

AZAHQ NETWORK

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President's message

Greeting AzAHQ Members,

It has taken us a few months, but as promised we are pleased to present this new and improved electronic version of our AzAHQ Newsletter **AzAHQ Network** for the Spring 2004. As part of our continuing efforts to lead in the area of quality for Arizona, the **AzAHQ Network** will provide you with up-to-date member information, and articles and topics that address the most current methods and issues surrounding healthcare quality. Take advantage of your newsletter to move into the realm of a "published" quality professional and share your accomplishments with your peers.

The AzAHQ is moving toward using the web as your one stop member guide. With the **AzAHQ Network** a reality our focus will expand to include the expansion of the AzAHQ website to include quality information, membership news, and important issues that go beyond pure quality and establish a culture of integrity.

All of us would agree that those who have made a healthcare career choice, desire to work for organizations that pride themselves

on doing the right thing; and support their staff for quality and integrity in all elements of their work. This also means belonging to a non-work professional organization whose mission and values reflect our work life and priorities. This is reflected in our growing membership.

We have several wonderful months ahead of us in 2004 that will be filled with professional activities to learn more about these principles. Be sure and take advantage of these opportunities to continue to grow. Visit us at www.Azahq.org for information on upcoming educational events, including a CPHQ review course. I look forward to seeing you all at the July 16th general membership meeting, and "Achieving Magnet Status at UMC".

Marianne O. Canady, RN, MA, CPHQ, CCM
President, AzAHQ

What do you think of this electronic issue?

This is the first all-electronic issue of the **AzAHQ Network**.

We aren't the first. Our sister associations in Florida and Louisiana have already gone electronic. Within Arizona, AHCCCS has also gone electronic with its newsletters.

The e-form is cheaper and

more cost effective. But there are other advantages: web links listed in this issue can be reached with a mouseclick.

Are there others we need to think about? Let us know at quality@azahq.org.

If you know someone who hasn't received this issue, ask

them to contact us for a paper version. It's still an option!

NAHQ Annual Conference 2004

The conference at Scottsdale last year was a rousing success. Following on its heels, the theme at the 29th Annual Conference of NAHQ at Orlando is "Discover the Universal Magic of Quality".

Among the featured speakers, Michael Rothman of the Robert Wood Johnson Foundation will give an address on the Pursuing Perfection project. This program, begun in 2001, has become a significant leader in the spread and assimilation of quality concepts throughout the continuum of healthcare institutions.

Sister Mary Jean Ryan of SSM Health Care,

St. Louis, MO, will speak on "Establishing a Climate of Quality Throughout the Organization". In 2002, SSM became the first healthcare organization in the US to win the Baldrige Award.

As always, there are a host of complementary educational events as part of the conference. For details, go to the NAHQ website, at www.nahq.org.

The conference is being held at the Royal Pacific Resort – Loews Universal. For details on this resort, check out the web site at <http://themeparks.universalstudios.com/orlando/>

**And don't forget:
there are continuing
education credits for
attending the
conference!**



NAHQ Leadership Council

Are you interested in working on the NAHQ Leadership council?

If you are a member of AzAHQ and also of NAHQ, and are interested in serving on the Leadership Council to the NAHQ Council at the Conference in Orlando this Fall, please send an email to AzAHQ at quality@azahq.org.

To learn more about the Leadership Council, check out the NAHQ website. www.NAHQ.org

May Conference

AzAHQ Conference in May

The May Conference on patient safety was very well attended. There were also several new members who joined the Association at the conference. Here are a few pictures from the conference.

Dr. Bethan-court addressed Hospitalists, discharges, and safety.



Betty Mims spoke on Behavioral Health safety



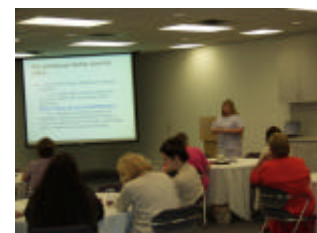
Melody Jones addressed safety in Behavioral health



Holly Grems on Behavioral Health safety



Eva Fowler, on Patient safety in the 21st Century



Sandra Tsang, on JCAHO's 7th Safety Goal

Upcoming Events...

The next AzAHQ meeting

Topic: **Achieving Magnet Status at UMC**

Time and Date: Friday July 16, 1:00 p.m. - 4:30 p.m.

Featured Speakers:

Becky Hull, RN MS

Marty Enriquez, VP Nursing

There will be a general membership meeting during the break to update members on the recent activities of the AzAHQ, and plans for the rest of the year.

Watch our web page for the venue — www.AzAHQ.org

Our Members. Where in Arizona do they come from?

City	Number of Mem- bers	City	Number of Mem- bers	City	Number of Mem- bers
Anthem	1	Glendale	7	Sun City	1
Avondale	1	Goodyear	1	Surprise	2
Bowie	1	Mesa	8	Tempe	1
Chandler	1	Paradise Valley	1	Tucson	18
Cottonwood	1	Peoria	1	Unknown	1
Flagstaff	3	Phoenix	18	Window Rock	1
Fountain Hills	1	Pinetop	1		
Ganado	1	Scottsdale	13		
Gilbert	3	Sierra Vista	1	Grand Total	88

**Network, network,
network...**

**Did you know?
Membership in our
Association has reached
nearly 100 in May.**

Renewals! Renewals!

Do you know that membership in our Association has increased significantly in the last year?

Here is something to ask yourself: what about your membership renewal?

If you haven't renewed, please make it a point today to go to

our website www.azahq.org, fill the form and follow the submission with your membership dues. Our society depends on you.

If you know someone – an acquaintance, a friend, a colleague – please do remind them to renew their membership today.

AzAHQ Board of Directors, 2004.

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Improving Quality In Health Care

Dr Carolyn Clancy, MD, Director, Agency for Healthcare Research and Quality (AHRQ) spoke to a group of Arizona medical and quality professionals regarding this subject at the Health Services Advisory Group (HSAG) conference center in Phoenix, AZ on May 26, 2004. The presentation covered current challenges, the process of assessing and reporting quality, a brief summary of the National Healthcare Quality and Disparities Reports, and future require-

ments/considerations. The reports are available in summary or complete version at <http://www.ahrq.gov/qual/measurix.htm>. One quality initiative, a public resource on hospital performance, provides information about the number of hospitals participating in the National Voluntary Hospital Reporting Initiative. This information is available at <http://www.cms.hhs.gov/quality/hospital/>.

Arizona Association for Healthcare Quality

Primary Business Address
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*Arizona Association for
Healthcare Quality.*

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In early April, a Western States Quality Alliance was proposed to assist state chapters and all members throughout the Western states to attend educational offerings at reasonable cost. Patricia Terry and Julie Hamilton of the Washington State affiliated Healthcare Quality organization (WSAHQ) facilitated conference calls with several western states represented, including Arizona and representatives from the National Association of Healthcare Quality (NAHQ).

Reduced tuition fees for members attending other state association education sessions, and support to NAHQ members in states with no association was discussed. For all Quality Alliance members, education fees would be reflective of the state members' fees. Attendance at an out of state education session in a Quality Alliance state for a reasonable cost and travel cost tax credit was also discussed.

All state quality association representatives agreed that sharing event dates with the intention of coordination was a good idea. For example, Utah is considering changing the date of their annual meeting from the Fall to early winter to encourage attendance by those who wish to combine attendance with a skiing vacation.

The marketing of other state educational events will be the responsibility of the state specific chapter. Each President would provide their state's event information to the other Presidents in the Quality Alliance. The consensus was to provide the reduced tuition benefit to only those affiliated with a state association. NAHQ membership alone would not suffice. States without their own association cur-

The Western States Quality Alliance

rently include: Montana, Idaho, Nevada, New Mexico and Hawaii. Residents of states without associations would be eligible for membership in the Quality Alliance state of their choice.

A letter from NAHQ will be sent out to members in the above states inviting them to join one of the participating state associations in order to receive the benefit of the Quality Alliance. The letter will include contact information for each participating state association. NAHQ clarified that there is no rule prohibiting the solicitation of members from a state other than your own. NAHQ expressed their support of this effort and praised all involved for doing what is essentially ground breaking work.

A Letter of Agreement was to be developed and signed by each state President with their state Board approval.

At the May 14, 2004 board meeting it was decided that AzAHQ would participate in the Quality Alliance. Watch for further developments and educational opportunities through out the western states soon.

Doris Wurst, M.Ed., RN, CNA, BC, CPHQ
Past President, AzAHQ

Marianne O. Canady, RN, MA, CPHQ, CCM
President, AzAHQ