



CONNECTION

Register Now for Achieving Accreditation, June 10-11, 2011, San Diego, CA

If you're considering accreditation or re-accreditation for your organization and want to learn how to go about it, register for one of our [Achieving Accreditation seminars today](#).

Achieving Accreditation includes:

- AAAHC Accreditation Handbook for Ambulatory Health Care (regular or Medicare version, as appropriate)
In both printed and CD-ROM versions – a \$320 value!
- Attendance at all Achieving Accreditation seminar sessions
Please note the My IQI Workshop – has a separate registration fee
- Continental breakfast, box lunch, refreshment breaks and networking reception on Friday
- Continental breakfast and refreshment break on Saturday

My QI Workshop includes:

Separate session beginning on Saturday afternoon after Achieving Accreditation adjourns

- Understanding why and how choices are made in study design, implementation, and reporting
- Using familiar topics to work through the step-by-step mechanics of the study process
- Networking and opportunities to discuss QI issues specific to particular health care settings

DATE AND LOCATION

Be sure to mention AAAHC to obtain this special hotel rate.

San Diego, CA
June 10 - 11, 2011
San Diego Marriott and Marina

Phone: 800-228-9290
Rate: \$199 single/double
Hotel Reservation deadline:
May 19, 2011

Close to 5,000 organizations
have already realized the benefits

May, 2011

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Join AAAHC at the following Achieving Accreditation Educational Sessions This Year

San Diego, CA
June 10-11, 2011
San Diego Marriott Hotel and Marina

Boston, MA
Sept. 23-24, 2011
Seaport Boston

Las Vegas, NV
December 2-3, 2011
Bellagio

Stop by the AAAHC Booth this Spring!

AAAHC staff will be at the following conferences this spring:

Chicago, IL
Urgent Care Association of America
May 10-13, 2011

Orlando, FL
ASC Association
May 11-14, 2011

Del Ray Beach, FL
NACHC Farm Workers Conference
May 11-13, 2011



San Diego Marriott and Marina

[Book Your Room Now](#)

of AAAHC accreditation. Shouldn't your organization join them? To learn more about the 2011

Achieving Accreditation seminars, download the brochure, or [click here for details of registration fees](#).

Can't make this date? Not to worry – you'll find the dates for our [September and December seminars here](#).

An Outsider's Take on a AAAHC Survey

We have a magnificent cadre of surveyors from all walks of health care and we pride ourselves on the consultative approach they bring to accreditation. So we were pleased when Bill Prentice, Executive Director of the ASC Association, accompanied our surveyors on a re-accreditation survey of a multi-specialty ASC in Fredericksburg, VA, recently and gave us an outsider's view of the process.



Executive Director
William Main Prentice
ASC Association &
Ambulatory Foundation

"I was very impressed with the seriousness and diligence of the survey team," Bill told us. "They were friendly and open, both with me and the ASC staff."

Did the AAAHC approach to an accreditation survey meet his expectations? "Yes, I was very impressed," Bill said. "My overall take-away was to appreciate the value of the survey process. I think that many ASC owners and staff would either learn a lot through the process or receive useful validation for the work they are doing." We couldn't have said it better ourselves.

Medical Home Video in Production

Following our recent interactive video, *Introduction to AAAHC* (which can be viewed on our web site at www.aaahc.org or on YouTube), AAAHC is now hard at work on a Medical Home video. Shooting was done at Orchard Productions, Chicago, and at Dreyer Medical Clinic, Batavia, Illinois, accredited by AAAHC as a Medical Home. Completion is tentatively set for later this month.

Phoenix, AZ
American College Health Association
May 31-June 4, 2011

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The Medical Home video is tentatively set for completion later this month.

In addition to the regular Medical Home accreditation, AAAHC is currently conducting a pilot program for a Medical Home certification program, which though slightly less rigorous, still includes an on-site visit by surveyors. AAAHC will continue to work with organizations to arrange a convenient date/time for the pre-conference call, as well as an agreed-upon date for the on-site review. Organizations interested in pursuing certification should complete the Medical Home On-site Certification Application for Survey; which can be found on the AAAHC web site, www.aaahc.org.

Ask the Expert

Q. AAAHC Standard 5.II.A-6 refers to performing internal and external benchmarking to support the QI program goals. The 2011 Handbook's Glossary defines internal benchmarking as a comparison of "performance within an organization, such as by physician or department, or over time. For the purposes of accreditation, the internal benchmarking standard does not apply to organizations with fewer than three practitioners." What are some meaningful activities and suggestions that would allow smaller organizations with less than three practitioners to benefit from an internal benchmarking effort?

A. The term benchmark originally comes from surveying where it was used to denote a notch or mark representing a given altitude, and against which other heights could be calibrated or 'benchmarked.' Since then, it has come to mean any standard against which something is compared. Essentially it involves learning, sharing information and adopting best practices to bring about step changes in performance.



Raymond Grundman
MSN, MPA, CASC

Internal benchmarking is looking at the differing levels of performance within your own organization and highlighting best practices for dissemination to other parts. For example, if an organization has several departments scheduling appointments then it can analyze the best performing areas in each and extrapolate these features to its other operations, thus bringing all operations up to the best internal levels of operation.

The benefits of internal benchmarking are that it is cost effective; that it is easy to gain access to all the information required; and that

it does not require you to share practice information with outside parties. The process or activity that you are attempting to benchmark will determine the types of measurements used. Benchmarking metrics usually can be classified in one of four categories: productivity, quality, time and cost-related.

Examples of Internal Benchmarking are

- Productivity: the number of operative reports a coder can code, the number of claims payments an A/R clerk can post , the number of prescriptions a pharmacist can fill in "x" time
- Quality: number of complications per 100 surgeries, internal lab specimens proficiency testing, repeat radiology film analysis
- Time: admit-to-discharge time for specific visits , draw time to results available time for stat tests, release of information lag time
- Cost-related: comparison of preference card costs among similar specialists for the same procedure, number of days inventory on hand, number of turns in pharmacy or medication inventory

The AAAHC Institute for Quality Improvement is another great resource for organizations of any size to participate in benchmarking. For more information on available studies, please visit www.aaahciqi.org.

— Answered by Raymond Grundman, MSN, MPA
AAAHC Senior Director
External Relations & AAAHC Surveyor

AAAHC Institute for Quality Improvement: June My QI Workshop; 2011 Award Program; and Study Opportunities

The AAAHC Institute is offering its *My QI* Workshop in San Diego, June 11th, from 1:30 to 4 pm. This is scheduled to allow AAAHC Achieving Accreditation participants the opportunity to attend. The program is designed to complement the AAAHC session by helping participants understand how to initiate and implement a quality improvement (QI) activity: participants choose a topic and work through the AAAHC "10 elements" of QI. If you are interested in learning more about the program or registering, please visit www.aaahc.org/eweb/dynamicpage.aspx?site=aaahc_site&webcode=iqi_edu_opprtunitie.



The deadline is approaching for applying to the AAAHC Institute 2011 *Bernard A. Kershner Innovations in Quality Improvement Award*. Winners are chosen in the primary care and surgical/procedural categories and receive crystal awards at the AAAHC Institute Annual National Educational Forum, which is held in Las Vegas on the first weekend of December. Winners also have the opportunity to present on their award winning QI activities at the Forum and travel expenses are paid for by the Institute. For more

details or to download an application, please go to www.aaahc.org/eweb/dynamicpage.aspx?site=aaahc_site&webcode=iqi_award.

Organizations may now register for the July through December 2011 AAAHC Institute studies on *Cataract Extraction with Lens Insertion*; *Colonoscopy*; *Knee Arthroscopy with Meniscectomy*; and *Low Back Injection* studies. The AAAHC Institute is also developing study opportunities focused on primary/preventive care (dental, adult, pediatric, behavioral/mental, and women's health), as well as on some of the top ambulatory surgeries/procedures not covered in current studies (*ICD-9 procedure codes*: 08.3-08.36; 03.91-03.92; 37.22/8857; 1.71; 04.43; 20.01; 21.8; 23.09; 23.71; 33.21-33.24, 33.27; 21.5 & 21.6; 44.95; 45.16; 51.24; 53 or 17.1-17.2; 57.32; 68.16; 69.09; 77.51-77.55 & 77.56; 81.65; 85.11; 87.24; 98.51; 99.29; 81.83; 83.63; 86.21, 86.26; 89.14, 89.17). Additional information on study opportunities and registration can be found at www.aaahc.org/eweb/dynamicpage.aspx?site=aaahc_site&webcode=iqi_studies.

If you have questions or comments, please contact Alison Solway at asolway@aaahc.org.

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