



# WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER—MARCH 07

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### *Career*

#### **Opportunities**

Please visit <http://www.wsahq.org/jobs.htm> for a detailed 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)

## President's Message

By: Celeste Derheimer  
[president@wsahq.org](mailto:president@wsahq.org)

In the Winter/January 07 newsletter a brief summary of the objectives developed during the 2006 WSAHQ Board Retreat was provided. The Board 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 and include:

1. Enhanced Services
2. Member Focus
3. Operational Excellence
4. Foundational Areas

In this newsletter I'll provide additional detail on one of the objectives — starting with the fourth — Foundational Areas. There are three focus areas in this objective:

**Board Capability** (e.g. succession planning) - Board position elections are held each year in the Fall; although that is still quite a way off we're beginning the process of identifying members of the nominating committee starting with identification of the committee chair. That portion of the process will be finalized at the March Board meeting and nomination planning will begin in April. Part of the process will be to look at each Board position and clearly define the role and responsibilities — which will lead to identifying the necessary skill sets – leading to recruiting the right people for the right positions.

**Membership Tracking/Management** (e.g. renewal notification) - The first phase of this process involves getting an accurate list of current members, which is no small task. Issues with the web site (which will be discussed further in the next section), dual systems (manual and electronic), missing information (Corporate Memberships with no names provided) and numerous additional problems made this a major challenge. An accurate current member list is now available—and can be cross-checked with the expired membership list. We found in talking with some past members that they were not aware that their state association membership had expired; so that will be our first focus.

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## President's Message (con't)

**Technology** (web site enhancement and management) - Ah, the web site. What an interesting project that has been—for the Board and for the Web Master we've been working with. The 2005 Board initiated the process of building the web site from the ground up with a new vendor. It was launched late in 2005. There was little overlap between the 2005 and 2006 Board—and very little documentation regarding web site functionality—leading to lack of clarity and differing expectations. A new contract was drafted, which helped provide the clarify needed—and work has been initiated to improve the functionality of the web site. Recent changes include:

- Adjustments in the Home Page navigation information prioritized to align with what member's are most interested in (Membership, Chapter News/Events, Programs/Education, MyWSAHQ),
- WSAHQ member directory that actually has information in it, and
- An area for job postings where potential employers can post position information for a nominal fee—and potential applicants can review the information for free.

Planned improvements include updated links to Internet areas of interest to Quality professionals, speaker's bureau listing, and online event and membership registration that works! Once these basic foundational elements are consistently functioning—we'll be asking for your feedback regarding what you would like to see on the web site and what functionality would be beneficial from your perspective.

In the next newsletter information on the third objective, Operational Excellence, will be provided. The third and fourth objectives are really the back-to-basics work any organization must complete to build a strong foundation. Once this foundation is firmly in place - the more innovative areas can be developed and implemented—and have a better chance of flourishing versus floundering.

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## From the National Association

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

### Communities of Practice

By Pat Ford

In April 2006, the National Association for Healthcare Quality (NAHQ) first launched a new member benefit named Communities of Practice (CoP). The CoPs are the latest information sharing, communication, and collaboration tools offered online. Each Online Community consists of a group of individuals who have a shared purpose and common interests. These Online Communities provide you with a place to

- discuss vital issues in your practice setting
- network with others
- seek peer and expert advice to help you in your job
- collaborate on various NAHQ activities

The member is not restricted by geographical boundaries or time of day - you can participate anytime and anywhere through the Internet. Members typically can post content in most areas. They are generally permitted to edit and delete the content they have posted and can upload documents for sharing with other members on the CoP.

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## Communities of Practice (con't)

Each CoP has at least one Moderator who is responsible for facilitating all aspects of the CoP as well as the work of the CoP team itself. The moderators operate as the primary developer of useful and practice-focused knowledge resources drawn from the CoP conversations, learning events, documents and so forth. They may start new threads and provide a question of the month for interesting discussions.

Right now there are three CoPs that you can join. They are found in the Quality Plus section of the NAHQ website and are a member benefit. The three CoPs are hospital/acute care, ambulatory/non acute and professional issues. The NAHQ CoP team is currently looking at the activity on these three areas and assessing the need for at least three more. These three would include Managed Care, Behavioral Health, and Home Health.

If you have any thoughts, comments, suggestions, etc for the team, please email Pat Ford at [pat@pfhc.com](mailto:pat@pfhc.com).

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### Looking for ways to get your CPHQ hours or Continuing Education for your staff?

**Registration is now open for NAHQ's 2007 educational course offerings.** Go to <http://www.nahq.org/education/opportunities.html> for information. There are a variety of choices to choose from:

- Regional Courses in Dallas and Los Angeles - Learn about the pay-for-performance landscape and how to engage physicians to effect change across healthcare organizations.
- CPHQ Review and Study Session in Chicago
- Webinars - Patient Safety, Core Measures, and Survey Readiness **(one registration price for multiple participants)**
- Audio Seminars- Process Improvement and Medical Errors **(one registration price for multiple participants)**

Go to <http://www.nahq.org/education/opportunities.html> and get more information and register for these sessions. Save the date for the 32nd Annual Educational Conference in Boston, MA September 9-12, 2007. For additional information or if you have questions call NAHQ at 1-800-966-9392.

### **CAREER OPPORTUNITY!!!**

#### **Valley Medical Center - QI Coordinator RN**

Join our Outcomes Mgmt team! We are seeking an exp'd RN/quality professional who has knowledge of QI tools/methodologies; ability to facilitate teams & understand group roles; be knowledgeable of TJC applicable WACs & CMS regs related to hospital standards & QI; will have in-depth understanding of core measures abstraction/data entry and data display, provide QI education to teams, & devel agendas for teams using best practices. Masters or education in statistics strongly pref. For the 5th year in a row, Valley Medical Center received Washington CEO Magazine's honor as one of the Best Companies to work for in Washington State! To learn more about us & apply, visit our website, [www.valleymed.org](http://www.valleymed.org), or call Jill Rogerson, Recruiter, 425.251.5160 or [jill\\_rogerson@valleymed.org](mailto:jill_rogerson@valleymed.org). VMC offers a Remarkable benefit pkg. EOE.

## WSAHQ Upcoming Events—

### Mapping and Improving Healthcare Work Processes

*By Jim Shaw of Shaw Resources*

**March 19<sup>th</sup>, 2007**

Swedish Medical Center – Cherry Hill

500 17<sup>th</sup> Ave Seattle, WA 98122

Education and Conference Center—Conference Room C

***Want to understand how to develop a comprehensive quality management program that is customer oriented and work process focused?***

This presentation will describe a sound framework to map organizational work processes and form the structural base from which quality and patient safety improvement initiatives can be successfully prioritized, launched, implemented, and sustained and provide quality management information that will enhance existing improvement programs and initiatives with emphasis on:

- Defining and Mapping Organizational Work Processes
- Customer-Inspired® Process Deployment
- Process Management Principles
- Process Profiling
- Identifying Customer Expectations
- Establishing Quality and Patient Safety Measures for Your Processes
- Reviewing Process Results
- Incorporating Process Improvement into Operational Planning

**Presentation from 6:00 – 8:00 p.m.**

**Networking Starts at 5:30 p.m.**

**Appetizers and beverages will be served**

\$20.00 for WSAHQ members; \$25 for non-members

Contact: Laura Kinney at [Laura.Kinney@multicare.org](mailto:Laura.Kinney@multicare.org)  
Or 425.761.8409

Thank you to Swedish Medical Center for hosting this event.  
We appreciate your support!

HOLD THESE DATES!!! WSAHQ DAY CONFERENCE: Tentative June 8th in Seattle Area (Qualis)

CPHQ Prep Sessions with Susan Mellott - November 8th and 9th (Gig Harbor Inn)