



WSAHQ

Washington State Association for Healthcare Quality

MONTHLY NEWSLETTER - OCTOBER 2004

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Total WSAHQ Members
105
As of August 2004

Encourage your
Colleagues to Join at
www.wsahq.org

President's Message

By Julie Hamilton
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You will soon be receiving the ballots for the election of WSAHQ Board members for 2005. I urge you to vote and send back your ballots. We have some very experienced healthcare quality professionals who are volunteering to devote their time and energy to the Board next year. We really look forward to their participation. Please remember that the Board member's role is to be your voice and lead the association. If you have any thoughts or suggestions about the association, please let us know. We value your feedback.

The WSAHQ Annual Conference has been finalized for October 29 at the Tukwila Community Center. The theme is "The Future of Healthcare: A Quality Approach". The topics that will be covered include: using data to influence public policy, public reporting and transparency in healthcare, managing JCAHO readiness while improving patient outcomes, Washington Health Foundation's initiative to make Washington State the "Healthiest State in the Nation", and a panel presentation on careers in healthcare quality. The speakers are from various employer groups including CMS, Washington Health Foundation, Compass Group, and others. We expect this to be a very informative and interesting conference. The WSAHQ Board and Education Committee hopes to see you there.

Also remember that National Healthcare Quality Week is October 11 – 16. I hope that you are doing something fun and educational at your organization to recognize the importance of this week.

NAHQ National Conference Summary

By: Pat Ford
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In between hurricanes Frances, Ivan and Jeanne, the National Association for Healthcare Quality (NAHQ) held its 29th Annual conference in Orlando, Florida from September 18-21, 2004. With this horrendous hurricane season in Florida, the conference came very close to be cancelled. However, the quality gods were looking after us and we traveled to Orlando to "Discover the Universal Magic of Quality".

According to the Registration List there were 7 people from Washington State who trekked across the country including the following who represented the Washington State Association for HealthCare Quality (WSAHQ): Pat Ford, Tricia Terry, Barbara Graves, and Marilyn Heger-Guy. We listened to speakers such as Sister Mary Jean Ryan CEO for SSM Healthcare System, the first healthcare organization to win the Malcolm Baldrige award and Michael Rothman, formerly of the Robert Wood Johnson Foundation. Additionally one of the pre-conference sessions was led by Sandra Murray and in closing there was a panel of experts discussing Pay for Performance.

In addition, the Healthcare Quality Certification Board (HQCB) celebrated its 20th anniversary with a wonderful breakfast, commemorative t-shirt, and excellent speaker.

The best part of the conference is the networking with national and international peers. You can talk with others who are experiencing the same challenges as you and get a different perspective on the issues.



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NAHQ will celebrate its 30th annual conference in New Orleans from September 17-20, 2005. The theme will be "Quality and All That Jazz". Come join us in having a great time and learning so much from our peers. Also if you are interested in speaking or presenting a poster or paper at the conference, the application deadline is October 11, 2004. Go to the NAHQ website (www.nahq.org) and click on the event link. There will be a link to the conference in New Orleans. Click on that and there will be an online application.

NAHQ Conference: A Rural Health Perspective

By: Marilyn Heger-Guy
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The annual conference was once again an enlightening 3 days for me. Simply being able to network with so many Quality people and seeing what others have been doing in the way of PI, FMEA's, and physician profiling was invaluable. The conference enabled me to return to my little community hospital in Southwest Washington with new ideas and resources. The presentations that I attended were all relevant to my job as a Quality Director, and the posters were great. I encourage everyone to put New Orleans into their 2005 budget.

National Healthcare Quality Week

By: Martin Benning
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October 10th through the 16th is National Healthcare Quality Week. Organizations around the state will be highlighting their focus and commitment to quality care and administration. This week may be a good time to get staff, physicians and patients involved at your organization. Here are some ideas to help you get motivated.

- Solicit input from patients on what their expectations of quality healthcare are. Perhaps have an addendum to your patient satisfaction surveys specific to healthcare quality week.
- Have physicians reinforce the importance of good outcomes and quality of all levels of service.
- Consider bringing in outside staff to your department to get a closer look at how you measure, track, and improve quality at your organization.
- Ask staff to draw attention to areas that need improvement. You could develop a quality care committee and develop goals for 2005.
- Have staff submit ideas for quality improvement and at the end of the week you could give out an award to the person who submits the best, and then with their help, implement it.
- Get people involved as much as possible.

The Western States Quality Alliance is Born!

By: Patricia Terry, BSN, RN, CPHQ
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After several months of brainstorming and collaboration, 7 Western states have agreed to form the Western States Quality Alliance. Letters of Agreement have been signed by Alaska, Arizona, California, Oregon, Utah, Washington and Wyoming. Officers from most of these states met for the first time at the State President's Reception at the recent NAHQ conference in Orlando, Florida this past September.

WSAHQ has been praised for leading this effort. Nancy Claflin PhD, CCRN, CPHQ, FNAHQ, current President of NAHQ, had this to say in her report to the national leadership council, "State association activities are very important to NAHQ's future. John Hartley (NAHQ President-Elect) has worked very hard to assist state associations this year. He is working with a number of western states as they prepare to develop a Quality Alliance that would allow the extension of member rates to those who attend state conferences outside their own state associations. The impetus for this movement was Patricia Terry of the Washington State Association for Healthcare Quality. Several western states are



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currently participating in the project. As President-Elect, John has committed his support to this group, as it is a watershed development that can lead to similar strategies in other areas of the country with similar interests. NAHQ will continue to assist this endeavor through quarterly conference calls.”

This plan was developed in order to enhance the benefits of state membership at no additional cost beyond each member's annual dues. WSAHQ is currently discussing the possibility of a combined education offering in 2005. For all you skiers, Utah is changing the date of their annual meeting to February 2005. This will give Quality Alliance members an opportunity to attend the Utah Association for Healthcare Quality's meeting, pick up CEU credits and get a ski vacation all in one fell swoop! Keep an eye on the WSAHQ website for more cross-border opportunities as they arise.

I wish to give special thanks to the 2004 WSAHQ Board for their support of this effort. Julie Hamilton, Bonnie Suminski, Linda Reeder, Karen Hacket, and Nadine Wiswell; wherever you are when you read this, stand up and take a bow!

WSAHQ Upcoming Events

Compiled by: Martin Benning

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Mark your calendars for these upcoming healthcare quality events.

- National Healthcare Quality Week –October 10th through the 16th
 - Check out what products the NAHQ has to offer at <http://www.nahq.org/healthcareqw.htm>
- October Educational Conference – *The Future of Healthcare: A Quality Approach* – October 29th
- Deadline for Cycle 1 of the 2005 CPHQ Exam –October 31st

Career Opportunities

Check out our website for current career opportunities www.wsahq.org. Click on the [Directory](#) link to navigate to the appropriate page.



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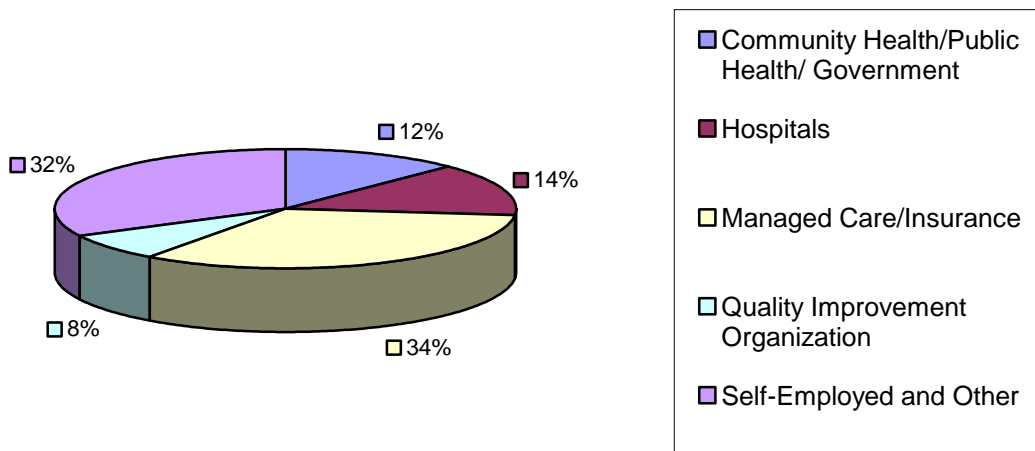
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Membership Update

By: Patricia Terry, BSN, RN, CPHQ
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WSAHQ Membership Distribution August 2004



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