

KaMMCO Foundation Recognizes Leadership in Kansas Hospitals

Three Kansas hospitals received recognition for their leadership and achievement in quality improvement and patient safety by the Kansas Healthcare Collaborative (KHC). Sponsored by the KaMMCO Foundation, the awards were presented at the Ninth Annual Summit on Quality, jointly hosted by KHC and Kansas Foundation for Medical Care, Inc. in Wichita, May 10.



Salina Regional Health Center, front row (l-r): Melinda Schmidt, Risk Management Director and Women & Children's Services Director, RN, BSN, MBA; Pamela Anderson, Risk Management Coordinator, RN, MSN; Debbie Bruns, 4 Medical Clinical Coordinator, RN, BSN, CNN; Serenity Johnson, Quality Improvement Coordinator-Hospital, BME, MBA; Jonnie Berneking, Quality Improvement Coordinator-Clinics, RN. Back row (l-r): Kendra Tinsley, KHC executive director; Daniel Suiter, MD, KaMMCO Foundation board chair.

Salina Regional Health Center (SRHC), Salina, received the 2017 KHC Leadership in Quality Award, presented annually to a facility that reflects KHC's vision for improving the health of populations, enhancing the experience of patients, and reducing the per capita cost of care. The award included a cash prize of \$5,000 provided by the KaMMCO Foundation. With the cash award, SRHC has established a patient safety fund that will be used to invest in specialty items such as IV site sleeve protectors and figit aprons designed for use with Alzheimer's patients and autistic individuals.

SRHC was recognized for its efforts to make fall prevention a priority, particularly falls by unassisted patients. Setting continual measurement and performance improvement goals, SRHC added repeated education on fall precaution for current staff and newly-hired nursing staff. Nursing leadership set up monthly reviews of the fall prevention data, observing trends and undertaking initiatives to reduce incidents. In early 2015, SRHC showed a marked improvement with 47 percent fewer falls. With video monitoring and increased patient and family education, SRHC tracked a 25 percent reduction in unattended falls within 12 months. By late 2016, they reported another 50 percent reduction in patient falls.

Awards of Merit were presented to Rooks County Health Center, Plainville, and Coffeyville Regional Medical Center, Coffeyville.

The awards were presented by Kendra Tinsley, KHC executive director, and Daniel Suiter, MD, chairman of the KaMMCO Foundation board of directors.

Ransomware Resources from KaMMCO

By Shannon Haire

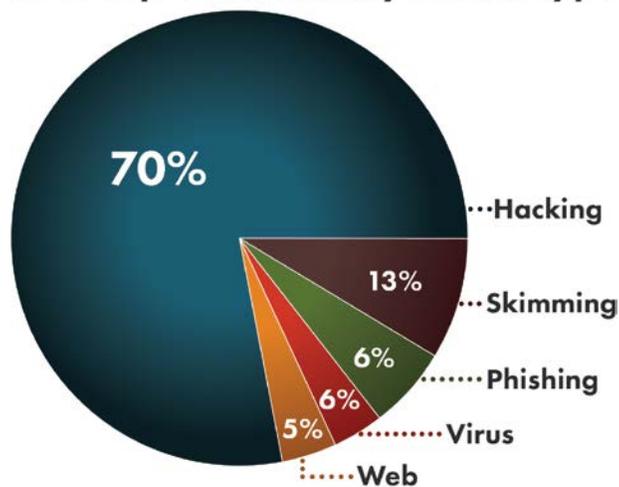
Vice President Member Services

Cybercrime has been a regular headline item in the national news lately with ransomware emerging as one of the most popular cyber-attacks. Ransomware uses encryption to lock a victim’s files and hold them hostage until they pay the attackers’ demand.

Criminal hackers recently released a new strain of ransomware called WannaCry that can spread itself automatically across all workstations in a network, causing a global epidemic. By opening an infected email attachment an employee can infect not only their own workstation, but could immediately infect the workstation of everyone else on the network as well. The new strain underlines the need to train employees on the risks and how to avoid them.

Along with providing our members with Cyber Security Insurance Coverage, KaMMCO provides members with a Cyber Security Insurance Resource Center containing tools and resources to help mitigate exposure.* It is important to remind employees that computer security is a team effort. Every player counts and participation is needed to maintain a good security posture. The Resource Center includes webinars devoted to ransomware, an eight-minute ransomware training video for employees, and a bulletin guide for ransomware.

2016 Top 5 Incidents By Breach Type



Data Source: Risk Based Security, Jan 2017.

The following is a guide on best practices to defend against ransomware attacks from the resource center:

Malware in Phishing Emails:

One common attack vector for malware is phishing emails that have malicious attachments or embedded links. If the user opens the attachment in the phishing email and it runs, malware is usually installed on the computer, allowing the attacker to encrypt the user’s files.

- Do not open attachments included in unsolicited emails.
- Use anti-virus and ensure the software is up-to-date.

Fake Update Ads for Adobe and Java:

Many users have at least one Adobe or Java product installed on their computer. Attackers know it’s common for users to update these software products. Attackers will create fake advertisements claiming to have an update for an Adobe or Java products, enticing users to download their malicious software.

- If you have to download software, always verify the website’s reputation before downloading.

Downloads from Infected Websites:

The other common technique attackers use to distribute ransomware is through websites they have infected or fake websites they have created. Attackers will entice victims to visit the infected website—i.e. phishing emails—and run their malware once the victim downloads infected software from the website.

- Block pop-ups on your browser to prevent fake update ads.
- Use virtual browsing sessions whenever possible, so everything is deleted—including malware—when the session is closed.
- Do not follow unsolicited links in emails.

In addition, always follow information technology best practices regarding the installation of critical operating system and application patches and data backups.

Please visit www.KaMMCO.com, select the Insurance tab to access Cyber Security resources.

*KaMMCO Casualty members should check their policy for cyber coverage.

Plans Solidifying for Fall Loss Prevention Event



KaMMCO insured are invited to learn “How to Love Medicine Again” on September 12 when Starla Fitch, MD, wellness expert, life coach, and inspirational speaker presents the 2017 Fall Loss Prevention program.

Numerous studies document that physicians are running out of reserve and suffering from professional “burn-out”, because they rarely receive training on how to deal with loss of enthusiasm, feelings of cynicism, and even a low sense of personal accomplishment. In this timely event, Dr. Fitch will provide attendees with the tools to reduce stress, increase work satisfaction and strengthen resilience in their heavily-regulated, performance-measured work environment.

Responding to our members’ requests for multiple ways to receive loss prevention education, attendees can choose one of three ways to participate:

Attend the live presentation:

Topeka – KaMMCO Conference Center

Attend a regional webcast:

Hays – Ft. Hays State University Memorial Union

Overland Park – Overland Park Marriott

Salina – The Tony’s Pizza Event Center

Wichita – DoubleTree by Hilton Wichita Airport

Join from your office or home via webinar!

Just as in past years, members are encouraged to attend one of the in-person locations to share the experience with their peers. In addition, the event will be recorded, so those who cannot attend on September 12, will have the opportunity to view the recording on KaMMCO’s website. All viewing options will offer the 5 percent policy premium credit for attendance.

Watch for more information in your mailbox in June.

Attention please!

Watch your mailbox for the KaMMCO 2017 Annual Meeting mailing. Be sure to complete the proxy enclosed in the packet and return it to KaMMCO by Friday, June 9, 2017.

Summer Education Focused on MACRA-readiness

As we move into the summer of 2017, time is slipping away for physicians, nurse practitioners and physician assistants to meet the first requirements for the new Quality Payment Program resulting from the Medicare Access and Chip Reauthorization Act (MACRA) of 2015.

Right now, the important thing to remember is there are participation options during this first year and, October 2 is the last day to begin gathering data in order to fully or partially participate in 2017. The Kansas Medical Association and KaMMCO Health Solutions want to assist you in exploring those options and become MACRA-ready.

Join us for a one-hour educational webinar, **“Equipping Physicians for the Shift to Quality Payment Programs—Employing Data Analytics to Empower Physicians and Enhance Patient Care”** presented by Laura McCrary, Ed.D, Senior Vice President, KaMMCO Health Solutions, Inc., and Executive Director, Kansas Health Information Network, Inc.

There are three events scheduled this summer:

- Tuesday, June 13, 5:30 p.m.;
- Tuesday, July 18, 5:00 p.m.; and
- Tuesday, August 15, 5:00 p.m.

For more information and to register in advance visit: www.KaMMCO.com and click on EVENTS.

This webinar is designed to empower physicians with the knowledge to enhance quality improvement and transform healthcare through the implementation of technology and utilization of MACRA-inspired reporting tools. This activity is approved for *AMA PRA Category 1 Credits™*.

Practice Works to Reduce Labor Intensive Claims-based Reporting



Top to bottom: Carlene Klassen, MD; Amy Blincoe, MA, Glenda Murray, OM; Didi Henriques, RN. Not pictured, Kim Jones, MA.

Using data to improve care plays an essential role in delivering quality healthcare for patients, and succeeding in the Merit-Based Incentive Payment System (MIPS).

Barriers such as cost, limited staff, and convenience often restrict access to the tools necessary to track and send quality data to CMS. As a result, submitting quality data to MIPS through the CMS web interface, or a third-party data-submission service such as an EHR (Electronic Health Record) registry, or a qualified clinical data registry is not always an option for smaller practices. For those practices that fit this scenario, claims-based reporting is usually the only option. With claims-based reporting, clinicians must use codes specified by CMS that indicate a particular quality measure was performed with a patient. For healthcare professionals, the claims-based method can be difficult to track and labor intensive.

Throughout 2016, Dr. Carlene Klassen and her staff at Comprehensive Adult Medicine, Wichita, worked with the Kansas Practice Transformation Network (PTN) to develop a plan that addressed how to succeed in MIPS via claims-based reporting.

Lead Nurse Didi Henriques and Office Manager Glenda Murray worked with their PTN Quality Improvement Advisor, to develop an efficient and effective way to track clinical quality measures and report the measures via claims. Henriques modified the EHR health maintenance section to include alerts that appear both when specific quality measures apply to patients and if that measure has been completed. Murray, who reviews the claims for the practice, utilizes the modified health maintenance section to verify completion of quality measures, allowing addition of appropriate codes.

The Wichita practice sees more than 800 patients a year; these coding changes have resulted in considerable time savings for the practice and also provides a streamlined tracking methodology for patient compliance.

Tips from the Trenches: Claims Update

By: *Cristy Anderson, JD*
KaMMCO Vice President Claims

Specialty: Long Term Care

Procedure: This 4'10" 158 lb. 87 year-old female was preparing to leave a long term care unit of a hospital to attend her sister's funeral. The patient was not using her normal motorized scooter/wheelchair because the battery was dead (a replacement battery was on order) and instead used a manual wheelchair owned by the facility. The patient was on the porch unattended awaiting the facility van. The van arrived and while its driver was preparing the lift, the patient lost control of her wheelchair on the ramp and fell forward onto the pavement. The patient suffered severe facial injuries and was transferred to the hospital for further care. While there, the patient died. The Certificate of Death listed the cause as aspiration pneumonia due to traumatic facial injuries. However, the patient initially improved prior to her death. Our investigation revealed that she died from congestive heart failure unrelated to the fall. No autopsy was performed.

Allegations: The claimant (the family of the decedent) alleged that employees of the long term care facility negligently allowed the patient to use a wheelchair that was too large for her and allowed her to leave the building unattended. Additionally, the claimant alleged that our insured knowingly maintained a dangerously steep ramp leading into and out of the long term care unit.

Resolution: This was initially a demand only against the facility. KaMMCO investigated the facts and determined that the ramp complied with applicable standards regarding an acceptable incline as determined by the Kansas Department of Aging and the Kansas Department of Health and Environment. Originally the patient was admitted to the long term care unit due to concerns for her safety, however, she was an independent resident. She would become irritated with staff members when they were assisting her. She was assessed to be safe in both the manual wheelchair and the motorized scooter. She often went outside independently to sit on the porch using either the wheelchair or the scooter. At the time of the incident, the patient was told to remain at the nurse's station and someone would take her outside to the van. She chose to go outside herself and when she saw the van, she proceeded down the ramp without assistance. She had been warned several times not to go outside alone due to the risk of getting hit by a car or being otherwise injured. The family initially only demanded that the ramp be removed which the facility complied with within 10 days of the incident. They later demanded money at which time the claim was reported to KaMMCO. KaMMCO denied the demand and the decedent's family filed a lawsuit. After the discovery period, including depositions and further fact finding, the lawsuit was dismissed.

Cost of Defense: \$35,539

Risk Management Tips:

1. Although state inspections are stressful, being in compliance with standards can help in defending good care.
2. When dealing with an independent patient, conducting assessments regarding safety of the activities they insist on and documenting the results in the chart can help in defending good care.
3. If a patient is engaging in behavior thought to be unsafe, attempting to restrict the behavior as much as possible might be necessary to avoid injury.

Loss Prevention Tips:

Although tedious and sometimes scary, denying a claim, enduring a lawsuit and working through the discovery process can sometimes reveal facts that cause the plaintiff and their attorney to realize that the case is not one that should be pursued, resulting in dismissal and no payment to the injured party or their family.

Salina Doctor Presented KAFP's Kansas Humanitarian Award

Kansas Academy of Family Physicians (KAFP) does not select a Kansas Humanitarian Award winner every year. This award honors extraordinary and enduring humanitarian efforts. This year, Robert Freelove, MD of Salina has been selected as the 2017 Kansas Humanitarian Award winner. Dr. Freelove will be celebrated at the KAFP Annual Meeting in June, and KAFP has submitted his name as a nominee for the American Academy of Family Physicians Humanitarian Award.

Dr. Freelove is a family physician, as well as Chief Executive Officer and Chief Medical Officer of Salina Family Healthcare Center (SFHC), Residency Program Director of Smoky Hill Family Medicine Residency Program, and Assistant Medical Director of Hospice of Salina. Patients, colleagues, and community leaders describe him as caring, compassionate, selfless, kind.

As the CEO of a Federally Qualified Health Center (FQHC), Dr. Freelove makes daily decisions which impact thousands of patients and their families. The safety net clinic that was inspired by his motivation has been an asset to the Salina community. With his leadership, the clinic has expanded from a typical medical clinic to one that includes dental care, integrated behavioral health services, and a pharmacy that provides both dispensing and clinical pharmacy services, as well as a safe house for abused women and children. The dental program has an outreach extending across north central Kansas, serving over 16,000 children each year. The FQHC provided medical care to more than 10,000 of the most vulnerable Kansans last year.

As program director of Smoky Hill, he oversees a residency program that provides family physicians to many small Kansas communities. Dr. Freelove has led the program assuring that residents receive the necessary experience and support from the hospital and local physicians in training to serve rural patients.

Dr. Freelove is a guiding force to the Salina Regional Health Center's board in directing policy to assure quality patient care, patient access to care and patient satisfaction. He has served on the hospital board for six years.

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Robert Freelove, MD

Moonlighting Insurance Coverage Amended by Senate Bill 2118

Effective July 1, 2017, Senate Bill 2118 will allow insurers the flexibility of issuing a policy in compliance with the Kansas Health Care Provider Insurance Availability Act (KHCPIA), while excluding coverage for professional services subject to the provisions of the Federal Tort Claims Act and the Charitable Provider Act. This change is especially helpful in rural communities where hospitals and other organizations seeking vacation or weekend call coverage have often only had as a choice those providers employed by the federal government and available for moonlighting on a part-time or short-term basis.

In the past, the cost to provide insurance in these short-term and part-time instances has been prohibitive because these providers are protected by the Federal Tort Claims Act and do not carry a private insurance policy in compliance with the KHCPIA. To practice outside their federal employment, a professional liability policy in compliance with the KHCPIA is required and under current law, the insurer is required to pick up the federal government exposure in addition to any moonlighting work. Because the insurer is unable to exclude coverage for the provider's federal employment exposure, most are not willing to issue a policy at a part-time or reduced rate for the moonlighting exposure.

The change to the existing law allows the Kansas Insurance Department to approve an exclusionary endorsement for policies enabling insurers to offer a rate more consistent with a provider's moonlighting exposure. To meet the needs of our members, KaMMCO is in the process of developing and filing an endorsement to our policy to allow us to be more helpful in these situations.

If you have questions, please contact KaMMCO's underwriting department.

Continuing Education + Premium Credit with KaMMCO ELM Online Learning

By Connie Dyke Christian, MBA, CPHRM

Facility Risk Management & Patient Safety Advisor

Many providers already have taken advantage of the opportunity to receive continuing education credits and a two percent premium credit for their 2018 policy renewals. Eighty-seven courses have been completed with over 130 continuing education credits awarded to KaMMCO-insured providers. In addition, nine percent of the KaMMCO-insured hospitals have received their two percent premium credit for 2018 policy renewals.



KaMMCO diligently works to offer risk management programs relevant to insured physicians, hospital administrators and risk managers, as well as others involved in the delivery of quality healthcare. KaMMCO, in partnership with ELM Exchange, Inc. (ELM) offers a convenient online specialty-specific curriculum. The courses are case study based and represent actual redacted medical professional liability claims. The user-friendly ELM system conveniently allows users to stop and start the courses at will, and the courses can be accessed 24/7 from any computer (or mobile device) with internet capability.

Don't miss out on your opportunity for CEU's and premium credit: log in to www.KaMMCO.com and the ELM online learning platform today!

To qualify for the premium credit on the 2018 renewal, at least one (1) course must be completed by September 30, 2017, at 11:59 pm. Any course completed after September 30, 2017, at 11:59 pm will qualify for 2019 renewals.

Give Patients the Tools to Take Charge of Their Health

Managing a chronic condition can be complex and frustrating for patients and providers. So why not recommend a self-management education workshop to give patients an opportunity to control and improve their health.

Working with the Stanford University Chronic Disease, Chronic Pain, and Diabetes Self-Management Programs, the Kansas Department of Health and Environment created the Kansas Self-Management Education (SME) Partnership. Through the partnership, free programs are delivered in many Kansas communities. Designed to help individuals learn how to manage and improve their own health while reducing healthcare costs, the workshops are facilitated by trained leaders personally impacted by chronic conditions/diabetes. Workshop participants are guided through an evidence-based, scripted curriculum once a week for six weeks. Stanford University and Kaiser Permanente jointly developed the curriculum.

For more information on the program, a list of workshops and locations, visit www.selfmanageks.org.

KaMMCO Hosts Fourth Annual QDC User Group Meeting

Twenty-six staff members representing 18 facilities attended the Quality Data Check (QDC) user group meeting hosted by KaMMCO on May 10.

In an effort to provide hospital members access to a web-based incident-management software platform, KaMMCO offers QDC at no cost. QDC is a software system that allows hospitals to report, investigate, and trend their risk and quality-related events. It provides a cost-effective solution to identify areas of risk, as well as trend the effectiveness of performance improvement initiatives. The user group, consisting of only KaMMCO-insured facilities, meets annually to review aggregate incident data and provide feedback/suggestions to the software developer and Chief Executive Officer, Jason Friesen. The user group also receives an annual review of the new or modified system operations implemented to better serve its users. This year's meeting did not disappoint with many previous suggestions resulting in user friendly enhancements and valuable networking with KaMMCO insured risk management and quality professionals.

For more information on the QDC incident management system visit www.KaMMCO.com, Member Services, Resources and Tools.