



WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER – APRIL 2006

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Total WSAHQ Members 113 As of March 2006. Encourage your Colleagues to Join

President's Message

By: Robin Cook
president@wsahq.org

As we start a new year, the board has been busy outlining the future for WSAHQ. Before the Board can develop a plan for the future, we must review our past. This past year has been busy with a focus on several areas. I want to highlight a couple of successes such as the CPHQ course and our new website.

WSAHQ has always supported an educational platform for its members. One area of focus has been the development of the Quality professional through the study of quality and achievement of certification. Last year's course was successful in achieving this goal of providing education for the preparation for certification. The education committee is busy developing the course for this year to continue this education for members. Although most members who certify are in the quality function, it has come to the Board's attention that quality is really a foundation in healthcare and there are several other healthcare members who could benefit from this course and other educational offerings throughout the year. The Board will be continuing discussions on this issue in the coming months.

Another success that is still being developed is our website. Our goal of an interactive website with the ability to track membership is up and running. We have experienced a couple of bumps with the implementation and we appreciate your support and feedback on issues as they arise. As with any new product, there are going to be small challenges to the implementation and use of the product. Please continue to provide your feedback to us on how we can develop our website to meet your needs.

So, with a quick review of the past, where do we go from here? The Board will be discussing this further as develop its goals. One focus from the Board is to gather information from you on what are your needs. We do know we want to grow and become a leading organization in the State of Washington. We can do this with your support and information on what works. As stated above, we have been wrestling with what should our membership look like and how do we expand as quality is a foundation within healthcare. What ideas do you have? I would like to hear from you so please e-mail me your thoughts at robin.cook@va.gov. This is your organization so let's make this one the best ever! Thank you for your support of WSAHQ.

Getting to Know WSAHQ's 2006 President

An Interview with Robin Cook

By: Martin Benning
martin.benning@seattlesurgerycenter.com

Tell us a little about yourself?

I am married with one child and two grandchildren. I live in Federal Way. I have lived in Washington since the age of 4 in various suburbs around the city. I am a graduate of Bellevue Community College with an Associate Degree of Nursing in 1977. I have completed both my Bachelors and Masters in Business Administration through City University. I have a husband who does not work in health care. We have been married 16 years and have recently completed a two year project of rebuilding our home.

Briefly describe your current work. Also tell a little about your career in healthcare and why you chose this as a career.

I currently work at the VA as the Acting Director for Quality Improvement. In this role I have oversight for Environmental and Patient Safety, Customer Service and Patient Advocacy, Emergency Preparedness, Radiation Safety, Utilization Management, External Readiness, Risk Management, Quality Improvement and Performance Measures.

Why were you interested in serving on the WSAHQ Board? Do you have ideas for what you'd like to see the association accomplish in the near future?

As a quality professional, I am interested in improving healthcare both in my own facility and within the state and national context. My goals include continuing the journey of not only preparing quality professionals for the ongoing challenges within healthcare but to also advocate for changes that will improve outcomes within the healthcare arena.

What are your other interests and hobbies?

I am interested in gardening (both vegetables/fruits and flowers), antiques glass collecting, some light hiking, scrapbooking and other craft type activities.

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From the National Association

From: <http://www.nahq.org>

NAHQ News Headlines

- Vote for NAHQ officers- Please participate in the online election from March 3rd through March 31st. To vote you will need to access the following web site <https://eballot3.votenet.com/nahq/login.cfm> . You will need your membership ID number which is listed on the back of your NAHQ member card. Your password is your last name. If you need any assistance in the voting process please contact NAHQ.
- New member incentive, featuring "Dash through Data" video is now complete due to limited supply.
- New! NAHQ is now approving programs for CPHQ CE credit. [Click here](#) to read the latest information about this change.
- NAHQ's newest product is here! *Q-Solutions: Essential Resources for the Healthcare Quality Professional* is now available for you. [Click here](#) for order information.
- Visit NAHQ Plus! The Exclusive web site for NAHQ members.
- Attention NAHQ members: Anna Marie Butrie has a brief update on NAHQ activities. [Click here](#) to access the document.
- NAHQ Publications received three 2005 Association TRENDS awards! The awards were made to print and electronic media produced by national, regional, and local associations in 25 categories. NAHQ won in the following three categories: (1) Catalogs: Silver Award to the Q Educational Products Catalog (2) Scholarly, technical, or scientific journal: Bronze Award to the Journal for Healthcare Quality (May/June 2005 issue) (3) Quarterly publications: Bronze Award for NAHQ News (Spring 2005 issue). Congratulations for all who contributed content and helped to create these publications

WSAHQ Upcoming Events

April 2006 Event ~ Annual Conference

Click [here](#) for printable PDF version of detailed agenda

Date:	April 14th, 8:30 AM to 4:00 PM
Cost:	\$95 for members, \$125 for members: includes Continental breakfast and lunch
Place:	Tukwila Community Center
Title:	"Annual Conference, "Real Resources for Real Results"
Topics:	<p>Donna Daniel, Qualis Health ~ Reliability Challenges in Healthcare Quality</p> <p>Terry Wallin, Swedish Hospital, WSQA Winner ~ "Simple" Approaches to Complex Change</p> <p>Jeff McAuliffe, Swedish Hospital; Lucinda Getz, Group Health ~ Using Lean in Healthcare</p> <p>Kathleen Schoenrock, Evergreen Healthcare; Nancy Bartholomew, Evergreen Healthcare ~ Designing and Sustaining a Comprehensive Heart Failure Management Program: Theoretical and Practical Approaches</p> <p>Laura Kinney , Kinney Consulting ~ Malcolm Baldrige Panel</p> <p>Stacy Andres, Multicare Systems ~ Using a Collaborative Model for Clinical Improvement</p> <p>Donna Daniel, Qualis Health ~ The Model for Improvement: Deming's Approach with a Twist</p>
	<p>[Click here to sign up]</p>

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Save the Date!

Date:	October 5th and 6th
Title:	"CPHQ Exam Prep class"

<i>Non-WSAHQ Program of Interest to Our Members</i>	
<i>Date:</i>	<i>April 27 & 28, 2006</i>
<i>Title:</i>	<i>WSSHE Semi-Annual Symposium</i>
	<i><u>Click here for PDF registration form</u></i>

For information regarding membership or other upcoming WSAHQ programs, please contact:

Jerilyn Anderson
Education Committee Chair
email: edcommittee@wsahq.org

Career Opportunities

Please visit <http://www.wsahq.org/jobs.htm> for a detailed listing or job opportunities.

If you have events, news or other content that members may find useful, please email them to:
communications@wsahq.org