



WSAHQ

Washington State Association for Healthcare Quality

MONTHLY NEWSLETTER - APRIL 2005

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Total WSAHQ Members
101
As of April 2005

Encourage your
Colleagues to Join and
Renew Membership at
www.wsahq.org

President's Message

By: Patricia Terry, BSN, RN, CPHQ
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Greetings from the President

Some Thoughts on Leadership

It is my fervent belief that a career in quality improvement is a career in leadership. Leadership can come in many forms. We lead through roles in management, as group leaders for process improvement initiatives, or the passing of knowledge to the next generation through mentorship may reveal our leadership.

Regardless of the trappings, leadership is about relationships. Our experience of the world is defined by our relationships with each other, our environment and with forces that, at times, defy immediate definition. The struggle to cultivate, understand, and manage our relationships is a life-long process. Through our relationships, we hone our analytical, communication and interpersonal skills so that we might develop what author Norman Cousins called "a capacity for inspired response" (*The Courage of Conviction, 1983*). For most quality professionals, quality is not just something we do: It is who we are. Through academic expertise, we provide definitions, structures and tools that help move others toward their stated goals. But it is through our own unique *capacity for inspired response* that our careers in leadership manifest each and every day.

Patricia Terry BSN, RN, CPHQ



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Getting to Know WSAHQ's 2005 Education Chair

An Interview with Rosa Johnson

By: Patricia Terry, BSN, RN, CPHQ

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Rosa, please describe yourself briefly, including current work?

In my professional life, I wear two hats. I work at Qualis Health as the Director of Medicare Operations for Washington State. Qualis Health is a federally designated Quality Improvement Organization (QIO). We provide educational and other support consultation services to providers to assist them in their efforts to deliver evidence-based care. With the focus on the adoption and effective use of health information technology, measurement and reporting of performance and system process redesign, we help to transform organizational cultures so that the culture actively facilitates the delivery of the right care for the right person every time. Medicare selects the specific clinical and other topics for improvement. All providers participate in the quality improvement activities on a voluntary basis.

The other hat I wear is as a private practice ARNP. I provide counseling and medication management services to behavioral health patients on a part-time basis. Fortunately, the two jobs are just one block apart, so commuting is not a problem.

What are your hobbies?

Well, I do not know if you would call it a hobby, but I love the ocean. I have a home at the beach and very much enjoy spending time there. In my spare time, if I am not reading, I can probably be found taking a brisk walk.

I also have eight siblings; keeping in touch with all of them is wonderful and takes up quite a bit of time as well.

What interested you in becoming a board member?

I initially volunteered to be on the education committee. I came to a retreat that the WSAHQ Board held last summer and helped with the planning for 2005. I have been involved in the planning of so many meetings and educational events during my career that it is second nature to me so when the Board asked if I was interested in being the Education Chair, I agreed.

What are your future ideas for the organization?

I would like to see WSAHQ broaden its membership and offer educational activities that are meaningful to the various disciplines that our membership represents. I would like to see the education offerings easier to obtain, possibly including an on-line format. The long-term goal of the committee is to plan activities that are accessible to the greatest number of participants in the most efficient and effective way possible using up to date technologies. We would really like to hear from the membership about their needs and preferences; we are open to new ideas.

Rosa has brought a great deal of energy and enthusiasm to her role of Education Chair. I know that I speak for the entire Board when I say that we are very grateful to her for her efforts. One does not have to be with Rosa for very long to come to appreciate her dedication to both the science and the art of quality improvement.



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From the National Association

NAHQ Volunteer and HQF Grant Opportunities

NAHQ Volunteer and HQF Grant Opportunities Start planning now for these upcoming deadlines!

Are you interested in volunteering for a NAHQ Team in 2005-2006? If so, we need your Show of Interest form by May 1, 2005. This form can be found on the Volunteer Activities Board at www.nahqplus.org If you have already filled out a form, we do not need another one.

Brand New Award!

The Healthcare Quality Foundation is pleased to announce the HQF Certification Grant! This offers financial assistance to NAHQ members who have not yet attained the Certified Professional in Healthcare Quality (CPHQ) credential. The grant covers the fee to take the exam.

[Click here to download the application \(Word Document Download\)](#) - Application deadline is May 27, 2005

Don't forget about HQF's additional grants!

The New Quality Professional Grant is for a NAHQ member who has been in healthcare quality for less than two years and is not a CPHQ. The grant will be for \$1,000 which can be used for travel and registration expenses for attendance at either a NAHQ CPHQ Review Course or the annual conference.

[Click here to download the application \(Word Document Download\)](#) - Application deadline is April 29, 2005

The HQF Career Development Grant is aimed at a NAHQ member who has been in the healthcare quality field at least 5 years and is a CPHQ. The grant will be for \$1,000, which can be used for travel and registration expenses for attendance at either a NAHQ CPHQ Review Course or the annual conference.

[Click here to download the application \(Word Document Download\)](#) - Application deadline is April 29, 2005

A message from the NAHQ Office

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WSAHQ Upcoming Events

Compiled By: Rosa Johnson
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Please visit www.wsahq.org for more information on these events.

- May 11th 4-6PM: Effective use of data in QI
- June 23rd & 24th: CPQH Certification Preparation
- September 29th 4-6PM: Malcolm Baldrige quality awards: Introduction to the Criteria and Process
- November 9th 4-6PM: Reports from the NAHQ annual meeting

Thanks so much!
Rosa

Career Opportunities

Check out our website for current career opportunities www.wsahq.org. Click on the [Directory](#) link to navigate to the appropriate page.

If you have events, news or other content that members may find useful, please email them to:
martin.benning@seattlesurgerycenter.com