



# WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER—AUGUST 2008

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Job Postings are **FREE** for the introductory period through all of 2008!!

Go to [www.wsahq.org](http://www.wsahq.org), then Career Opportunities to the job posting link

Please take the time to visit our website at [www.wsahq.org](http://www.wsahq.org) for listings of upcoming events and obtain information regarding how to contact our Communications Liaison, Kellie Hamblin, with any questions about the site.

## President's Message

By: Jackie Huck

I hope that everyone is enjoying summer, it does not seem possible that fall is just around the corner!

The WSAHQ board has been busy planning educational and networking activities for members. The dinner meeting on June 18th provided a great opportunity for members to come together in an informal setting to hear a presentation given by Lorna Stone and Katharine Sanders of the Washington Healthcare Foundation on how culture and health literacy can effect healthcare outcomes. This meeting provided additional insight to the problems associated with health literacy and generated good discussion among attendees.

The ongoing problems associated with communication gaps, poor communication and unsafe transitions in care are significant issues for providers of healthcare across the continuum. Patient safety should be of paramount importance to all healthcare clinicians and yet we continue to hear about preventable medical errors, most of which can be attributed to poor communication. Our **Fall Conference, scheduled for October 2nd at the Davenport Hotel in Spokane** will have a patient safety focus and we hope to see many of you there. Thanks to our Education Chair, *Marie Harris*, planning is well underway and registration for the event will start during the last week of this month, so save-the-date!

We are still in the process of updating our website and we thank you for your patience. On behalf of all WSAHQ board members, thank you for your ongoing support of our organization. We appreciate your ideas and contributions. The organization relies on volunteers and we need you! The following board positions will expire at the end of this year and we hope that some of you will be interested in running for office during elections this fall. The positions will be:

- o Treasurer Elect, a two year commitment
- o President Elect, a three year commitment
- o Education Co-Chair, one year

We also need short term volunteers to assist with event planning, mailing, and other needed work, please contact me at [jackiehuck@juno.com](mailto:jackiehuck@juno.com) if you are interested or know of someone who might be.

Thanks, enjoy the rest of summer!"

*Jackie*

## From the National Association

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



**33rd Annual Educational Conference**  
**September 14-17, 2008 • Phoenix, AZ**  
**COLLABORATION**



The Spark Behind Quality

### The full conference registration fee includes:

- the Town Hall Meeting
- the grand opening reception
- the NAHQ Celebration
- the Quality Forum
- access to the Exhibit Hall
- opportunities to earn more than 15 CE hours
- concurrent sessions on hot topics related to healthcare quality
- paper and poster presentations
- pre-conference educational events
- a reception for first-time attendees
- three continental breakfasts and two box lunches
- conference program book with CD-ROM

Ignite the spark behind healthcare quality at **NAHQ's 33rd annual Educational Conference** at the J.W. Marriott Desert Ridge Resort and Spa in sunny **Phoenix, AZ!**

- Get cutting-edge news in healthcare quality
- Learn firsthand about innovative products
- Earn valuable continuing education (CE) credits
- Network with key leaders in healthcare quality

### **J. W. Marriott Desert Ridge Resort and Spa**

5350 East Marriott Dr.  
 Phoenix, AZ 85054



Reservations: 800/835-6206

Hotel: 480/293-5000

Rate: \$174 single/double

Cutoff date for special rate:

August 13, 2008

[www.jwdesertridgeresort.com](http://www.jwdesertridgeresort.com)

## Getting to Know WSAHQ's Treasurer-Elect

An Interview with Deena Rauch

### **Tell us a little about yourself.**

I have been married for 29 years to my husband, Randy, who is a building contractor that specializes in concrete construction. I was born and raised in Moscow, Idaho, where I still live. Randy and I have three grown sons and a daughter-in-law. We enjoy camping, boating, fine food, winter trips to Mexico, and summer BBQs next to our Koi ponds.

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

I am a Registered Nurse and the Chief Clinical Officer at Whitman Hospital and Medical Center in Colfax, Washington. Whitman Hospital is a 25-bed critical access hospital located between Spokane and Pullman. This year a colleague and I were selected as Patient Safety Leadership Fellows through the Health Research and Educational Trust for our project, "A Rural Epidemic: Creating the Patient Safety Tipping Point at Whitman Hospital and Medical Center". This has been a wonderful experience—full of learning and networking with the nations greatest patient safety leaders.

Like many nurses, I started by career as a Candy Striper when I was in Junior High school. It wasn't long after that I became a nursing assistant and started up the ladder as a student nurse, graduate nurse, staff nurse, nurse supervisor, director, and executive. I worked most of my nursing career (18 years) at Pullman Memorial Hospital—now, Pullman Regional Hospital. I have been at Whitman Hospital for almost 9 years. I work with an amazing group of clinical leaders and I am very proud of what our team has been able to accomplish.

### **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?**

I would like to see WSAHQ identify its unique niche, be a resource for others, and become the organization of choice for quality professionals. Additionally, I would like to see the association identify opportunities to recognize the hard work that is demonstrated within units and at the bedside in hospitals across the state.

## WSAHQ Upcoming Events

**2008 Fall Conference - October 2nd, 2008**

### **Safe Transitions in Care: A Patient-Centered Approach**

**This one day conference will address the critical issues surrounding safe transitions in care. Specific areas of focus will include:**

- **organizational culture,**
- **redesign of the care model,**
- **enhancing communications,**
- **leveraging information technology, and**
- **supporting patients and families.**

**Participants will better understand barriers to safe transitions and go home with ideas for improving the quality of care coordination and the patient experience.**

#### LOCATION, REGISTRATION AND FEES

**The Davenport Hotel  
10 South Post Street  
Spokane, WA**

#### **QUESTIONS?**

Please contact Marie Harris at  
[mariesharris@gmail.com](mailto:mariesharris@gmail.com)

**Register Online** at  
[www.wsahq.org](http://www.wsahq.org)

- **Members:** \$150  
WSAHQ and Quality Alliance States
- **Non-Members:** \$225
- **Join WSAHQ for \$50 and pay the member rate.**

**Please mark your calendars for the CPHQ Prep Class**

**October 30th & 31st**  
**Susan Mellott will be returning to teach her popular**  
**2-day preparation course for**  
**the Certified Professional in Healthcare Quality**  
at the  
Issaquah Holiday Inn