

AzAHQ NETWORK

In this Issue

- President's message
- New Board Announcement
- From the desk of your Treasurer
- A report from your Communications Team
- Education Team Report
- *Quality Management in the Public Health Arena*. Contributed article by Lezli Stone.

Happy Holidays to All!

Once again the holidays are upon us, and that means the old year is almost over and a new year will be soon begin.

This past year has been jam packed with activity thanks to the initiative of the board and support of the membership in 2004. The educational offerings have been well attended and with your suggestions for future presentations the new board will work to continue to meet your needs. Our newsletter is now fully electronic, and we look forward to a new look for our web site along with enhancements such as: on-line membership renewal, registration for educational offerings (soon, but not yet), and job postings. Make the AzAHQ web site a regular stop on your surfing route. Thank you one and all for a wonderful year.

As they begin the work of moving AzAHQ forward, please take the time to welcome your new board members and introduce yourselves when you meet them in the community.

Wishing you and yours a Happy Holiday Season and best wishes for a great New Year!!

Marianne Canady, RN,MA,CPHQ,CCM
AzAHQ President
(623) 334-3720

Did you know?

We have been working in the last few months to bring you on-line access to registration, renewal, and conference registration. The system is currently in the design phase, and we hope to go into testing mode fairly soon. We look forward to the final version as soon as possible!

AzAHQ announces the 2005 Board of Directors

It is with great pleasure that I announce the AzAHQ's Board of Directors for 2005

President – Chrys Anderson
President Elect - Kalyanraman Bharathan
Secretary - Kim Elliott
Treasurer - Maureen Mulligan
Treasurer Elect - Sylvia Bushell
Education Team Leader- Gayle Bielinski
Education Team Leader Elect – Jeanne Stueland
Communication Team Leader - Holly Grems
Communication Team Leader Elect – Dan Evans
Membership Team Leader - Cindy Bakko
Membership Team Leader-Elect – Chris Brisendine
Past President - Marianne Canady

The new board will assume their duties at the January 15, 2005 transitional board meeting. Contact information will be posted to the AzAHQ website.

A very big **THANK YOU** to our colleagues who are rotating off the Board:

2004 Past President - Doris Wurst
2004 Treasurer - Jane Burney
2004 Membership Team Leader - Janice Overdorff
2004 Membership Team Leader-Elect - Karen Olson

Marianne Canady, RN, MA,CPHQ,CCM
2004 President, Arizona Association for Healthcare Quality
(623) 334-3720

REMINDER FROM MEMBERSHIP

Please send in your 2004 renewal membership before the holidays. Our membership is calendar year based, starting with January 1, 2005. Your timely response saves us costs, and enables us to plan 2005 activities in a timely manner. Any of your colleagues who may be interested in joining us can obtain information on the AzAHQ website, www.azahq.org, or call toll free (866) 442-9247 and request membership information.

QUALITY MANAGEMENT IN THE PUBLIC HEALTH ARENA

Lezli Stone, RD, MHA, CPHQ
 Maricopa County Department of Public Health
 Division of HIV/HCV Services

A new arena for Quality Management (QM) in health care is our community Public Health System. The Maricopa County Department of Public Health provides many services: HIV testing, a lead hazards reduction program, foreign travel immunizations, medical services to treat leprosy, and community nutrition programs. A QM program in Public Health is very similar to a QM program in a hospital setting. We establish measurable quality indicators, conduct data collection, compare results against evidence based benchmarks, and look for opportunities to improve services. On the other hand, public health is very different in that our patient is a community of approximately 3.5 million people, and we never see JCAHO. Additionally, we do not utilize medical records coders to produce data for billing but hire epidemiologists to produce data utilized to support our grant funding.

My position, as the Quality Manager for the Division of HIV/HCV Services, is funded through the Ryan White CARE Act, a federally funded grant established to provide services for people who are living with HIV. Unlike hospitals we must reapply competitively for our funding annually. Our services include primary care, case management, alternative therapies, legal services, behavioral health services, food services, HIV counseling and antibody testing, and general HIV education. These services are provided to our clients through a continuum of community based HIV providers.

It is a common misconception that HIV/AIDS has been cured. Actually, the HIV/AIDS epidemic is growing internationally, and in our own community. Displayed below are current HIV/AIDS statistics:

Number of People Living with HIV/AIDS	
Total number of people living with HIV/AIDS in Maricopa/Pinal Counties	7,063
Total number of people living with HIV/AIDS in the United States	1,000,000
Total number of people living with HIV/AIDS Internationally	40,000,000

More than 20 million people with HIV/AIDS have died since the first AIDS cases were identified in 1981.

Distribution of Persons Reported Living with HIV/AIDS in Maricopa and Pinal Counties by Race/Ethnicity	
Race/Ethnicity	Percentage
White	63%
Hispanic	20%
Black	11%
Other	6%

(Continued on page 6)

What AzAHQ can do for YOU!

If you've ever wondered what AzAHQ can do for you, take a few minutes to review the educational conferences offered in 2004! We started the year by learning the principles of LEAN thinking applied to healthcare. We ended with a host of exceptional presentations at our fall conference. Topics ranged from the chronic care model to ethics, human factors, and JCAHO.

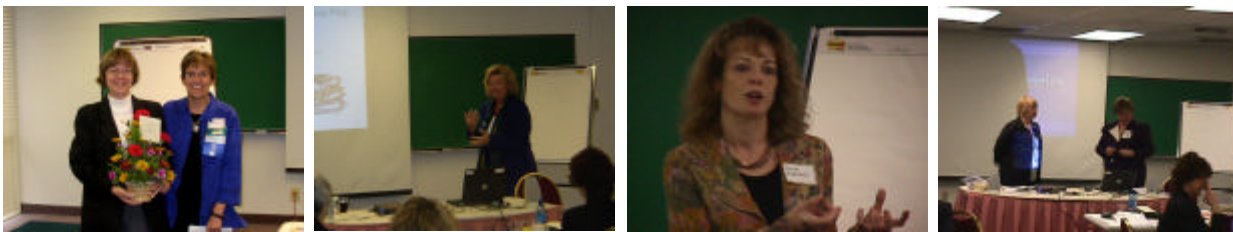
Throughout the year, the Board tallied your responses to program evaluations and listened to your requests. When you asked for more information on risk management, we found a dynamic speaker on the topic. Patient safety was a top priority for many of you so we dedicated our spring conference to the topic of reducing risk and promoting safety. When you expressed interest in leadership and Magnet, we searched for speakers with up-to-date information on those subjects.

In addition to all of the unique educational sessions during 2004, AzAHQ offered two review courses to help prepare you for the CPHQ exam.

The Education Team will continue to respond to your feedback by kicking off 2005 with an oft-requested topic -- **root cause analysis**. We've already arranged for an energetic, expert consultant to share his knowledge on this topic in February.

This is your organization and AzAHQ wants to provide educational sessions to meet your needs. If we're not doing it now, please let us know what AzAHQ can do for YOU!

Chrys Anderson, Education Team Leader



Pictures from our last conference, November 5th 2004.

GOING TO TAKE THE CPHQ EXAM?

The CPHQ Review Course will be given February 19, 2004 by expert and NAHQ Past President, Nancy Claflin. This is an affordable review course given locally and consistent with national review content and criteria. Please register early as space is limited. http://azahq.org/education/azahq_calendar_of_events.htm

FROM YOUR TREASURER'S DESK

Your AzAHQ Board has been paying attention to your feedback. Soon you will be able to pay membership fees and educational event fees via the AzAHQ web-site using PayPal. If you shop on-line you may be familiar with PayPal already. It's a secure way to use your credit or debit card to pay for on-line services. PayPal uses advanced encryption and fraud prevention to keep your financial information safe and secure from scams and fraud. Watch for this service when our web-site is revised in early 2005. You will still be able to pay for services by mailing your check to AzAHQ or by paying "at the door" of educational events. The choice will be yours to make.

Thanks go to Jane Burney, your outgoing treasurer, for all of her work in the past year. Sylvia Bushell will be your 2005 treasurer-elect. If you attended the February 2004 educational session on the subject of Lean Thinking, you may remember Sylvia...she was the speaker. I'll be stepping into the treasurer's position for the 2005 calendar year. I look forward to another year working with the AzAHQ board, which is making significant strides to continuously improve your AzAHQ experience.

Maureen Mulligan, Treasurer

COMMUNICATIONS TEAM REPORT

Among the efforts of the Communications Team, the most immediately obvious success has been in setting up the electronic newsletter. This is the third in the series for the year, and we look forward to further improvements as we learn even more about issues like layout and new terms like *picas* and things like that!

We have also had very good support from our membership in the form of contributed articles in areas of interest and expertise. There is one in the current issue too, our thanks to Lezli Stone, RD, MSA, CPHQ, for an illuminating piece on HIV/AIDS and its local prevalence.

We have been fortunate in the support we have received from Chuck Swain, our very talented (and very patient) webmaster. With his help, we are in the midst of setting up the database that will allow you to renew your membership on-line.

In the near future, you will also be able to register and pay for conferences on-line. The in-coming Communications team have already begun to play a role in this modernization task, and we can all look forward to even more advances in the coming year.

Kalyanraman Bharathan, Communication Team Leader

QM in the Public Health Arena (Continued from page 3)

The Division of HIV/HCV Services offers HIV Counseling and Antibody Testing services. We test approximately 475 people for HIV each month. The results can be obtained within an hour. The majority of persons tested are between the ages of 20-29 years but we test people under 19 and many over 50. Last year 150 Department of Public Health clients tested positive and were provided counseling on the disease and information concerning how to access treatment. The majority of people whom tested positive were between the ages of 30 – 39 years, and over 90% were male.

Distribution of Persons Reported Living with HIV/AIDS in Maricopa and Pinal Counties by Gender	
Gender	Percentage
Male	88%
Female	12%

All Ryan White CARE services providers are required to participate in the Quality Management program.

Distribution of Persons Reported Living with HIV/AIDS in Maricopa and Pinal Counties by Age Groups	
Age Group	Percentage
0 – 24 years	10%
25-44 years	66%
45 years and older	33%

We utilize a variety of measures to determine the quality of services rendered. For example, we require all HIV/AIDS service providers to conduct an annual consumer satisfaction survey. We review lab tests to assess the amount of virus in each patient's

blood. This can be significantly controlled today with medications. We assess the number of clients adhering to their HIV/AIDS medication regime. We ensure that HCV testing is conducted and counseling is provided to all. We determine whether our clients are connected with primary care services, and clients are asked to self-report on their general Quality of Life. Data is collected on the various measures and the results are reviewed at monthly Quality Management Team meetings. When opportunities to improve are identified we discuss and implement solutions.

Even though some aspects of public health are different than my experiences with QM programs in the hospital setting, branching out into the public health arena has been a new and rewarding experience. Hopefully, this arena will offer more Quality Management opportunities in the future. ✍