

# MAPS Coordinator Meeting: Ambulatory Focus Group: Spotlight on Telehealth with DuPage Medical Group

Thursday February 18, 2020  
12:00pm-12:45pm

Use the “call me” feature for the phone connections  
All attendees will be in listen only mode, but we will use chat and  
unmute lines for participation. We do not recommend using computer  
speakers for sound.

# Greetings from MAPS!

- Thank you for attending. We are looking forward to an open dialogue today.
- We ask that you mute your own lines when you are not speaking. If you dial in for audio or use the call me feature, please mute your computer speakers to avoid feedback.
- If you are using computer audio, arrange to be in a quiet space to avoid background noise. Mute computer speakers when you are not speaking.
- You may use the “raise hand” feature at any time to be called upon for questions or comments.
- Feel free to use the chat feature throughout the presentations.
- Our session will include polling to gain your input.

# Open Discussion and Polling

- Today, we are going to use WebEx polling where you can respond to timed survey questions.
- A pop-up menu will appear on the right side of your screen to allow a selection of responses using radio buttons.
- Please click on the radio button to select your answer and “submit” to record your answer.
- The answers will be compiled and appear on a slide to show the submitted results.

# Important Commitment of Participants...

- By participating in this Coordinator event, you are committing to the Midwest Alliance for Patient Safety (“MAPS”) and the other participants of MAPS that the only individuals participating in this session are those permitted to participate under the MAPS rules and policies.
- As a reminder, do not discuss cases by using Protected Health Information in a full or limited data set. Only use de-identified information as that term is defined in the safe harbor of the Health Insurance Portability and Accountability Act and its implementing regulations. See <https://www.hhs.gov/hipaa/for-professionals/privacy/special-topics/de-identification/index.html#rationale>

# Continued...

- Members in this event are participating in a Patient Safety Activity – presenting, reviewing, analyzing, and participating in discussions about Patient Safety Work Product (“PSWP”) within the MAPS PSO PSES.
- Must maintain confidentiality and protect PSWP in any form from unauthorized disclosures
- Don’t share PHI or names of individual practitioners or patients
- No audio, video recordings or copies of written confidential materials have been made



# MAPS PSO – 100 Members

**\*New Members in 2021**

## HOSPITALS - 50

Blessing Hospital  
Carle Bromenn Medical Center  
Carle Eureka Hospital  
Carle Foundation Hospital  
Carle Richland Memorial Hospital  
CGH Medical Center  
Decatur Memorial Hospital  
Edward Hospital  
Elmhurst Hospital  
EE Linden Oaks Behavioral Health  
FHN Memorial Hospital  
Harrisburg Medical Center  
Humboldt Park Health  
Illinois Valley Community Hospital  
Katherine Shaw Bethea Hospital  
McDonough District Hospital  
Memorial Hospital – Belleville  
Memorial Hospital East  
MHS Memorial Medical Center  
MHS Passavant Area Hospital  
Morris Hospital and Healthcare Ctrs  
Northwest Community Healthcare  
Northwestern Memorial Hospital (NM)  
NM Centegra Hospital  
NM Central DuPage Hospital  
NM Delnor Hospital  
NM Kishwaukee Hospital  
NM Lake Forest Hospital  
NM Marianjoy Rehabilitation Hospital  
OSF Heart of Mary Medical Center  
OSF Little Company of Mary Medical Center  
OSF Sacred Heart Medical Center  
OSF Saint Anthony Medical Center  
OSF Saint Anthony's Health Center  
OSF Saint Elizabeth Medical Center  
OSF Saint Francis Medical Center

OSF Saint James-JW. Albrecht Med Ctr  
OSF St. Joseph Medical Center  
OSF St. Mary Medical Center  
Riverside Medical Center  
Rush University Medical Center  
Rush Copley Medical Center  
Rush Oak Park Hospital  
Saint Anthony Hospital  
Sarah Bush Lincoln Health Center  
Sinai Health Holy Cross Hospital  
Sinai Chicago (Sinai Health)  
Schwab Rehab Hospital (Sinai Health)  
St. Bernard Hospital & Health Care Ctr  
Touchette Regional Hospital

## CRITICAL ACCESS HOSPITALS - 16

Carle Hoopeston Reg Health Ctr  
Crawford Memorial Hospital  
Fairfield Memorial Hospital  
Ferrell Hospital  
Gibson Area Hospital/Health Services  
Illini Community Hospital  
MHS Abraham Lincoln Memorial  
MHS Taylorville Memorial Hospital  
NM Valley West Hospital  
OSF Holy Family Medical Center  
OSF St. Francis Hospital/Medical Group  
OSF Saint Luke Medical Center  
OSF Saint Paul Medical Center  
Pinckneyville Community Hospital  
Salem Township Hospital  
Sparta Community Hospital

## MEDICAL GROUPS - 14

Carle Physician Group  
DuPage Medical Group  
Edward Health Ventures  
Memorial (Protestant) Medical Group  
MHS Memorial Physician Services  
NM CD Regional Medical Group  
NM Medical Faculty Foundation  
NM Marianjoy Medical Group  
OSF Multi-Specialty Group  
Riverside Medical Group  
Rush Copley Medical Group NFP  
Sinai Medical Group  
SIU Medicine  
SIU Physicians Group

## OUTPATIENT - 20

CMH Home Health Agency  
OSF Home Health  
OSF Hospice  
MHS Memorial Home Services  
CMH Outpatient Therapy Center  
CMH Palestine Rural Health  
CMH Robinson Rural Health Clinic  
CMH Rural Health Oblong  
DMG Breakthrough Care Center  
Fairfield Mem Horizon Healthcare  
Memorial Care Center  
MHS Memorial Behavioral Health  
NM Chicago Proton Center  
Miller Health Care (Riverside Health Care)  
DMG Ambulatory Surgery Center  
DMG Pain Surgery Center  
Rush Copley Surgicenter, LLC  
Sinai Urban Health Institute  
OSF Lifeline Ambulance  
OSF Saint Elizabeth Free Standing EDs

# Today's Agenda

Welcome – <b>Spotlight on Telehealth with DMG</b> – Recap of November meeting	12:00-12:10
<b>DuPage Medical Group</b> <ul style="list-style-type: none"><li>• Insights into Telehealth</li></ul>	12:10-12:25
<b>MAPS and Member Collaborations</b> <ul style="list-style-type: none"><li>• Open discussion</li><li>• Share learnings</li><li>• Questions/comments</li></ul>	12:25-12:40
<b>Upcoming Events –Determining next steps for Meeting on Ambulatory topics</b>	12:40-12:45

# Polling Question

**Select your organization's profile:**

- a) Health System
- b) Hospital
- c) Ambulatory/Clinic
- d) Long Term Care
- e) Other



# Polling Question Introduction

**Are you currently using telehealth in your organization**

- a) Yes
- b) No
- c) Still working out the plans

# Disclaimer

- **The following presentation and content is informational only.**
- **It does not address regulatory requirements related to telehealth.**
- **References to any commercial product does not serve as an endorsement.**
- **This information collectively shares one organization's experience.**

# Spotlight on DuPage Medical Group

## Jennifer Groszek, Director Risk Management

- Personalized access to physician-led care
- Multi-specialty group practice
- More than 700 primary care and specialty physicians
- Over 100 locations throughout the Chicagoland suburbs

PERSONALIZED ACCESS TO  
**Physician-Led Care**



# Spotlight on DuPage Medical Group

## Contributions to Patient Safety:

- **Access to urgent care**
- **Convenience to care & diagnosis**
- **Prevention of Covid-19 transmission**
- **Preservation of PPE**
- **Continuity of care**

# Spotlight on DuPage Medical Group

## Telehealth Success:

### Enterprise support and participation:

- Leadership
- Operations
- Physician
- Information Technology (IT)
- Marketing
- Call Center & Nurse Triage

Philosophy: ***“ALL HANDS ON DECK”***

# Polling Question

**Who leads your telehealth program and services:**

- a) IT Department
- b) Medical Staff
- c) Operations
- d) Other

# Polling Question

**Did you use video conferencing platforms, such as Zoom, Microsoft TEAMS, Skype, CISCO WebEx, others?**

- a) Yes
- b) No
- c) Other
- d) Unknown

# Spotlight on DuPage Medical Group

## Telehealth Challenges:

- **Platform**
- **Licensing capability**
- **Operational workflow**
- **Training and technical skill set**



# Spotlight on DuPage Medical Group

## Telehealth Learnings:

- **Patience**
- **Change**
- **Electronic Medical Record (EMR)**
- **Support**

# Spotlight on DuPage Medical Group

## Telehealth Metrics:

- **Services provided**
  - Video visit and phone visit
- **Prevention of cancellation/no-shows**
- **Compliance with treatment (patient outcome)**

# Open for Dialogue

**What are your challenges with Telehealth?**

**What are your successes with Telehealth?**

**How has telehealth impacted patient safety?**

**Share your experiences!**



# Next Steps

- MAPS Ambulatory Focus Group monthly email
- Newsletter following up on ambulatory topics and specialty group focus
- Send us your suggestions and challenges: [MAPSHelp@team-iha.org](mailto:MAPSHelp@team-iha.org)

## **Upcoming Coordinator Calls for 2021**

~~Feb. 18, 2021 - 12:00 – 12:45 p.m. – Ambulatory Focus Group~~

June 17, 2021 - 12:00 – 12:45 p.m. – Clinical Topic

Sept. 30, 2021 - 12:00 – 12:45 p.m. – Operational Topic

Dec. 16, 2021 - 12:00 – 12:45 p.m. – Legal Updates

# MAPS communications



Midwest Alliance for Patient Safety



**Nominations Received will be considered for our next annual award!**

**Nominate** your **patient safety champions** for recognition at the **Annual Culture of Safety Workshop!** The **MAPS PATIENT CHAMPION AWARD** recognizes both an individual and an organization for outstanding efforts in supporting zero harm.

**Send us your story** so that we can share your achievement, resiliency and exceptional team work in healthcare.

- ✓ **Drive Event Submission by Recognizing Near Misses**
- ✓ **Build on Your Positive Patient Safety Culture**
- ✓ **Utilize the MAPS Program to Start Your Own "Good Catch" Efforts**
- ✓ **Don't Delay, Nominate Today!**



Midwest Alliance for Patient Safety

An Illinois Health and Hospital Association Company

## MAPS E-News

October 22, 2020 | V1-123

### MAPS Supports Collaboration

Dratting MAPS PSO Community! Please feel free to share this newsletter with members of your team. Be sure to join us for our October event.

**Upcoming Events**  
Oct. 29-30: Annual Culture of Safety Workshop, with multiple sessions via webinar. Sessions start at 9 am each day and end before 2 pm.

[Register](#)

**Save The Date!**  
December: Medication Safety Safe Table via webinar. Potential dates Dec. 30 or 31. Details to come.

**Important Reminder**  
Contact us about position changes that require us to remove staff access. Call us at 833-376-5657 or email [MAPSHelp@iham-ill.org](mailto:MAPSHelp@iham-ill.org)

[alliance@psfsafety.org](mailto:alliance@psfsafety.org)

### MAPS PSO Annual Culture of Safety!

MAPS Annual Culture of Safety Workshop is next week registered yet, we encourage you to do so. This year's held virtually on Thursday, Oct. 29 and Friday, Oct. 30 expert Susan D. Scott, PhD, RN, CPPS, FAAN, a nurse at University of Missouri, will lead Day 1 of the workshop.

- Peer-to-peer programs for clinicians
- Recovery process for clinicians
- Science based clinician support

The workshop is open to all MAPS members and non-MAPS PSO membership.

Day 2, open only to MAPS members, focuses on Integ Daily Operations. Subject matter expert Peggy Binner, Alliance for Quality Improvement Patient Safety, will train and review the importance of writing a Patient System Policy. In addition, Kathryn Brown, Esq., CIFF, will provide important updates on legal case law involved. The full agenda and information on continuing education are available on the IHA [event page](#). [Register today!](#)

### MAPS PSO Collaborative Event Discovery

MAPS PSO Event Discoveries provide valuable tools to events. We encourage you to share these documents: describes a patient incident, near miss or unsafe condition to provide you with resources and to spark conversations prevent patient harm. You can use the tools as part of educational settings on your hospital intranet or train. The links below offer two versions of the Event Discovery: our MAPS contact information and the second that you wish your organization's contact person. Let us know if you need.

[MAPS PSO October Event Discovery-MAPS contact](#)  
[MAPS PSO October Event Discovery-Version for Person](#)



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## Collaborative Event Discovery

This MAPS PSO event summary describes a patient incident and identifies solutions to prevent harm.

### PATIENT INCIDENT

#### Falls



**BACKGROUND**  
An 85-year-old female with an extensive medical history including congestive heart failure, hypertension, diabetes and obesity was admitted with volume overload and complications from liver and renal impairment.

**EVENT**  
A technician responded to a call light and found the patient in the bathroom with a family member. The technician instructed the patient and family to wait outside when going to the bathroom. The family was instructed to activate the call light to seek assistance before returning the patient to bed. The technician left the patient's room. After leaving the bathroom with the family member, the patient became lightheaded, dizzy and fell while walking to the bed. As a result of the fall, the patient sustained a non-displaced linea fracture.

### STRATEGIES TO PREVENT PATIENT HARM

- Educate patients and families using signage, pamphlets and [visual aids](#).
- Conduct post-fall huddle at the bedside with the patient and family immediately after the fall to analyze how and why the fall occurred. See [University of Nebraska Medical Center](#) [document](#) for effective huddle and strategy.
- Form a multidisciplinary fall prevention team focused on identifying patients at risk. Review [SAP 1175 - "Effective Interventions for Patient Safety"](#) from Brigham Health.
- Utilize resources and [tools](#) to initiate changes.

February 2019

**EVENT**  
Patient fall results in fracture while ambulating with family member.

**RISKS**  
• Potential for patient harm  
• Increases length of stay (LOS)  
• Increases healthcare costs

**MAPS Contact**  
Case Process  
MAPS Executive Director  
P: 833-376-5657  
E: [MAPSHelp@iham-ill.org](mailto:MAPSHelp@iham-ill.org)  
W: [www.iham-ill.org](http://www.iham-ill.org)

For internal patient safety work product discussion (MAPS) contact your closest patient safety or quality improvement director. For external discussion contact the IHA [MAPS Help](mailto:MAPSHelp@iham-ill.org) team.

# Opportunities to stay involved

## MAPS wants to know more about you

Every month the Ambulatory Focus Group will be featured in our newsletter that is shared with all MAPS PSO members. This year we would like to highlight your ambulatory organization by understanding your specific patient safety efforts.

## MAPS wants to know your ambulatory challenges.

We are asking that you share your patient safety concerns with us. We'll post them on our list serve and ask members to share experiences and resources in efforts to problem solve challenges. Send all queries to [MAPSHelp@team-iha.org](mailto:MAPSHelp@team-iha.org).

## Ways to support your culture of safety

It's official! MAPS is taking nominations for the Patient Safety Champion of 2021 award. Have you witnessed or heard about someone from your organization doing phenomenal work in patient safety? MAPS wants you to nominate them in this rewarding program that recognizes an individual or teams for their commitment to patient safety. For more information and your nominations, visit our [website](#).

# Resources

**AHRQ: Telehealth and Patient Safety During the COVID-19 Response:**

<https://psnet.ahrq.gov/perspective/telehealth-and-patient-safety-during-covid-19-response>

**CDC: Using Telehealth to Expand Access to Essential Health Services during the COVID-19 Pandemic**

[https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html#anchor\\_1591719562438](https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html#anchor_1591719562438)

**ASHRM: Telemedicine Risk Management Considerations:**

<https://www.ashrm.org/system/files/media/file/2020/01/TELEMEDICINE-WHITE-PAPER-Final.pdf>

**The Joint Commission: Quick Safety Issue 55: The optimal use of telehealth to deliver safe patient care**

<https://www.jointcommission.org/-/media/tjc/newsletters/quick-safety-55-telehealth-9-25-20-final2.pdf>

**Telehealth HHS Gov**

[https://telehealth.hhs.gov/providers/?gclid=EAlaIQobChMImNOM4eLz7gIVhPDACH25DgMcEAAYAyAAEgL5zvD\\_BwE](https://telehealth.hhs.gov/providers/?gclid=EAlaIQobChMImNOM4eLz7gIVhPDACH25DgMcEAAYAyAAEgL5zvD_BwE)



# THANK YOU!

**Our Guest Member Speaker: Jennifer Groszek from DuPage Medical Group**

**The Midwest Alliance for Patient Safety Team:**

**Crystal Lathen – [clathen@team-iha.org](mailto:clathen@team-iha.org)**

**Carrie Pinasco – [cpinasco@team-iha.org](mailto:cpinasco@team-iha.org)**

**Tammy DeLeonardis – [tdeleonardis@team-iha.org](mailto:tdeleonardis@team-iha.org)**

**Visit our website at [www.alliance4ptsafety.org](http://www.alliance4ptsafety.org) for the latest information.  
Reach out to us at [MAPSHelp@team-iha.org](mailto:MAPSHelp@team-iha.org) for any assistance.**