



WSAHQ

Washington State Association for Healthcare Quality

NEWSLETTER—NOVEMBER 2007

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**Watch for the
2008 WSAHQ
Board**

**Ballot—Coming
to a mailbox
near you!!**

**Please complete
& return by
December 1st**

If you have events,
news or other con-
tent that members
may find useful,
please email them

to:

communica-
tions@wsahq.org

President's Message

By: Celeste Derheimer
president@wsahq.org

At the beginning of this year we embarked on implementing the Strategy Map we worked so hard to develop a little over a year ago—and newsletters in January, March and May provided information on various elements of the map and the Balanced Score Card we were using to guide the work and measure our success. *Then in late May, the bottom fell out and the ceiling caved in.*

We encountered major issues with the web site and had to quickly find a new vendor; which led to discoveries of foundational elements in the association structure that either weren't in place or had eroded to the point that they had to be entirely re-established. Fortunately, we had the right people on the Board to work together to figure out what was needed to establish a strong foundation on which to re-build a truly professional association.

That work is still underway, and significant progress has been made. The web site is up—with a great deal more work to be done—but even in its current state is more functional than what we have had in quite some time; and the potential is tremendous. We are working with a vendor who built the Portland and Seattle ASQ web sites. Registration (not payment) for educational events is available and we will soon be able to accept credit card payments via our site. Upcoming education events are conveniently posted on the main page. Please take a look at www.wsahq.org and provide us with feedback about what you like and what could be improved.

In addition to basic website function, we had erroneous information that the membership process was automated with our previous web site—which created a backlog of issues—so now the entire membership management process needs to be redesigned. Kellie Hamblin and I will be reviewing the information we have, identifying expired memberships and notifying folks so they can renew. After redesigning the membership management process, we will work with our web site vendor to get that process online so it is more convenient for all in the next couple of months.

I do apologize that there has been no newsletter or other communication for five long months. It hasn't been due to a lack of desire—simply a lack of time due to the time required to deal with these serious issues. Thank you for your patience. **As the saying goes—there is light at the end of the tunnel—and its not a train!**

WSAHQ Member in the News

Patricia Terry, MPA RN CPHQ, NAHQ member and former president of the Washington State Association for Healthcare Quality, is running for office in Washington State as a Democratic candidate in the 2008 race for state representative.

"I am doing this because I think it is vital that healthcare professionals use their experience, skills, and abilities to influence legislation that governs the lives of vulnerable populations," Terry says. "The critical thinking skills that I have honed in quality management are great assets in the public policy arena."



Patricia J. Terry

Terry began her 30-year career in healthcare after earning her nursing degree from the University of Oregon's School of Nursing in Portland in 1977. Since then, she has served as a critical care nurse, a manager in healthcare quality improvement, and a health facility evaluator and investigator on behalf of Medicare and Medicaid beneficiaries. "My career has allowed me to advocate for vulnerable people—the very young, the very old, and those who can no longer afford healthcare," Terry says. "The best use of my skills and talents is to find ways to positively impact the legislation that governs the lives of these people." To do this, Terry went back to school to study government and in 2005 earned her master's degree in public administration from the Institute of Public Service at Seattle University.

Terry has worked for two federally designated quality improvement organizations, including service as regional manager for a quality oversight contract with the Department of Defense. In 2007 she was appointed to a 3-year term on a community health advisory board in Island County, WA, where she studies health behaviors and compiles data for use by service providers and consumer groups.

From the National Association

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

NAHQ Leadership Council Meeting, 32nd Annual Conference, September 9, 2007

- **For a complete summary of the meeting go to:**
http://www.nahq.org/leadership_council/meeting_final.pdf

2007 NAHQ Board of Directors:

- Thomas Smith, President Elect
- Linda Scribner, Professional Development Director
- Anna Marie Butrie, Immediate Past President
- Carol Lee Hamilton, Member Services Director
- Sandra Grinder, Secretary/Treasurer
- Stacy Sochacki, Ex-Officio, Executive Director
- Joan Boldrey, Ex-Officio, HQCB Chair

Agenda Items

- Standing Rules of Leadership Council
- Election Results
- Annual Report and Reports from the Market Research Team and Governance
- Assessment Task Force, Financial Report – Sandra Grinder
- Alliances and Partnerships – Thomas Smith
- Member Services – Carol Lee
- Professional Development – Linda Scribner
- NAHQ/HQCB Partnership – Anna Marie Butrie
- HQCB Report – Joan Boldrey

From the National Association (con't)

- *An item of interest to those of you who are involved with the state or national Baldrige programs:* There was an addition to the agenda through the resolution process. The resolution contained 3 parts:
 - (1) that NAHQ formally adopt the Malcolm Baldrige National Quality Award criteria for performance excellence as a performance management system,
 - (2) that the NAHQ Board of Directors conduct an organizational self-assessment using the Baldrige criteria, reporting the findings and recommendations for improvement at the 2008 annual meeting and reporting continued progress at every meeting thereafter, and
 - (3) that NAHQ submit an application for evaluation to the national Baldrige program or at a state program such as the Lincoln Foundation for Performance Excellence no later than 2010.

After discussion from the floor an amendment to the resolution was submitted directing the NAHQ board, in consultation with a team to be appointed, to explore a self-assessment of the association and report back to the membership on the findings. The board will report back at the town hall meeting at the 2008 educational conference. The amendment was approved, and the resolution was passed.

Getting to Know WSAHQ's 2007 President-Elect

An Interview with Jackie Huck

Tell us a little about yourself.

I have been married for 21 years and have one daughter who is now attending college. I have lived and worked in Washington State for the last 24 years.

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

My current position is as a Clinical Practices Consultant for Community Health Plan of Washington. I am the Principle Investigator for a Health Information Technology Research grant awarded by the Agency for Healthcare Research and Quality (AHRQ) to the Rural Healthcare Quality Network of Washington.

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 had just served a year on the Awards Committee for the National Association for Healthcare Quality and thought that I would like to volunteer to serve locally. I think that this association has the potential of becoming an organization that can offer greater networking and continuing education opportunities for quality professionals in this state, as well as eventually becoming an organization that can influence policy. In the very near future, I would like to see us develop a user friendly website, with community of practice sites and links that members will find valuable. From there, we can build on other elements of the strategic plan.

What are your other interests and hobbies?

I love to travel and also enjoy reading, and listening to jazz. I "play" at playing piano which I find relaxing.

WSAHQ Upcoming Events

WSAHQ CPHQ

WA State Association for Healthcare Quality
Presents prep class for the exam
Certified Professional in Healthcare Quality

TWO DAY EVENT

NOVEMBER 8TH 9:30 A.M. TO 5:30 P.M.
NOVEMBER 9TH 8:00 A.M. TO 4:00 P.M.
The conference is located at:

Inn at Gig Harbor
3211 56th St. NW
Gig Harbor, WA 98335
253.858.1111

www.innatgigharbor.com

Block rooms available for \$115/night.
Make sure to book under "WSAHQ"

PROGRAM HIGHLIGHTS

This course is designed as a comprehensive overview of healthcare quality related to the following areas:

- Healthcare Quality Concepts
 - Strategic Leadership
- Performance Improvement Processes
 - People Management

WHO SHOULD ATTEND?

This is a review session for healthcare quality professionals who are preparing for the CPHQ exam or who want to expand their quality management skills. This course is designed as an adjunct to CPHQ exam

REGISTRATION AND FEES

To register, go to www.wsahq.org

Members..... \$300
WSAHQ and Quality Alliance States

Non-Members.....\$400
Join WSAHQ for \$50 & pay the member rate. Save \$50!

QUESTIONS

If you have any questions regarding this event, please contact:

Laura Kinney, WSAHQ Education Chair
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