



Fairview Home Infusion FHI Highlights

Spring 2013

Ensuring TPN safety as therapies become more complex, drug shortages increase

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TPN is among the most complex home infusion therapies. Formulations have many ingredients and are infused through an electric pump. Risks are high for infection and physiological imbalances that can lead to re-hospitalization, especially in noncompliant patients. This is why a multidisciplinary team and close collaboration between patient and provider is critical.

FHI pharmacists may consult with dietitians and hospital staff to review discharge orders and evaluate the formula for dosing guidelines, stability and compatibility of all ingredients. The formula is prepared with sterile compounding procedures in a clean room involving multiple manipulation steps to ensure accurate ingredient amounts.

From start to finish, a single TPN bag is "touched" by a large number of highly skilled staff, including the hospital pharmacist and provider, FHI intake specialist, office nurse, pharmacists, board-certified nutrition specialist, dietitian, pharmacy coordinator technician, IV compounding technicians, materials management coordinators, shipping staff and field nurse. The patient also receives extensive training

and may add some ingredients and attach tubing.

Improved guidelines, additional regulatory requirements, higher demand for customization and earlier discharge of less-stable patients mean TPN provided at home has become more complex. Risk factors like unstable blood glucose levels and re-feeding syndrome must be considered and managed when TPN is started in the home. FHI employs highly skilled pharmacists, nurses and dietitians to ensure patient safety. Also, our TPN compounder is a new, state-of-the-art machine to help FHI meet stringent regulatory and best practice guidelines for sterile TPN compounding. The result is each TPN formula is uniquely designed and compounded to ensure patient safety.

Ongoing TPN ingredient shortages increasingly pose challenges in meeting patient needs. A FHI drug shortage committee focuses on managing drug shortages to ensure we get needed TPN ingredients and manage limited resources by using sound clinical judgment in collaboration with providers and best practice guidelines to make adjustments.



Nurse Training 2013

► Overview

A two-day course offered at no charge to nurses of home health agencies who work with us. Earn 13.2 CEUs and receive extensive training in the basics of therapy as provided by FHI:

- Care and maintenance of infusion access devices
- Administration methods
- Protocols and equipment specific to FHI
- Anti-infective therapy
- Home parenteral nutrition
- Pain management
- Specialty infusion (i.e., chemo, inotropes)

► Remaining Dates

July 31 - Aug. 1 9 a.m. - 3:30 p.m.

Oct. 30-31 9 a.m. - 3:30 p.m.

**Lunch provided all days*

► Location

Fairview Pharmacy Services
711 Kasota Ave. SE, Minneapolis

► CEU Contact Hours

13.2 nursing CEUs

► Register

Call 612-672-5396 or visit
www.fairviewhomeinfusion.org

Medicare names FHI contract supplier for enteral

The Centers for Medicare & Medicaid Services has named Fairview Home Infusion a contract supplier for enteral services.

We are pleased to be able to continue offering nutritional solutions for our patients, including those on Medicare.

In 2003, Congress established requirements for a new competitive bidding program for certain Durable Medical Equipment, Prosthetics, Orthotics and Supplies.

Effective July 1, 2013, suppliers who were not awarded a bid will no longer be able to provide enteral services to Medicare patients.

FHI has more than 20 years of experience

providing every type of infusion for patients of all ages that can be safely and effectively administered in the home setting, including:

- Enteral
- TPN
- Antibiotics/antimicrobial therapy
- Chemotherapy
- Biologics
- Immune globulin (IV and subcutaneous)
- Pain management
- Inotropes
- Enzyme Replacement Therapy (ERT)

We accept all major health plans. Please do not hesitate to contact us with questions.

Helping people of all ages manage their illness while continuing to live their lives.

FHI focuses on patient outcomes, nursing agency success

Fairview Home Infusion would not be able to serve patients in Minnesota, Wisconsin, Iowa and the Dakotas without our nursing agency partners. They are licensed and accredited agencies that are held to the highest standards for patient care and safety. Agencies provide infusion nursing services on behalf of FHI primarily outside the seven-county Twin Cities metro area.

FHI expects all nursing agency partners to provide care, treatment and services safely and effectively according to accepted nursing standards.

FHI provides ongoing group and on-

demand training and education to our nursing agencies. See the front page of this newsletter for the remaining FHI nurse training dates in 2013. FHI also audits the outcomes for its regional patients and follows up with individual agencies when concerns are identified.

“We want all our patients to have good outcomes and all our nursing agencies to be successful,” says Ceil Schrottenboer, FHI compliance and education coordinator. “We tailor our classes to our protocols so they know why our protocols are written as they are.”

In addition, FHI offers nursing agency partners 24/7 access to our clinical staff as a

back-up when they need help. They can call our office or on-call nurses and staff for guidance and help resolving patient issues.

FHI communicates with agencies via U.S. mail and email when there are changes in practice, products, requirements and protocols.

“Our goal is to be sure we’re communicating with our agency partners on patients’ needs,” says Ceil. “We use several methods to get the word out.”

If you are an FHI nursing agency partner and want to be sure you’re getting the latest news from us, contact Ceil at 612-672-5328 or cschrot1@fairview.org.

Meet the compliance and education team

Home infusion therapy providers like Fairview Home Infusion are governed by multiple entities, such as the Minnesota Department of Health, The Joint Commission, the Minnesota Board of Pharmacy and OSHA, to ensure the highest standards for patient safety.

The compliance and education department bridges the gap between all those requirements and how policies and procedures are implemented at FHI.

“Everything we do involves other people,” says Theresa Rahn, FHI compliance coordinator.

She and Ceil Schrottenboer, FHI compliance and education coordinator, work with managers and front-line staff to determine agency practices and work through issues that affect patient safety.

There are two primary committees within FHI that focus on patient safety and compliance. They are the Clinical Safety Committee that meets twice a month and the Compliance Committee that meets quarterly.

The Clinical Safety Committee is a multi-disciplinary committee that promotes patient safety through policy and procedure development and reviews, monitors and evaluates trends for occurrences, evaluates new products and implements best clinical practices

based on standards and research.

The Compliance Committee is comprised of FHI leadership, Fairview Pharmacy Services compliance staff and the FHI medical director. The committee reviews organizational adherence to regulation and reviews non-clinical audit results (e.g., contractual requirements, Medicare regulation, environmental safety, etc.).

FHI employees rely on the compliance and education team for assistance with translating information and requirements into daily practice. For example, before any new product is implemented for patient use, all available data is reviewed to determine safety and efficacy. This team also works to ensure any changes are communicated with FHI’s many regional nursing agency partners.

“It’s hard to keep tabs on the ever-changing rules and regulations. We have to be resourceful and follow a process when making decisions,” says Theresa.

FHI focuses on using available resources, especially data-driven research when available.



Left to right: Theresa and Ceil

Theresa Rahn grew up in Dartmouth, Mass. by the ocean. She has been with FHI for 11 years and enjoys the variety of projects she gets to work on and people to work with. However, she says the hardest job she’s ever had was being a stay-at-home mom when her boys were both younger than 2.

Ceil Schrottenboer grew up in Holland, Mich., home of the annual Tulip Time Festival. She has been with FHI for 13 years. Before that, she had a varied work nursing history that involved pediatrics, oncology and long-term care pharmacy. Like Theresa, she enjoys the varied responsibilities of her job and knowing what she does directly impacts patient safety.