



WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER—MAY 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

President's Message

By: Celeste Derheimer
president@wsahq.org

Before I provide additional detail on third objective from the Strategy Map and Balance-Scorecard developed during the 2006 WSAHQ Board Retreat, I'd like to welcome/introduce two new Board members.

Karen Benson recently assumed the Treasurer-Elect position and **Kellie Hamblin** is our new Eastern Washington Liaison. Both bring a wealth of experience in healthcare quality—and have already provided valuable insights during our Spring Board Retreat. We are so very pleased to have the opportunity of welcoming Karen and Kellie to the WSAHQ Board.

As mentioned above the focus of the rest of this message is the third objective —Operational Excellence. There are three focus areas in this objective:

Board Input into Educational Topics - Providing valuable education events is one of the primary reasons our association exists. If you have ever been involved in putting together a 2—3 hour education session or all-day event, you know how much planning, coordination, and just plain hard work goes in to pulling it all together. We have a dedicated group of folks on our Education Committee, chaired by Laura Kinney. However, that committee hasn't always received the level or type of support they needed from the Board to be successful. Educational topics are now included as part of the Board Planning Retreats to align the educational offerings with direction of the organization. If we focus on member needs and requirements—they should be the same! Additionally, Education Committee members will participate in the Fall Board Retreat.

Board Operations/Communications - Now this one is really going to sound like a no-brainer, but some times the most obvious things are the most difficult to recognize. The first part focuses on standardizing Board Operations; things like scheduling the Board meetings for the entire year at the beginning of the year; using telephone conferencing that provide flexibility, making monthly meetings less onerous and developing standard operating procedures so that new Board members won't have to reinvent the wheel trying to figure out how they are supposed to complete the processes they support in their new role.

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President's Message (con't)

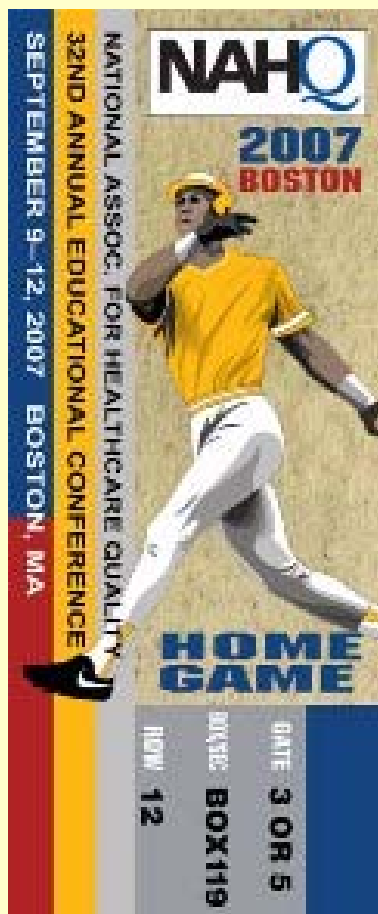
The second part of this area emphasizes communication and includes items such as publishing the newsletter at least six times this year, or every other month; use of the email lists to inform members and friends of WSAHQ about job opportunities, educational events and other topics of interest. Improvements in the web site described in the March Newsletter will be critical to enhancing communication.

Bylaws Maintenance/Documentation - The bylaws of an organization should be a living, breathing document that provides foundation and guides operations. Over the years there have been several revisions to the WSAHQ Bylaws—all for reasons that made sense at the time. It is our hope that Strategy Map and Balanced Scorecard we developed last year will continued to guide us in our work from year to year—and that changes in the bylaws will align with the strategies, goals and objectives of the organization. Another element the Board is working on under the leadership of our Secretary, Marji Tate, is the development and implementation of a consistent method for maintaining required documents (e.g. minutes, bylaws, financial records) from year-to-year. Our current process still relies heavily on paper—and in this electronic age—that just doesn't seem practical.

In the next newsletter information on the second objective, Member Focus, will be provided. The vote from the Board is unanimous—this is our most important objective.

From the National Association

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



32nd Annual Educational Conference

"Quality - The Best Game in Town"

September 9-12, 2007

Boston, MA

With these great topics, and more!!

- Building and Implementing a Balanced Scorecard for High-Performing Healthcare Organizations
- Invaluable Resources: Recruiting, Training, and Retaining Quality Professionals
- The Physician Performance Scorecard
- Speeding the Implementation of Innovation and Improvement:
- All for One: Engaging Employees in Quality and Service Improvement
- Joint Commission Update: Changes Planned for 2008
- From Bush League to Seasoned Pro: Using the Baldrige Framework to Improve Patient Safety
- Blending and Balancing Your Professional and Personal Lives
- Patient-Centered Quality and Safety
- From Good to Great: The Baldrige Approach to Performance Excellence in Healthcare

Register before July 30th for Early Bird Rates

Getting to Know WSAHQ's 2007 Education Chair

An Interview with Laura Kinney

Tell us a little about yourself.

Currently I am an Organizational Effectiveness Consultant with MultiCare Health System in Tacoma. I was born in Massachusetts, grew up in Illinois and came to the Pacific Northwest to attend college at the University of Puget Sound. I fell in love with the PNW during college and although I moved to Idaho, Oregon and Michigan since college, I am happy to be back now.

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

I work with several teams/groups to conduct process improvement and process design. I am currently working with our newest Medical Park in Gig Harbor, WA. We are designing end-to-end processes from the patient's perspective, as well as designing processes that meet all internal customer requirements. I am also working with 4 administrators on the organizational effectiveness survey and a claims accuracy initiative.

I have a bachelor's degree in biology and psychology and a master's in fisheries management. I was a practicing fisheries biologist in Alaska for a couple of years and then through a series of events, found myself in Michigan implementing the Quality Management System Standard for the automotive industry, QS-9000.

I moved back to the Pacific Northwest and had the opportunity to become a Washington State Quality Award (WSQA) Examiner and my first site visit was with a healthcare system. While on the site visit, I realized that there were many fabulous practices in healthcare, yet at the same time, many opportunities for improvement using tools and methods I had learned from manufacturing.

Through a series of volunteer positions, working with a healthcare plan, and more leadership roles, I now work with a provider using some of the skills I've learned from other industries. I have been a WSQA examiner for 5 years, and am now a Malcolm Baldrige National Quality Award Examiner.

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?

My goal is to share resources with the local section of the American Society for Quality – to share speakers, training opportunities, advertising, etc to optimize the quality opportunities in our area. I will hold an office in each society, so I am excited about the possibilities that lay ahead for us. I am also excited to work with the Education Committee – we have a great team!! Stay tuned for many exciting educational offerings from WSAHQ in the future!!

What are your other interests and hobbies?

I am pretty much a quality geek and spend most of my time promoting performance excellence and trying to connect people and organizations with best practices. I am the incoming chair for the Seattle Section of the American Society of Quality (ASQ) (we have almost 1000 members), I am the NW Regional Councilor for the Healthcare Division of ASQ, a WSQA examiner, a Baldrige Examiner, and the Education Chair for WSAHQ.

I just "retired" from my non-quality hobby – field trialing Labrador retrievers. After 13 years of traveling around the country trialing and judging trials, I am taking a break so I can have a "real" vacation.

WSAHQ Education Events—

RE-SCHEDULE NOTICE!!!

The **Annual WSAHQ Conference** is being **re-scheduled** from June 8th for **late summer/early fall** due to conflicts and complications beyond our control.

We are confirming all of our speakers and presenters for a new date and as soon as we are confirmed, **we will send out a save the date notification.**

Seattle Area Fall Prevention Summit

Who: Clinicians interested in Fall Prevention who are involved in their organization's efforts to reduce falls

What: A summit meeting to discuss best practices, share ideas, and learn from each other's Fall Prevention Programs—this event is **FREE**

When: **Friday, June 8th, 2007 from 10:00 a.m.—4:00 p.m.**

Where: University of Washington Medical Center's South Campus Center Room 248-250 (Parking in the "S1" parking lot behind UWMC will be \$11.00; carpooling or bus riding encouraged)

Why: To create synergy around Fall Prevention in the Seattle area and to benefit from each other's expertise

Contact: Cindy Sayre 598-6913 casayre@u.washington.edu (UWMC) or Mihkai Wickline 288-1186 mwicklin@seattlecca.org (SCCA) for more information

**Please mark your calendars for the CPHQ Prep Class on
November 8th and 9th**

**Susan Mellott will be returning to teach her popular 2-day
preparation course for
the Certified Professional in Healthcare Quality
in Gig Harbor again this year.**

Contact: Laura Kinney at Laura.Kinney@multicare.org or 425.761.8409