

AZAHQ Network



June 2006

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

About half the year is done. We have had two very successful education sessions, both on subjects that reflect on the far-reaching changes in healthcare today. Electronic health records provide an extremely efficient way of aggregating information on the quality of care be it in the inpatient or the outpatient environment. As such, they are going to become the backbone, not only for clinical documentation, but for quality improvement activities as well. Combine the ready availability of information with the philosophy of Lean – minimizing the waste of time, resources, skills – in the healthcare environment, and the possibilities just about take one's breath away.

To say that patient safety precludes the information and process trends would be an understatement at the very least. So we are happy to bring to you the next conference of the AZAHQ on Patient Safety. Details are provided elsewhere in this newsletter. We have a distinguished group of speakers, and what I am sure will be a very insightful

panel discussion on the subject. If you are not already registered do take the time to do so today.

The online registration process has gone through its initial (and expected) hiccups and is now working quite smoothly. You should be able to register for the conference online, and make your payment securely online too. Kudos for this to our Communication Team members and our webmaster who have given time and lots of their patience to ensure the system works as it should. Please do continue to contact us if you have any problems at all on this front.

Elsewhere in this issue you will find a list of new CPHQs from Arizona. Congratulations to all of them for their achievement. We hope they will be quickly join AZAHQ, if they have not already done so, and will contribute to the Association's mission. Please also do take the step of joining NAHQ. Membership in both gives you an excellent avenue for networking with colleagues. Participation in Association activities is also an enjoyable way to make the CPHQ credits you will need!

Just a quick reminder, in this context, about membership. We all of us have friends, colleagues, fellow-professionals in healthcare quality who have not, for one reason or another, joined the association as yet. Their membership means a great deal to AZAHQ; they would bring a wealth of experience in their own right, and would add to the prestige of our association. Please do make it a point, sometime in the next few weeks, to tell them about AZAHQ and what we stand for, invite them to register and attend the next conference; let them see for themselves the value of membership in AZAHQ!

Kalyanraman Bharathan PhD, CPHQ

**Patient Safety: Protecting Yours, Mine, & Ours
AZAHQ Summer Workshop June 23, 2006**

Mark your calendars to join us! AZAHQ is sponsoring an all day workshop on patient safety. It

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will be held at the Grace Inn located at 10831 S. 51st St., Phoenix, conveniently located right off the I-10. Registration begins at 8:00am, and the conference is from 8:30am until 4:30pm. A continental breakfast and lunch will be provided. Seven (7.0) CPHQ CEUs will be awarded to all participants. Room rates for the Grace Inn are \$79 (king) or \$69 (2 double beds). When reserving a room, please mention you are attending the AzAHQ conference. A detailed brochure is on the AzAHQ website:

<http://www.azahq.org>

Objectives:

Learn proven approaches to Patient Safety

- ❖ Describe patient safety from a patient & family perspective
- ❖ Define the 7 components of a business profile for patient safety
- ❖ Describe the National Infection Control Reporting project
- ❖ Understand the steps to successfully implement patient safety strategies in an inpatient and outpatient setting
- ❖ Articulate the quality professional's role in patient safety initiatives

8:30-10am Building a Business Case for Safety- Barb Averyt, Director Safe & Sound, AHA

10-10:15am Break

10:15-11:15am Dan Ford – A Personal Story

11:15-12:15pm APIC Update- National Infection Control Reporting-Patty Gray, President-Elect, Grand Canyon APIC

12:15-12:45pm Lunch

12:45-1:30pm Josie King Foundation Video

1:30-3pm Patient Safety Strategy Presentations

Kathy Shaw, HealthSouth Valley of the Sun Rehabilitation Hospital: Fall Prevention

Susan Hill, Banner Baywood: Pressure Ulcer Prevention

Maripat Burrell & Robbie Johnson, JCL North Mountain: Rapid Response Team

3-3:15pm Break

3:15-4:30pm Quality Professional's Role in Patient Safety small Group Discussion

Congratulations New CPHQ's

AzAHQ joins in celebrating the success of the newest CPHQ's who passed the certification exam between 8/1/05 and 3/31/06. Congratulations to the new CPHQ's from Arizona: Beth L. Brenner, Mandy D. Budny, Frank C. Clark, Brigita M. Fody, Carolyn B. Jacobs, Douglas Mitchell, Steven P. Sorrell, and Gail O. Vanzyl.

Each of these new CPHQ's eligible to attend AzAHQ's next educational session on June 23, free of charge! Please contact Jeanne Stueland, Education Team Leader.

CPHQ Certification Testing Available at the NAHQ Conference

The Healthcare Quality Certification Board (HQCB) has announced that on-site testing will be available at the NAHQ conference in San Diego this year. The computer-based certification test will be held on Sunday, September 17 and will be held in two sessions, 8am – 12pm or 1pm-5pm. Space is limited (40 total seats available). The application must be sent in by the deadline of August 18, 2006 in order to sit for the exam. Questions? Contact info@cphq.org

CPHQ's Recertify Early!

The recertification applications for those CPHQ's who expire on December 31, 2006 will be mailed out in June, 2006. You can also visit the HQCB website at <http://www.cphq.org> for an application.

New for 2006, HQCB is working on a program that will allow CPHQ's to recertify their CPHQ credentials online. All CPHQ's with a recertification date of December 31, 2006 MUST

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have their forms and payment postmarked by January 31, 2007. Failure to do so will result in having to retake the CPHQ exam.

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>

IHI Campaign Lives Saved

The Institute for Healthcare Improvement has estimated that its 100,000 Lives Campaign has saved over 84,000 lives by April 1, 2006. According to the IHI, this suggests that hospitals have improved at improving, and have spread the campaign interventions and other improvement efforts more broadly within their organizations.

TREASURER'S UPDATE:



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 pay for our June 23rd Summer conference. **Patient Safety: Protecting Yours, Mine, & Ours** and to renew your membership for next year! Just go to <http://www.azahq.org> and follow the links. Myrna Shepherd, AzAHQ Treasurer

Chart Your Course for Healthcare Quality

Join us at NAHQ's 31st Annual Educational Conference September 17-20, 2006 at the Manchester Grand Hyatt, San Diego. On Monday, Rick Brinkman, coauthor of the international best seller *Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst* will present the keynote address "Whiners and Snipers and Tanks, Oh My!" He will talk about strategies for having successful interactions with know-it-alls and think-they-know-it-alls and for transforming behaviors like whining, negativity, attacks, tantrums, sniping, and more. Tuesday's session on "Leadership Strategies for Improved Patient Safety: How Leaders Transform Cultures" by Thomas Krause will describe NASA culture-change efforts for cultural change in healthcare.

- *Opportunities to earn more than 15 CE credits
- *Thought-provoking plenary sessions
- *31 concurrent sessions on hot topics in the profession
- *Paper and poster presentations
- *Top quality exhibit hall
- *Opening reception with posters and exhibits
- *Three continental breakfasts, 2 box lunches, and 1 dinner
- *Two free preconference educational events
- *The Quality Leadership Forum
- *Outstanding conference program book
- *Healthcare Quality Review course presented on site

AzAHQ Past President's Fund

AzAHQ's Past President's Fund was initiated by the late Joan Lobianco, AzAHQ President in 1983, to honor the memory of AzAHQ Past Presidents at the time of Pam Bennett's death. Pam

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Bennett served as AzAHQ president in 1986. AzAHQ members may apply for a scholarship to attend an AzAHQ or NAHQ educational program or conference. If you would like to apply to attend **“Patient Safety: Protecting Yours, Mine, & Ours”** please fill out the following application and send it to Jeanne Stueland at Jstueland@SHC.org.

NQF, and greater transparency in the NQF governance process.

Consensus Development Process: Members feel that the time has come to conduct an evaluation of NQF’s Consensus Development Process which has been in place for more than 5 years. This evaluation should include assessment of the criteria used to evaluate candidate consensus standards, and the degree of evidence required to demonstrate compliance; the voting process for endorsement of consensus standards, and the ongoing processes for maintenance of consensus standards and endorsement.

Stakeholder Representation: Much concern was expressed about the structure and operations of the various member councils.

Many of the issues raised by NQF members were corroborated by an environmental assessment of leading quality organizations. The assessment focused on the following areas:

Setting National Goals: The absence of a national goal setting capacity and a related accountability framework impedes the work of leading quality organizations.

Clarifying Roles and Responsibilities of Measure Developers, NQF, and the Alliances: Measure development, NQF endorsement, and the selection of measures for implementation by the alliances are essentially three links in a chain that should work as a seamless process.

Securing Adequate and Stable Funding for NQF: Stable funding that is not project specific will be critical to successfully repositioning NQF to assume key roles in establishing a national priority framework, serving as a neutral convener, and coordinating various measurement development and implementation activities.

By the end of the calendar year, NQF expects to have made considerable progress on these three high priority areas. Over the summer, they will be

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| AzAHQ Scholarship Application | |
| Name: | |
| Title: | |
| Address: | |
| Organization: | |
| Phone number: | |
| Email address: | |
| CPHQ: Yes No | |
| Years of AzAHQ Membership: | |
| Title of Program Requested: | |
| Date & Time of Program Requested: | |
| Sponsor: AzAHQ NAHQ | |
| Written statement of need for scholarship: | |
| Objectives to be achieved by program attendance: | |
| Prior AzAHQ activities/commitment | |



National Quality Forum Update

Janet M. Corrigan, PHD, MBA, President and Chief Executive Officer of NQF reported results of input sought regarding NQF’s current role and the role it should take in the future. The following themes emerged:

Collaboration: Member organizations perceive a need for NQF to work more collaboratively with other organizations engaged in measure development and testing, quality oversight, and reporting, and measure implementation to ensure that the healthcare quality improvement movement in general avoids redundant efforts.

Communication: Members desire a greater degree of transparency and communication from

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rolling out a redesigned and enhanced web site as a part of a broader effort to enhance communications.

NAHQ Update

Anne Marie Butrie, NAHQ president, has provided an update of NAHQ activities. You can find the entire message on the NAHQ website, <http://www.nahq.org>

- NAHQ board has been visiting state organization meetings.
- Two new task teams with a focus on professional development were initiated, the Leadership Academy Team and the Career Path Team.
- Leadership Academy Team is chaired by Alice Epstein, and is focusing on establishing an educational institute that will allow NAHQ members to develop the leadership skills needed to be successful in the quality arena.
- Career Path Team, led by Len Parisi, has developed a "Career Path for Volunteerism at NAHQ."
- The "Principles of NAHQ Leadership" that have been revised by the NAHQ board and the Career Path will be presented at the Annual Educational Conference in San Diego.
- In April, the Communities of Practice Team, led by Pat Ford, initiated three new Communities of Practice on the NAHQ Plus web site. They are Hospital/Acute Care, Ambulatory/Non-Acute Care, and Professional Issues.
- NAHQ's first educational audioconference for NAHQ members was conducted by Anna Baracchini on "Turning Patient Satisfaction Data into Meaningful Performance Improvement Measures."

- The next call is scheduled for July 19 and will feature Jacquie Byers on "How Not to Lie with Statistics."
- Susan Goodwin presented "Leadership in a Time of Transition" for the May Leadership Council call.
- "E-Qual Tips" is a monthly e-mail bulletin that will provide NAHQ members with succinct information that can be used to enhance their practice as quality professionals.
- A market research initiative is focusing on better understanding the needs of NAHQ members and potential new members.

NAHQ Past Presidents' Team

The NAHQ Past Presidents Team, led by Nancy Claflin, is continuing to update NAHQ's history, which is now available on the NAHQ website. Booklets commemorating NAHQ's 30th Anniversary, developed by the team, will be available at the NAHQ conference in San Diego. The past presidents are making plans for a 30th anniversary booth to be held in the exhibit hall at the conference, which include champagne and sparkling water at the exhibit hall reception and cake at the anniversary booth distributed by the past presidents. There will also be a PowerPoint presentation showing highlights from NAHQ's first 30 years. The past presidents are planning to auction or raffle off the basket that was put together for the New Orleans conference, and will sponsor another basket for the 2006 conference.

The past presidents were also resources for quality volunteers in the Calling New Members project. Past Presidents who participated included Key Cerjak, Nancy Claflin, Kathy Clinefelter, Ij guthmann, John Hartley, Sandra

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Basset Robinson, Sarah Tackett, and Faye Wilson. The project was designed to gather information from members who joined NAHQ in July and August, 2005. The team is currently completing its work on this project.

AHRQ Study: More Care Isn't Better

Newly released data from the Dartmouth Atlas Project at the Center for the Evaluative Clinical Sciences (CECS) at Dartmouth Medical School indicates that providing chronically ill Medicare beneficiaries more care at a higher cost does not translate into higher quality care. The study shows that beneficiaries in high-utilization areas end up with lower quality of care.

The study is based on records of more than 4.7 million beneficiaries who died from 2000 to 2003 and had at least one of 12 chronic illnesses, including: solid tumor cancers, lymphomas and leukemia, chronic pulmonary disease, coronary artery disease, congestive heart failure, peripheral vascular disease, severe chronic liver disease, diabetes with end organ damage, chronic renal failure, nutritional deficiencies, dementia, and functional impairment.

The study identifies several barriers to high quality/low cost care, such as:

- *Payment systems that reward providers based on the amount of care provided instead of highly efficient care.

- *Acute care hospitals serving as first-line providers of services to chronically ill elderly people, whose care would be better managed, safer, and less expensive outside the hospital setting.

- *Recognition that both doctors and patients generally believe using more services produces better outcomes.

- *Utilization driven by the supply of resources - not the incidence of illness.

- * The absence of recognized evidence-based

guidelines for when to hospitalize, admit to intensive care, refer to medical specialists or, for most conditions, when to order diagnostic or imaging tests, for patients at given stages of a chronic illness.

Even among academic medical centers the authors found no consensus on the clinically appropriate way to manage chronic illness. For example, the database showed that Medicare enrollees who were patients of the New York University Medical Center had an average of 76.2 physician visits during their last six months of life, almost one-third more than patients at the next-highest rated (according to US News & World Report rankings) academic medical center, the Robert Wood Johnson University Hospital (57.7 visits per decedent).

Reallocation of resources from the acute care sector to create integrated community-wide systems of care that can more appropriately manage chronic illness should become a national goal. Hospitals should take leadership in redesigning how they care for the chronically ill. The authors suggest that policymakers install a reimbursement system that rewards rather than penalizes provider organizations for successfully reducing excessive use of services and developing broader strategies for managing their patients with chronic illness.

The findings support fundamental changes in health care delivery to create integrated community-based systems of care for managing chronic illness. The authors concluded that the problem is waste, and over-use in high rate states, regions and hospitals — not under-use and health care rationing in low rate areas and institutions.

To read the entire study go to:

http://www.dartmouthatlas.org/atlas/2006_Chronic_Care_Atlas.pdf

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Medicare Posts Hospital Payment Information Online

The Department of Health and Human Services (HHS) recently announced the online posting of hospital payment information for 30 common elective procedures such as heart surgery, hip and knee replacements, & gallbladder operations as well as non-surgical admissions. The effort will help people make better decisions on their care. http://www.cms.hhs.gov/HealthCareConInit/01_Overview.asp#TopOfPage. The new information shows the range of payments by county and the number of cases treated at each hospital for a variety of treatments provided to seniors and people with disabilities in fiscal year 2005. This new online information is part of an overall HHS effort to make data publicly available to all Americans to make health care more affordable and accessible.

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| September 17-20, 2006 | NAHQ Conference San Diego |
| October 6, 2006 | Newsletter Information Submission Deadline |
| November 3, 2006 | Educational Session & Membership Meeting |

AzAHQ Calendar

| | |
|--------------------------|--|
| February 18, 2006 | CPHQ Course |
| February 24, 2006 | The Ins & Outs of Root Cause Analysis |
| March 10, 2006 | Newsletter Information Submission Deadline |
| April 7, 2006 | Lean Thinking |
| May 26, 2006 | Newsletter Information Submission Deadline |
| June 23, 2006 | Patient Safety: Protecting Yours, Mine, & Ours Workshop June 23, 2006 Grace Inn 10831 S. 51st St., Phoenix |
| September 2, 2006 | CPHQ Course 7:15a-4:00pm Carl T. Hayden VAMC 650 E. Indian School Rd Phoenix, AZ 85012 |

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|----------------------------------|-----------------------|
| President | Kalyanraman Bharathan |
| President - Elect | Marva Greene |
| Secretary | Kim Elliot |
| Treasurer | Myna Feldman |
| Treasurer - Elect | Cheryl Neel |
| Education Team Leader | Jeanne Stueland |
| Education Team Leader - Elect | Lisa Mead |
| Communications Team Leader | Holly Grems |
| Communications Team Leader-Elect | Nancy Claflin |
| Membership Team Leader | Frank Clark |

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Membership Team Leader-Elect

Stephanie Littman

Past - President 2005

Chrys Anderson



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