

AzAHQ Network



Winter 2007

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.

FEATURES IN THIS ISSUE:

- 1 [AzAHQ President's Message](#)
- 2 [AzAHQ Board Holds Planning Meeting](#)
- 3 [2007 Spring Conference: Safety Culture](#)
- 4 [CPHQ Course in 2007](#)
- 5 [CPHQ Practice Test](#)
- 6 [Renew 2007 AzAHQ Membership](#)
- 7 [AzAHQ Board Members](#)

AzAHQ PRESIDENT'S MESSAGE

Welcome to the Arizona Association for Healthcare Quality! I am thrilled to be serving as President of the Association this year. We have an exciting year planned with outstanding educational programs and networking sessions. I will be working with a dedicated and committed group of quality professionals who are volunteering their time to serve on the AzAHQ Board of Directors. These quality leaders fulfill a thoughtful and inspiring definition of leadership proposed by Peter Drucker. "Leadership is not magnetic personality—that can just as well be a glib tongue. It is not 'making friends and influencing people'—that is flattery. Leadership is lifting a person's vision to higher sights, the raising of a person's performance to a higher standard, the building of a personality beyond its normal limitations."

I am pleased to introduce the AzAHQ Board of Directors who will be lifting the vision of the organization during the coming year. **Chrys Anderson**, who was AzAHQ's past president last year, worked very hard to seek out board members from across the state. **Jeanne Stueland** is serving as President-Elect. Jeanne has served the organization most recently as Education Team Leader assisted by **Lisa Mead**. Lisa is serving as Education Team Leader this year. **Jessica Hackwell**, a new CPHQ, is also new to the board this year, serving as Education Team Leader-Elect. Jessica is from Yuma. **Kim Elliott** is returning to the board as secretary. **Myrna Feldman**, who is from Tucson, is returning to the

Board as Treasurer. **Kathy Ostapuk**, who is a past president of AzAHQ, is returning to the Board this year serving as Treasurer-Elect. **Kalyanraman Bharathan**, now serving as Past President, is also from Tucson. **Cheryl Neel** is serving as Communications Team Leader this year. She served last year on the Board as Treasurer-Elect. Joining her is **Kim Duncan** from Willcox, also new to the board this year who is serving as Communications Team Leader-Elect. **Stephanie Littman** returns to the Board as Membership Team Leader. She is joined by a new Board member, **Maripat Burrell**, who is serving as Membership Team Leader-Elect. Another new Board member, **Diane Blumenthal** from Tucson is serving in a new position of Member-at-Large. Diane will be working to increase activities and members from southern Arizona. **Holly Grems** is also serving as a Member-at-Large on the Board this year. Holly was instrumental in improving and upgrading the AzAHQ web site when she served on a previous Board as Communications Team Leader.

John Kennedy said, "There are risks and costs to a program of action. But they are far less than the long-range risks and costs of comfortable inaction." Your AzAHQ Board is already taking action. The new Board has held an initial meeting, completed strategic planning including goals for the year, and reviewed the website with our webmaster, Charles Swain. In addition to AzAHQ programs and activities, we will have a table at the NAHQ annual conference in Boston as we will be hosting the NAHQ annual conference in 2008.

We invite you to join us this year as we pursue excellence in healthcare quality. Take advantage of our web site and list-serve to join and register for programs, and seek and gain information. This year, one of our goals is to increase our membership. Seek out a colleague who isn't a member and challenge him/her to join us in our pursuit of excellence as defined by this anonymous quote, "Excellence is the result of caring more than others think is wise; risking more than others think is safe; dreaming more than others think is practical, and expecting more than others think is possible."

Nancy Claflin RN PhD CCRN CPHQ FNAHQ

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2007 AzAHQ Board of Directors



Front row (left to right): Jeanne Stueland, Nancy Claflin, Myrna Feldman, Lisa Mead
Back row (left to right): Kim Duncan, Maripat Burrell, Jessica Hackwell, Diane Blumenthal, Cheryl Neel
Absent: Kim Elliot, Kathy Ostapuk, Stephanie Littman, Kalyanraman Bharathan, Holly Gremis

AzAHQ Board Holds Strategic Planning Meeting

The AzAHQ held a Board of Directors meeting on Saturday, January 20th. The focus of the meeting was to create a dynamic chapter that ensures the needs of the membership are being met. The 2007 goals were reviewed and enhanced. The following highlights the Board direction.

Mission: To serve as a resource to advance health Quality within Arizona through leadership, education and communication.

Vision: to be recognized by the Arizona healthcare community as leaders in advancing healthcare Quality.

Values: Professional growth through Education, Resource/Leadership, Customer Driven, Teamwork, Integrity and Economic Stability.

Critical Success Factors: Membership/Retention and Growth, Product and Services, Financial Viability, Visibility, Credibility, and Political Voice.

The Board strengthened four primary goals. They are:

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

Goal II. Ensure that AzAHQ can meet current and future financial obligations.

Goal III. Increase member awareness of NAHQ activities and direction.

Goal IV. Ensure steady leadership of AzAHQ and seamless transition from year to year.

Look for exciting programs in 2007!



2007 Spring Conference

Safety Culture: Improving Safety & Quality in Healthcare

Friday, March 30, 2007 8:00am - 4:00pm

“We’re already getting good results...why do we need to change, again?”

Mark your calendars to join us! AzAHQ is presenting an all day workshop on creating a culture of safety in healthcare. Craig Clapper, PE, CQM is the featured presenter. He has presented excellent programs for past conferences and AzAHQ is excited to have him return for another engagement. Craig has over 20 years experience in nuclear power, transportation, manufacturing, and healthcare. He has designed and assisted in the implementation of

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human performance improvement programs. It will be held at the Radisson Phoenix Chandler located at 7475 W. Chandler Blvd, Chandler, Arizona.

Registration begins at 8:00am, and the conference is from 8:30am until 4:00pm. Continental breakfast, working lunch, and snacks will be provided. CPHQ CEUs will be awarded to all participants. A detailed brochure is on the AzAHQ website:

<http://www.azahq.org>

Cost: \$125.00 for AzAHQ Members
\$160.00 for Non AzAHQ Members

Objectives:

The presentation will include an overview of:

- ❖ Principles of systems thinking
- ❖ Commonalities and differences among reliability, safety, and quality
- ❖ The Prevent, Detect, and Correct (PDC) approach to improving system reliability
- ❖ Four behavior-shaping factors of Cook's Sharp-end model: culture, process, technology, and environment
- ❖ Three types of human error in the Genex Error Modeling Systems (GEMS)
- ❖ 40 critical success factors for Safety Governance, including 10 that impact performance improvement programs

The presentation will include information about:

- ❖ Attributes of high-reliability organizations from Weick, Amalberti, and Rickover
- ❖ Two success factors in culture: Vertical alignment and implementing detail
- ❖ A 3-step proven approach for creating a culture of safety
- ❖ Proven behaviors and tools for human error prevention
- ❖ Psychological causes of non-compliance
- ❖ Fundamentals of effective accountability systems

- ❖ A critical leadership role: fix causes, not problems

Agenda

- 8:00 - 8:30am Registration
- 8:30 - 10:00am Human Performance
- 10:00 - 10:15am Break
- 10:15 - 12:00pm – Working Lunch
- 1:00 - 2:30pm - Culture of Safety
- 2:30 - 2:45pm –Break
- 2:45 - 4.00pm – Culture of Safety

Here's a direct link to register online:

<http://www.azahq.org/education/index.html>



CPHQ Review Courses 2007

AzAHQ will again be sponsoring Certified Professional in Healthcare Quality (CPHQ) review courses in 2007. The next all day course will be held on Saturday, September 1, 2007 at the Carl T. Hayden Veterans Administration Medical Center. For more information, contact Nancy Claflin at nancy.claflin@va.gov or check the AzAHQ website.



CPHQ Practice Test

Have you been thinking about taking the CPHQ exam? There is now a practice test available on the CPHQ website at the following address: <http://www.cphq.org/1ExamStudy.html>. Click on CPHQ Practice Examination.

The Healthcare Quality Certification Board (HQCB) Practice Examination is a 65-question online practice exam that was developed to be parallel in content and difficulty to the actual 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

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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 practice examination will be available online to you for up to a period of 90 days from the date the order is placed.

This web test requires:

- An HTML 4.0 compatible browser such as Internet Explorer or Netscape Navigator with "cookies enabled".
- An HTML capable e-mail account for delivery of instructions and feedback reports.

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 \$40.00 for NAHQ members and \$50.00 for non-members.

AzAHQ Membership

It is time to renew your 2007 AzAHQ membership. The success of AzAHQ depends on active participation and volunteerism through membership. **Renew your membership today!!**

Membership in AzAHQ will provide you with:

- An opportunity to meet and network with your peers
- Timely notification of educational opportunities

- Reduced fees for educational programs
- CPHQ continuing education credits for AzAHQ programs
- Leadership and team participation opportunities
- Reduced fees for job postings
- Affiliation with the National Association for Healthcare Quality

You can renew online at:

<http://www.azahq.org/membership>

Don't forget to update your membership profile.

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

Job Postings

Looking to hire a new quality staff person or looking for a job? You may post a job or view job opportunities on the AzAHQ website. The job posting fee for **members** is \$75 for 30 days, or for **non-members** is \$150 for 30 days.

Check out the following AzAHQ website:

http://www.azahq.org/contact_us/post_a_job.htm

AHRQ Releases National Healthcare Quality Report

AHRQ released the *2006 National Healthcare Quality Report* (NHQR). The report indicates that care in hospitals improved at a greater rate than care in other settings – an advance that AHRQ attributed CMS efforts through the work of QIOs and public reporting of quality performance.

Both the NHQR and its companion *2006 National Healthcare Disparities Report* (NHDR)

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provide congressionally mandated annual snapshots of the U.S. health care system in four key areas: effectiveness of health care, patient safety, timeliness of care, and patient centeredness. The report represents the “broadest” analysis of the quality of health care undertaken in the United States.

According to the report, hospital care improved at a significantly higher rate than care in other settings – 7.8 percent versus 3.2 percent in ambulatory settings and 1 percent in nursing homes. The measures for good heart attack care showed the greatest improvement of all core measures at 15 percent per year. This rate of improvement is markedly better than the 9.2 percent reported last year.

Overall, acute care measures are improving about twice as fast as preventive or chronic care measures (4.3 percent versus 2.4 percent and 1.8 percent respectively). The report noted a few exceptions – vaccinations for children, teens, and the elderly, which improved 58 percent overall and chronic care for diabetes, end stage renal disease, and pediatric asthma, which improved more than three times faster than chronic care in nursing homes and home health (3.6 percent versus 1 percent).

The *National Healthcare Quality Report* is available online at:

<http://www.ahrq.gov/qual/nhqr06/haqr06.htm>

The *National Healthcare Disparities Report* is available online at:

<http://www.shrq.gov/qual/nhdr06/nhdr06.htm>



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 March 30th 2007 Spring Conference: **Safety Culture: Improving Safety & Quality in Healthcare**, and to renew your membership for this year! Just go to <http://www.azahq.org> and follow the links.

Myrna Feldman, AzAHQ Treasurer



P4P Plus Public Reporting Leads to Modest Increase in Hospital Quality

An early release article in the January 26th issue of the *New England Journal of Medicine* shows that using pay for performance (P4P) efforts in tandem with public reporting drives improvement in hospital quality. The study, “Public Reporting and pay for Performance in Hospital quality Improvement,” involved hospitals participating in the CMS/Premier Hospital Quality Improvement Demonstration (HQID).

For the two year study, authors analyzed adherence to measures of good quality care at 613 hospitals that voluntarily participated in public reporting. Of the 613 facilities included in the study, 207 were also participating in HQID and served as the study group; the remaining 406 hospitals, which were only participating in public reporting, served as the control group.

Performance on 10 individual measures of quality, five for heart attack, two for heart failure, and three for pneumonia, were analyzed. Facilities involved in both P4P and public reporting showed

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greater improvement in all the measures as well as a composite of all 10.



AzAHQ Past President's Fund

AzAHQ's Past President's Fund was initiated by the late Joan Lobianco, 1983 AzAHQ President, to honor the memory of AzAHQ Past Presidents at the time of Pam Bennett's death. Pam 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 **"Safety Culture"** please fill out the following application and send it to Lisa Mead at lisamead@cox.net.org.



AHRQ Releases New Evidence Report on Strategies to Prevent Health Care-Associated Infections

AHRQ released a new evidence report that finds several approaches and practices implemented to prevent health care-associated infections are promising and warrant additional research. However, there is insufficient evidence to recommend the best strategy or combination of strategies. The report evaluated published studies of strategies to improve the use of practices to prevent post-surgical infections, blood infections from central intravenous lines, pneumonia from ventilator use, and urinary tract infections from catheter use. Effective strategies include reducing inappropriate catheter use by using "stop order: (which require that a catheter be removed after a certain period of time if it is no longer needed) and improving the use of proper infection control practices through clinician education and use of detailed guidelines. This report was prepared by AHRQ's Stanford University-UCSF Evidence-based Practice Center in California. A printed copy is available by sending an e-mail to ahrqpubs@ahrq.hhs.gov.



Color Coded Alert Wristbands

According to the Arizona Hospital and Healthcare Association, November 2006 was the kickoff for standardizing the color coded alert wristbands in Arizona. It was noted in the report that when implementing this change, it is very important that the alert messages are preprinted on the wristband to clearly communicate the alert. Having preprinted messages assures

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:

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legibility; eliminates second guessing as to what the color means, and avoids confusion with those who have a color perception deficit.



Quality Resources

1. Arizona Association for Healthcare Quality
<http://www.azahq.org/>
2. National Association of Healthcare Quality
<http://www.nahq.org>
3. AHRQ Electronic Newsletter
To subscribe: listserv@list.ahrq.gov
4. The American Health Quality Association
<http://www.ahqa.org>
5. Arizona Hospital and Healthcare Association
<http://www.azhha.org>



AzAHQ Calendar

March 30, 2007	2007 Spring Conference 8:00am - 4:00pm Radisson Phoenix Chandler 7475 w. Chandler Blvd. Chandler, AZ 85226
September 1, 2007	CPHQ Course 7:15am - 4:00pm Carl T. Hayden VAMC 650 E. Indian School Rd Phoenix, AZ 85012
September 9-12, 2007	"Quality-The Best Game in Town" 32 nd Annual NAHQ Conference Boston, MA

2007 AzAHQ Board of Directors

President

Nancy Claflin

President - Elect

Jeanne Stueland

Secretary

Kim Elliot

Treasurer

Myrna Feldman

Treasurer - Elect

Kathy Ostapuk

Education Team Leader

Lisa Mead

Education Team Leader - Elect

Jessica Hackwell

Communications Team Leader

Cheryl Neel

Communications Team Leader-Elect

Kim Duncan

Membership Team Leader

Stephanie Littman

Membership Team Leader-Elect

Maripat Burrell

Past - President 2006

Kalyanraman Bharathan

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Member-at-Large

Holly Grems

Member-at-Large

Diane Blumenthal



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