



WSAHQ

Washington State Association for Healthcare Quality

MONTHLY NEWSLETTER - OCTOBER 2005

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Total WSAHQ Members
113
As of October 2005

Encourage your
Colleagues to Join

President's Message

By: Patricia Terry, BSN, RN, CPHQ
pterry_cphq@yahoo.com

Some Thoughts About Transition:

The 2005 WSAHQ Board is coming to an end of its tenure. WSAHQ by-laws dictate that the Board end each year with a *transition* meeting. New officers are brought aboard; outgoing officers report on the highlights of their term and are thanked for their service. It is a time when the current Board makes recommendations to the incoming Board and brings them up to speed on projects that remain in progress. Experience reveals that as each Board comes together, not only do the faces change, but each Board develops its own culture as well. The new mix of talent, motivation, perspective, and experience cannot help but influence the direction of the organization. This is as it should be.

With the WSAHQ elections currently in progress, this is an excellent time to examine the deeper meaning of the word *transition*. The English language provides us with a variety of synonyms that serve to further illuminate the significance of the word; change, evolution, alteration, modification and transformation, to name a few. In order for the *transition* of the 2005 and 2006 Boards to manifest to full potential, the membership must engage in the process as well. Ronald Heifetz in his book Leadership Without Easy Answers writes that for there to be a "conscious philosophy of leadership" there must also be "a set of clearly articulated guiding principles and questions". In order to be successful, the 2006 Board will need input and questions from WSAHQ members. A time of *transition* is a time of great challenge for all organizations. Fortunately, inside the challenge lives the opportunity for creative growth. Do not be afraid to ask tough questions of this or future Boards. We will lead one another to the answers.

Patricia Terry BSN, RN, CPHQ

Reminders:

Please remember to return your ballots before the November 1 deadline. There are presently two positions that do not have candidates. If you are interested in serving as either Secretary or Education Chair-elect, please contact any of the 2005 Board members with your interest.



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Getting to Know WSAHQ's 2005 Education Chair Elect

An Interview with Jerilyn Anderson

By: Martin Benning

martin.benning@seattlesurgerycenter.com

➤ **Tell us a little about yourself?**

Originally from Dallas Texas I moved here 8 years ago. I absolutely love it here and wish we had done it 10 years earlier. I have been married *forever* to a great guy named Paul and have two sons age 20 and 16.

➤ **Briefly describe your current work. Also tell a little about your career in healthcare and why you chose this as a career.**

Well, I started out as a psychologist working with people with autism, mental retardation and persistent mental illness. That is where my heart will always be, but for me it was difficult to do that 24/7 job and be the kind of parent I wanted to be, so I got into the more settled world of Quality Management. From there I did lots of QI projects which of course needed data, and then learned more and more about IT. Eventually I became a business analyst and consultant. I recently passed the Project Management Certification exam which is very cool, as there are less than 130,000 PMP's in the world! Currently I am a Process Manager for a company called SHPS. That stands for Strategic Health and Productivity Solutions. This national company assists Fortune 1000 companies use their healthcare data to manage their overall healthcare costs. We also operate a well-known nurse line called CareWise, I am currently managing the development of a new data warehouse and the redesign of the gazillion analytical reports we generate.

➤ **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 chose to get involved in the WSAHQ during a period of time between consulting jobs. I thought it would 1) be a great source of networking, and 2) look great on my resume. I was right on both counts!! I really support the current plans, started by our President Patricia Terry, to become a 501c3 non-profit organization and begin doing some additional fundraising. I also want to continue to publicize and encourage Quality professionals to obtain their CPHQ certification and to offer the exam prep class like the one I helped organize this year.

➤ **What are your other interests and hobbies?**

I do a substantial amount of volunteering at my synagogue, which is very important to me. I learned to knit three years ago while consulting in LA and have been addicted every since. I also love to camp, hike, read and am a big opera convert thanks to the Seattle Opera.



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From the National Association

From: www.nahq.org

NAHQ News Headlines

- The annual conference of the National Association for Healthcare Quality (NAHQ) in New Orleans was cancelled due to Hurricane Katrina. Because of this, NAHQ is providing their online articles and continuing education credits available free until October 31, 2005. This is a great opportunity to earn credits toward your CPHQ renewal. Here is the link to the information on the NAHQ website: <http://www.nahq.org/journal/ce/ceindex.htm>
- NAHQ's newest product is here! *Q-Solutions: Essential Resources for the Healthcare Quality Professional* is now available for you. [Click here](#) for order information.
- Attention NAHQ members! Through the month of October, you have access to more than 40 articles online for free Continuing Education credit toward CPHQ recertification. [Start here](#) to get to the articles. This offer is exclusive to NAHQ members, if you would like to become a member please view the membership area of this website to join online. You may also call us at 1-800-966-9392 for more information.
- Are you taking the CPHQ exam this year? Prepare with NAHQ as we are now holding our new one-day course in November and December! Hurry-space is limited! [Click here](#) to register.
- NAHQ 2005 Conference Status: Please check your credit card statements, or start looking in your mail box the week of October 3 if you are expecting a check. If you have not received any refund by October 17, 2005, please contact the NAHQ office at 800/966-9392.
- NAHQ Annual Meeting: If you signed up to listen to the Annual Meeting Conference call on Thursday, October 20 at 11 am Central, the [Agenda](#) and [Annual Report](#) are the documents you will need for it. An e-mail is going out on October 13 to all those who signed up to be on the call with the call-in instructions.

Changes in Membership Dues:

Effective January 1, 2006, there will be an increase in dues for WSAHQ membership. Please note the following:

- One-year \$50
- Two years \$90
- Corporate (1-5 members) \$185
- Corporate (6-10 members) \$375

The 2005 Board also wishes to announce the creation of two new membership categories:

Student Membership:

Upon proof of enrollment as a full-time student in either an undergraduate or graduate degree program, the membership dues and conference discounts will be as follows:

- Student Membership Fee: \$35/year
- Student Member Conference Fee: \$15 for 2-hour events
- Student Non-member Conference Fee: \$25 for 2-hour events

Lifetime Membership:

For a one-time non-refundable fee of \$650, you can be an individual WSAHQ member for life. Just imagine, a lifetime of member-discounts for all future WSAHQ education events and lifetime immunity from future due increases. Now even your membership category can reflect your lifetime commitment to quality!



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WSAHQ Upcoming Events

November 9th 4:00 – 6:00 PM Tukwila Community Center

Social Marketing and Application to Healthcare

Nancy Lee, MBA, Social Marketing Services, Inc.
Bev McCullough, RN, MBA, CPHQ, Qualis Health

\$25 Registration for WSAHQ members \$35 for non-members at the door, or you can email rosaj@qualishealth.org for an advance registration form.

Website Update

Our new website is coming along very nice and we hope to re-launch it soon. If you need to contact a board member please see look under the 'About Us' tab on the current www.wsahq.org website. Once again, thank you for your patience.

National Healthcare Quality Week

National Healthcare Quality Week was October 16-22. How did you celebrate at your organization? Let us know and we will publish it in the next newsletter!



Career Opportunities

Please stay tuned for our new www.wsahq.org website for a detailed listing or to post a position.

If you have events, news or other content that members may find useful, please email them to: martin.benning@seattlesurgerycenter.com