

AzAHQ Network

Spring 2008

A Publication of the Arizona Association for Healthcare Quality

Available Online at: <http://www.azahq.org>

AzAHQ is an affiliate of:



National Association
for Healthcare Quality

Advancing Healthcare Quality in Arizona through leadership, education and communication.

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AzAHQ PRESIDENT'S MESSAGE

2008 AzAHQ President's Message

Welcome to the Arizona Association for Healthcare Quality! AzAHQ has some great things in store for 2008! The newly elected AzAHQ Board of Directors began their journey in January of this year by finalizing the strategic goals of the organization. The 2008 AzAHQ Strategic Plan includes the following:

1. **Provide leadership and support for education, networking and career-enhancement opportunities that will attract and retain AzAHQ members.**

AzAHQ has planned three excellent educational conferences for the year. The first is scheduled for April 18th entitled "Risky Business of Quality". At this conference, there will also be a general membership meeting. For details, please refer to www.azahq.org. The next two conferences will be held **June 20th** (1/2 day) and **November 14th** (full day conference with general membership meeting). Topics for the latter two conferences are in the planning phase. Refer to the AzAHQ website for updates.

In addition to the educational conferences, the communication team does an outstanding job of producing 3 newsletters each year. Look for the next newsletter in April 2008.

2. **Ensure that AzAHQ can meet current and future financial obligations.**

AzAHQ is a fiscally sound organization thanks to the support of our membership. In honor of our members, AzAHQ will be sponsoring one free admission to the annual NAHQ conference to be held Sept. 14 - 17 at the JW Marriott Desert Ridge Resort in Phoenix.

3. **Increase member awareness of NAHQ activities and direction.**

As president, I participate in the in the quarterly NAHQ President's call. A summary of these calls is sent to the Board members. In addition, the NAHQ President's message is sent out to the AzAHQ list serve.

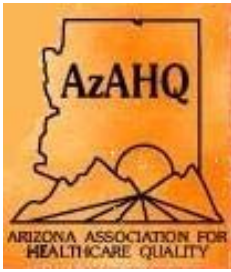
As mentioned previously, the annual NAHQ conference will be held Sept. 14 - 17th at the JW Marriott Desert Ridge Resort in Phoenix. AzAHQ members are encouraged to attend.

4. **Ensure steady leadership of AzAHQ and seamless transition from year to year.**

I am pleased to introduce the 2008 AzAHQ Board of Directors:

- Nancy Claflin, as past president, did a tremendous job with recruiting an energetic and robust Board of Directors who include:
- Myrna Feldman, past treasurer, now President – Elect
- Kim Elliott – Secretary
- Kathy Ostapuk - Treasurer
- Carolyn Marquart – Treasurer – Elect
- Kim Duncan – Communications Team Leader – Elect
- Brenda Condrick – Communications Team Leader – Elect
- Jessica Hackwell – Education Team Leader
- Darlene Ceccarelli – Education Team Leader – Elect
- Kristin Frounfelker – Membership Team Leader
- Karen Richards – Membership Team Leader – Elect
- Jennifer Wolfe-Pearce – Member-at-Large

I recently had the privilege of attending the Advanced Training Program at Intermountain Healthcare's Institute for Health Care Delivery Research. The purpose of the training was to conduct state-of-the-art clinical practice improvement projects, use quality improvement methods to manage and



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integrate non-clinical processes, implement quality improvement programs and conduct internal quality improvement training. It was an intense program that provided insight to key quality concepts and a chance to network with individuals from around the nation, Canada and Europe.

One of my favorite quotes from the program was provided by Dr. Brent James, executive director of Intermountain Institute, "Quality is a race without a finish line". I challenge you to join the race and pursue excellence in healthcare quality. With such a strong emphasis on quality outcomes, evidenced-based medicine, public reporting, patient safety initiatives, pay-for-performance and transparency, quality is clearly the focus of today and the future. If you are not a member of AzAHQ, join now and become a front runner!

Sincerely,

Jeanne Stueland

Jeanne Stueland RN, MPA, CPHQ

AzAHQ President

jstueland@shc.org

CPHQ Self Assessment Examination

There is now a practice test available on the CPHQ website. The HQCB Self Assessment Examination is a 65-question online practice exam that was developed to be parallel in content and difficulty to the actual Certified Professional in Healthcare Quality (CPHQ) examination. The questions on this practice exam are presented in the same computer format as the certification examination. This is very valuable in alleviating fears created by not knowing what to expect.

The practice examination should be regarded as a diagnostic tool to assess strengths and weaknesses rather than a study guide for the examination. A passing score on the practice examination does not, in any way, guarantee a passing score on the CPHQ certification examination. The practice exam is not intended to be a substitute for studying for the certification examination.

The examination is updated to ensure accuracy in content and correspondence with the CPHQ examination forms that were implemented on October 1, 2007.

After you have successfully placed your web test order, you will be sent a confirming e-mail with specific

instructions on where and how to take the exam.

The cost of the exam is \$65.00 for NAHQ members and \$95.00 for non-members.

For more information about the CPHQ self assessment examination use the following website:

<http://www.cphq.org/2selfAssessment.html>

2008 Spring Conference

Friday, April 18, 2008

8:30 am to 4:30 pm

"**Risky Business of Quality**," is the topic for the 2008 AzAHQ Spring Conference to be held at the San Marcos Golf Resort Crowne Plaza in Chandler, Arizona, on Friday, April 18th, beginning at 8:30 a.m. with registration at 8:00 a.m. This program will be held in "The Lodge" conference room.

"Risky Business of Quality" presented by Ann Totsch, RN, BSPA, MBA includes an introduction to Risk Management, Enterprise Risk Manager, Using Data, and Claims Management.

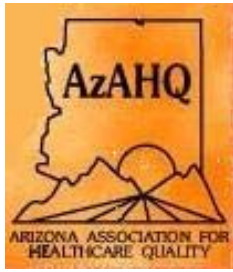
The second half of this program will focus on Workplace Safety presented by Maripat Burrell, RN, MSN, CPHRM followed by Deb Dahl, BS, MBA and Barbara LaBranche presenting "Effective Use of Technology to Drive Reliable, Safe, and Excellent Patient Care in Labor and Delivery" and "A Success Story."

The program fee will be \$125.00 for AzAHQ members and \$160.00 for Non-AzAHQ members. (Includes: Applied for 6.5 CPHQ credits, continental breakfast, lunch and snack.) For more information about "The Risky Business of Quality", you can download a flyer and sign-up for the 2008 Spring Conference from www.azahq.org. We look forward to seeing you there.

AzAHQ Membership

The success of AzAHQ depends on active participation and volunteerism through membership.

Encourage your colleagues to **Join Now!** You can join on the AzAHQ website, <http://azahq.org>



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MARK YOUR CALENDAR NOW !!!

33rd Annual NAHQ Educational Conference *Collaboration: The Spark Behind Quality*

- Get cutting-edge news in healthcare quality
- Learn about innovative products
- Earn valuable continuing education credits
- Network with healthcare quality leaders

Plan to attend the 33rd Annual NAHQ Educational Conference September 14 – 17, 2008 at the J. W. Marriott Desert Ridge Resort and Spa in Phoenix.

Reservations: (800) 835 – 6206
Room Rate: \$ 174 single/double

Join the AzAHQ Board for 2009

By Nancy Claflin, RN PhD CCRN CPHQ FNAHQ

Have you thought about becoming an AzAHQ board member? I am extending an invitation to you to start thinking about it now. We'll be seeking nominations for the 2009 board this fall.

As a board member, you'll be joining an active group of healthcare quality professionals who are enthusiastically helping to spread the news about quality in Arizona. You'll get to participate in setting the strategic direction for the organization, while working with a great group of dedicated quality leaders.

AzAHQ puts on outstanding educational programs each year. As a board member, you'll be able to attend those educational programs at no charge. AzAHQ also provides at least one CPHQ preparation course every year. The organization also has a terrific website and electronic newsletter.

We have elect positions that you'd be starting in, so you'd be able to spend the first year working with an experienced board member who can help you learn what to do. Send me an email to nancy.claflin@va.gov and I'll be happy to send you the board position descriptions to give you even more information. The positions that potentially will be open this year include: President Elect, Treasurer Elect, Communication

Team Leader Elect, Membership Team Leader Elect, and Education Team Leader Elect. I look forward to hearing from you.

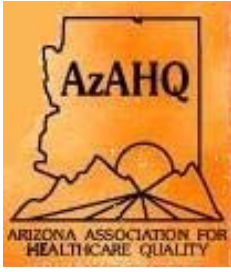
The Harmonization Initiative

Hospitals are pulled in many different directions to meet the requirements of certifying, quality, and purchasing organizations in an ever-increasingly transparent environment. The frustrating challenge is that many of these requirements are disparate and sometimes conflicting. The good news is that national organizations, such as The Joint Commission, CMS, AHRQ, IHI, and NQF, are working together to bring "harmony" to requirements and measures, starting with the NQF Safe Practices. The Centers for Medicare & Medicaid Services Quality Improvement Roadmap reinforces Dr. McClellan's passion and commitment to patient safety and also emphasizes the importance of patient-centered care that is "the right care for every person, every time." The opening words of the document addressed the six IOM aims for improving U.S. healthcare: patient safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity. Throughout the CMS roadmap, the strategies of partnerships, development and utilization of quality measures, Pay-for-Performance, assistance in use of technologies, and access to better treatments are emphasized.

The NQF Safe Practices Maintenance Committee is responsible for updating the 30 Safe Practices. Certain practices will be considered for removal from the endorsed list, some will be added, and a number will be considered for modification. The evidentiary base will be updated, as will the Practices, to mirror their evolution since the original report. A major goal of the committee is to harmonize the Practices across the key stakeholders, including AHRQ, NQF, The Joint Commission, The Leapfrog Group, the IHI 100,000 Lives Campaign, and CMS.

For more information, webinars or to read the entire article:
http://www.safetyleaders.org/content_page2.jsp?ID=2547

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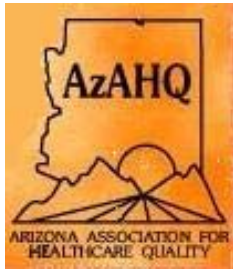
You asked for it...and we made it happen! PayPal is now one of the options available for you to pay for AzAHQ educational events and membership. Of course, we will continue to accept personal and corporate checks. We've made it more convenient for you to register and to renew your membership for next year! Just go to <http://www.azahq.org> and follow the links.

AzAHQ Calendar

April 18, 2008	AzAHQ Spring Conference
May 25, 2008	Newsletter Information Submission Deadline
June 20, 2008	AzAHQ Summer Conference
September 14-17, 2008	NAHQ Conference Phoenix, Arizona
October 25, 2008	Newsletter Information Submission Deadline
November 14, 2008	AzAHQ Fall Conference

Quality Resources

1. Arizona Association for Healthcare Quality
<http://www.azahq.org/>
2. www.clipwords.com
3. www.ideachampions.com
4. www.innovations.ahrq.gov
5. HCAHPS Information and Technical Support
www.hcahps@azonline.org
6. Background and Reports on HCAHPS
www.cms.hhs.gov/HospitalQualityInits
7. Registration, application, FAQs, updates for HCAHPS
www.hacahpsonline.org
8. Submitting HCAHPS data
www.qnetexchange.org
9. Publicly reported HCAHPS results
www.hospitalcompare.hhs.gov
10. Perinatal SBAR tools and improving communications among caregivers.
www.IHI.org



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2008 AzAHQ Board of Directors

President	Jeanne Strueland
President - Elect	Myrna Feldman
Past - President 2007	Nancy Claflin
Treasurer	Kathy Ostapuk
Treasurer - Elect	Carolyn Marquart
Education Team Leader	Jessica Hackwell
Education Team Leader - Elect	Darlene Ceccarelli
Communications Team Leader	Kim Duncan
Communications Team Leader-Elect	Brenda Condrick
Membership Team Leader	Kristin Frounfelker
Membership Team Leader-Elect	Karen Richards
Member-at-Large	Jennifer Wolfe-Pearce



AzAHQ Website Contact Information

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