent adverse drug events (ADEs)** – by implementing medication reconciliation.
- ▶ 10. **Prevent central line infections** – by implementing a series of interdependent, scientifically grounded steps called the "Central Line Bundle."
- ▶ 11. **Prevent surgical site infections** – by delivering the correct perioperative antibiotics at the proper time.
- ▶ 12. **Prevent ventilator-associated pneumonia** – by implementing a series of interdependent, scientifically grounded steps including the "Ventilator Bundle."

Learn more about the IHI's recommendations at [ihi.org](http://ihi.org).

# CARE program helps adoptive parents build skills

One of life's greatest joys – and challenges – is parenting a child. Adoption adds another layer of complexity to the mix.

Adoption, and particularly international adoption, involves many steps. Agencies guide parents through the process and give them a general idea of what to expect when they bring a child home from overseas. A newly formed program within Clarian Women's Services goes further.

## CARE-ING HOW-TO

The CARE (Clarian Adoption Resources & Education) program offers "how to" classes about adoptive parenting. The program is the only one of its kind in the Midwest.

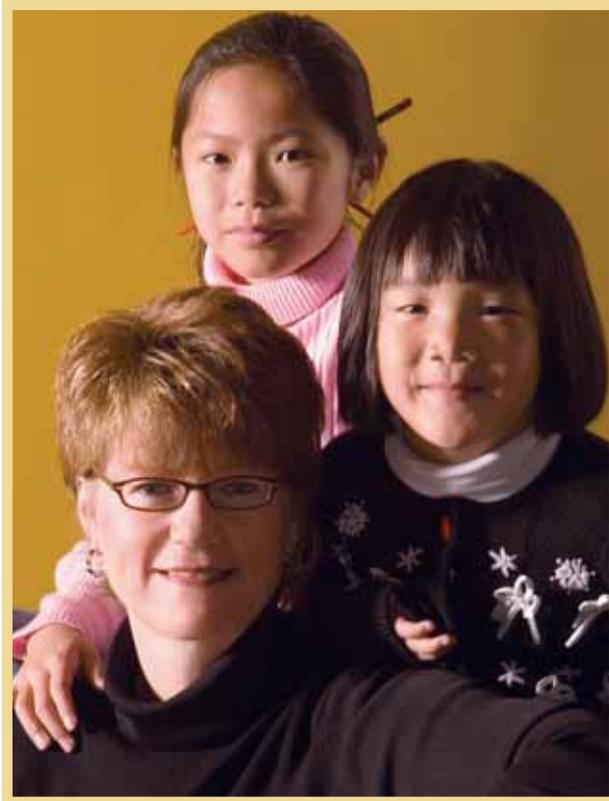
CARE is the brainchild of Kristin Minor, a parent with two biological daughters and one adopted daughter. A veteran childbirth educator and doula, Minor recognized unmet educational needs when she and her husband brought their adopted daughter home from China.

Minor, who has helped deliver many babies at Methodist Hospital in her role as doula, approached Clarian Women's Services, and together, they developed a curriculum. The classes, which began in March, provide education, support and skill building for adoptive parents. The program's ultimate goal is to help parents bond with their adopted children in the best way possible. In the classes, parents learn how to encourage attachment, how to find resources for special needs children and how to help their children transition between countries.

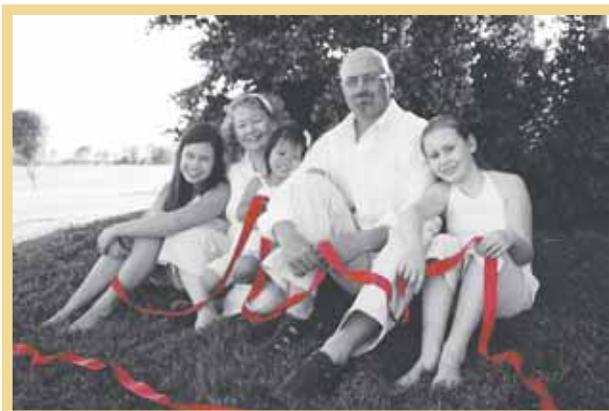
## ALTERED EXPECTATIONS

Parents often have an idealistic view of international adoption, but reality can burst their bubble. The first sight of one's adoptive child can be unsettling. Even when children are well cared for, infants often sleep two or three to a crib – which can result in scratched faces, simply from being so close to other infants. Cultural differences regarding proper nutrition, cleanliness and other issues may arise. The CARE program makes parents aware of these possibilities, while guiding them in the best ways to nurture their new family members.

Rebecca Carl, director of Marketing and Corporate Communications for Clarian Health and parent of two adopted daughters, recalls how her first attempt to bathe her child backfired when she brought her first daughter home from China. "She was well cared for emotionally and physically, but she was dirty. I thought I'd give her a bath right away. She became hysterical. I wish I had not



Rebecca Carl with her daughters Olivia (top) and Sarah.



Left to right: Hannah, Kristin, Aleah, Terry and Chloe Minor. The red ribbon the family is holding is symbolic of a Chinese proverb: "There is an invisible red thread that connects those who are destined to meet, regardless of time or place. It may stretch or tangle but will never break."

imposed that on her. She probably had never been in a bathtub before. Letting her set the pace instead of me was really important to our relationship. We did much better when I allowed her to [set the pace]."

Carl says she could have benefited from a resource like CARE. If she had it to do over, Carl says, she would ask more questions to understand what the child was accustomed to.

CARE also teaches parents about a "push-pull" form of resistive behavior that occurs because some children don't know how to "attach" to someone. This "survival technique" lengthens the time that it takes to bond with a child. "Once we passed the point of having our daughter longer than she'd been in an institution, I knew we'd turn a corner," says Minor. "And we did."

## BIRTH PARENTS: INVISIBLE BUT REAL

Even though an adopted child may not recollect his or her birth parents, the loss is still significant and will surface periodically. CARE helps parents anticipate this and coaches them on dealing with it openly as a normal part of life. Minor shares techniques such as creating "life books" to give parents concrete tools for discussing adoption in positive ways with their children.

## CLARIAN ASSISTANCE

Clarian offers financial assistance to employees who want to adopt. Bob Flood, a benefits consultant with Clarian Human Resources, explains that Clarian offers \$2,500 toward qualified expenses, such as legal fees, the cost of the home study and international travel expenses. Certain restrictions apply; for example, adopting a blood relative does not qualify for financial assistance.

In addition, Riley Hospital for Children houses the International Adoption Clinic (IAC), which provides pre-adoption health information and comprehensive health screenings for children adopted overseas. The IAC also offers immunizations and travel advice to parents before they depart. Medical Director Julie Keck, MD, says the clinic sees about five children per week. The children often have nutritional needs and developmental delays, both of which can be addressed through services such as Indiana's First Steps program, which provides in-home treatments such as speech and occupational therapy (for developmental delays).

## GROWING NUMBERS

Today, 15 percent of all U.S. adoptions come from outside the country's borders. Of the 20,000 children who were adopted internationally last year, a third of them came from China. The U.S. Department of Health and Human Services' latest statistics rank Indiana 11<sup>th</sup> in most adoptions per state.

To learn more about CARE or to register for a class, visit [clarian.org](http://clarian.org) and type "Adoption Resources and Education" in the search field. Minor may be contacted at 962-6474 or [kminor1@clarian.org](mailto:kminor1@clarian.org). To learn more about Riley's International Adoption Clinic, visit <http://rileychildrenshospital.com/document.jsp?locid=461>.