



# WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER

WINTER 2006-07

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### Career

#### Opportunities

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

If you have events, news or other content that members may find useful, please email them to:

[communications@wsahq.org](mailto:communications@wsahq.org)

## Past-President's Perspective

By: Robin Cook  
[Past-president@wsahq.org](mailto:Past-president@wsahq.org)

This has been a busy year for the board. Although we have had numerous changes throughout the year—the board has continued in a steady forward manner. We identified our strengths and focus for the coming years by developing a Strategy Map which will be used to guide our work. The new board's structure will allow us to continue on the pathway as the President-elect, (now President) Celeste Derheimer, has been a leader in defining our direction and instrumental in the development of the board and will continue this direction with the new board.

Keeping track of our meetings, discussion and decisions is not an easy task. Our secretary has provided a foundation for us in keeping this all straight through ongoing minutes and other communications. We could not have made it through the year without her efforts either. **Kathy Schoenrock** has provided this service for this past year.

Of course, the basics in any organization are necessary and we continue to have a strong financial base and our board has ensured that we remain fiscally focused in our endeavors. Our treasurer has done an outstanding job in maintaining all records and providing us with the necessary forecasting for decision making. **Sharon Brooks** has been in this role longer than usual as she continued to fill this spot due to an unplanned vacancy.

Our education team continued to provide quality programs to meet your needs and we were very fortunate to have strong dedicated individuals driving this program; **Jerilyn Anderson** as chair and **Laura Kinney** as co-chair, provided strong leadership despite several bumps in the road along the way. Laura Kinney will continue as the chair of the education committee and she is already planning for next years offerings.

We welcomed a new member to the Board in October, **David Glickman**, who joined us as communication liaison. David and Celeste have been working together with our web master to improve functionality of our web site. We are looking forward to significant improvements in 2007.

So, as this year closes, I thank you all on the board for your contributions and ongoing commitment to our state association. The coming years promise to be years of growth which is only possible due to professionals such as yourself. To the membership, thank you for your ongoing support through membership dues, attendance at educational meetings and your commitment to healthcare quality. We hope you will continue your support of this organization and bring along a co-worker also!

## President's Message

Celeste Derheimer

[President@wsahq.org](mailto:President@wsahq.org)

As Robin indicated, this has been a busy and somewhat tumultuous year for the WSAHQ Board—but through it we've been able to establish a strong foundation that will support organizational success as we move forward. Before I launch into what you can expect from your Board this year—let me introduce the Board members to you!

- o Past-President: Robin Cook
- o President: Celeste Derheimer
- o President-Elect: Jackie Huck
- o Treasurer: Sharon Brooks
- o Secretary: Marji Tate
- o Education Chair: Laura Kinney
- o Communication Liaison: David Glickman

We are investigating the addition of several “at large” positions; members from different geographic locations throughout Washington State who know the organization and know what the Quality community needs/wants who are interested in serving in an advisory capacity to provide a kind of reality check for the Board. More on that in our next newsletter—and on to plans for the year!

In the Fall 2006 newsletter Robin provided a high-level summary of the Strategy Map developed by the 2006 Board at our July retreat. In the remainder of this article I will attempt to provide a brief summary of the objectives; subsequent newsletters will provide additional detail on one or more of the objectives.

At the retreat we identified two strategies that we felt will most significantly impact our sustainability as an organization: **Growth and Productivity**. All the objectives and action items identified by the Board align with these two strategies in some way.

1. **ENHANCED SERVICES:** There are four focus areas in this objective: Educational Opportunities; Learning Communities; Professional Development and Leadership/Policy Influence. Short-term, mid-term and long-term action items have been identified for each area.
2. **MEMBER FOCUS:** This objective was identified as being the most critical for success with a primary emphasis on methods for obtaining input from you, our members, on what you need/want and—how do we attract new members to help keep the organization vital?
3. **OPERATIONAL EXCELLENCE:** Each year approximately fifty percent of the Board members either rotate off or transition to another position. To sustain the organization our “hand-offs” from year to year and standard operating procedures need to be enhanced to reduce the ramp up time it seems to take for the Board to become fully functional.
4. **FOUNDATIONAL AREAS:** There are three focus areas in this objective: Board Capability (e.g. succession planning); Membership Tracking/Management (e.g. renewal notification) and Technology (web site enhancement and management).

We've already begun work on the last area related to the web site. We are hoping that the work will be completed and enhanced functionality will be available by the end of January. We appreciate your patience as the web site undergoes construction—again!

**Thank you for your past and ongoing support. I look forward to serving as president in 2007!**

## **From the National Association**

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

NAHQ continues to develop several products that will benefit their members. If you are not a member, you may want to consider joining as their membership offering continue to grow. This year has been particularly busy for NAHQ and they have provided the following products:

- Established communities of practice – Hospital/Acute Care, Ambulatory/Non Acute Care, and Professional Issues,
- Offering Audio Courses for CE credit with a reduced price for members,
- Email series titled E-quality tips,
- Offer several fellowships/scholarship/grant/award opportunities
- Offer to visit state organizations so that there is stronger bond between national and state level organizations
- Approving programs for CPHQ CE credit- this is the latest offering from NAHQ,
- Several publications-periodicals and books for the quality professional.

NAHQ continues to grow and show commitment to you as that quality professional. This can best be seen by the Mission and Vision as noted here:

### *Mission*

***NAHQ empowers healthcare quality professionals from every specialty by providing vital research, education, networking, certification, and professional practice resources and a strong voice for improving healthcare quality.***

### *Vision*

***NAHQ is universally recognized as the leading resource for healthcare quality professionals and is the essential connection for leadership, excellence, and innovation in healthcare quality.***

It is readily apparent that NAHQ is working hard to meet their mission with the new products they are providing and their work on increasing communication to members and state organizations.

You can visit their website at [www.nahq.org](http://www.nahq.org).



## Voice of the Customer – 2007 Requested Educational Offerings

Laura Kinney

[Education-chair@wsahq.org](mailto:Education-chair@wsahq.org)

At the December meeting, we asked what potential topics or speakers would you like to see in 2007—here is what we heard you say:

Clinical	Management	Quality/Performance
Chronic Care Collaborative	Management Issues	Training Methods – How to train new people in quality? How to transfer skills to people moving into quality?
Fall Prevention – VA	Emotional Intelligence – Multi-Care has staff	How to collect data
Pressure Ulcer Prevention – VA	Human Factors – Qualis Health Peer Org in Utah – Human Factors of Reliability Engineering	Data Analysis 101
New measures for outpatients - VA	Mark Solig – Pay for Performance	Have Baldrige Winners come to address the group
Patient to Patient Infections - VA	Coaching Leadership & Management	Have other volunteer organizations that promote quality or excellence come to give presentations.
Patient Safety – Jim Bagian	How do we help drive our organizations to accountability?	What does the Red Cross do for PE?
IHI Initiatives – there are several mentor hospitals in WA	How do we help drive our organizations to be proactive instead of reactive?	Methods: Lean, PDSA
Code STEMI best practices – Christ McCarren - MultiCare Health System		International Society for Performance Improvement (ISPI) Speakers
Ambulatory Accreditation		Jim Shaw- Double or Triple your Customer Complaints
Health and Wellness Model		FMEAs/HFMEAs – electronic process used at the VA

The Education Committee will be working hard to organize a minimum of one presentation program per quarter, hopefully with some special sessions offered ad hoc. Once the committee is able to meet and sketch out a preliminary schedule, we will post the information on the “Chapter News/Calendar” page of our web site so you can mark your calendars!

We are also going to coordinate with other quality-related organizations in Washington – such as the Seattle Section of the American Society for Quality (which has a Healthcare Division). A link to program offerings from them will be available on our enhanced web site the end of January. Information can be found at <http://www.asq-seattle.org/SectionPrograms.htm>

We are looking forward to a productive year! If you are interested in participating on the education committee (we can never have too many volunteers), please contact Laura Kinney at [Laura.Kinney@multicare.org](mailto:Laura.Kinney@multicare.org) or 425.761.8409 / 253.403.7348.