



WSAHQ

Washington State Association for Healthcare Quality

MONTHLY NEWSLETTER - SEPTEMBER 2004

In This Issue:

- [President's Message](#)
- [CPHQ News](#)
- [Quality Alliance](#)
- [NAHQ Conference Update](#)
- [Upcoming Events](#)

Total WSAHQ Members
105
As of August 2004

Encourage your
Colleagues to Join at
www.wsahq.org

President's Message

By Julie Hamilton
president@wsahq.org

Each year, WSAHQ budgets \$1,000 to assist our membership in attending the NAHQ Annual Conference. NAHQ determines, based on membership numbers, how many delegates and alternates each State is asked to send. We were granted 2 delegates and 2 alternates this year. The Leadership Council has its annual meeting at the NAHQ Conference. NAHQ also provides one complimentary registration to the conference that is granted to a delegate.

In order to be eligible to participate in this Council, you must be an individual member of NAHQ and a member (individual or corporate) of WSAHQ. Responsibilities of the delegate/alternate include providing input and direction regarding the operational and strategic plan of NAHQ, how members' needs are addressed and the implementation plans to meet the evolving role of the quality professional; informational sharing, and voting responsibilities. Many of these responsibilities will occur during the Leadership Council meeting in Orlando. The time commitment during the year is approximately 8 hours including the 2 hour meeting in Orlando.

This year, WSAHQ's delegates for the Leadership Council are Pat Ford and Tricia Terry. The alternates are Marilyn Heger-Guy and Barbara Graves. As you may recall, one of the educational programs following the NAHQ Conference is dedicated to having an NAHQ follow-up session where members who attended the conference report back to WSAHQ. This program is scheduled for December 1, 2004 from 4-7pm. The Education Committee will provide more details about this meeting in the next few months. Stay tuned and we hope to see you there. To all of you who are attending the NAHQ conference in Orlando, have a fantastic time.

CPHQ News

By: Martin Benning (data from www.nahq.org)
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If you are one of the 3,438 national CPHQs due to recertify on December 31, 2004, make sure you are getting prepared.

From January 1 through May 31, 2004, 277 candidates took the CPHQ exam, compared with 200 in the same time period last year, and 43 candidates sat for the May 8, 2004 international examination, compared to 25 candidates in May 2003. If you have not yet started your certification process, you can learn more about the benefits and process at www.cphq.org. You can apply and schedule online for the CPHQ exam at any time. Your application is good for 90 days. The online application is currently available on the HQCB's web site www.cphq.org.

You can also contact the HQCB at:
P. O. Box 19604

Lenexa, KS 66285-9604, USA

Phone: 913-599-4173 Toll Free: 800-346-4722 Fax: 913-599-5340

Info@CPHQ.org



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Quality Alliance Update

By: Martin Benning

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In April of 2004 Patricia Terry and Julie Hamilton of our own WSAHQ proposed a *Quality Alliance* for the western states. This alliance will help members from different chapters attend educational sessions at a reasonable cost and help coordinate events so there is less overlap between states. The fees will reflect the state members' fee, no matter which state they are coming from. The President from each chapter will share event dates and information with other *Quality Alliance* state Presidents. The intention is that members from all states can coordinate dates and time and increase attendance. Furthermore, the alliance will provide opportunities for NAHQ members with no state association to come to other states events at a reasonable cost (i.e. Montana, Idaho, Nevada, New Mexico and Hawaii). An agreement is in the works and we will continue to keep WSAHQ members posted on the status.

2004 National Conference Update

Compiled by: Martin Benning (information taken from www.nahq.org)

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This years NAHQ national conference will be held in beautiful Orlando Florida. Our WSAHQ delegates are Patricia Terry, Pat Ford, Barbara Graves and Marilyn Hagger Guy. If you are not able to attend the national conference this year, make sure you attend the WSAHQ conference in October.

Here is a summary of what will be presented at the national conference. Our delegates can provide a summary for WSAHQ members when they return.

Pre-conference Workshops

You will find several reasons to come early to the NAHQ conference. Three pre-conference workshops will give you the time to explore topics that will increase your skills as a healthcare quality professional.

"Changing Patterns of Communication in Healthcare" is a half-day pre-conference with **Lieutenant Beth Y. Kohsin, NC MS RN CPHQ**, U.S. Air Force, Bolling Air Force Base, Washington, D.C. This interactive half-day workshop will address the major obstacles to safe and effective communication and teamwork in healthcare, including those human factors, processes, and system designs that set people up to fail.

Sandra Murray, MA RD, Corporate Transformation Concepts, Eugene, OR will present "Making Sense Out of Data for Improvement: Help, Which Tool Do I Use When?" This full-day workshop is geared toward those seeking to advance their skills in data collection, data analysis, and the use of analytical statistics in decision-making and improvement.



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"The Role of Complexity and Systems Thinking in Health Systems Redesign" is the topic of a half-day workshop from **Yaneer Bar-Yam, PhD**, New England Complex Systems Institute/Harvard University, Cambridge, MA. Using a complex systems perspective, Dr. Bar-Yam will explain key forces that diminish healthcare effectiveness.

Keynote Speakers

Healthcare quality on a broad scale will be addressed with the Sunday, September 19 opening keynote speech by **Sister Mary Jean Ryan, FSM**, president and CEO of SSM Health Care, St. Louis, MO. She will discuss "Establishing a Climate of Quality Throughout the Organization," highlighting the efforts that led to SSM Health Care's selection in 2002 as the first healthcare organization in the United States to be named a Malcolm Baldrige National Quality Award winner.

The final day of the conference, Tuesday, September 21, will begin with "Pursuing Perfection: Raising the Bar for Healthcare Performance." **Michael Rothman, MPP**, senior program officer, Robert Wood Johnson Foundation, Princeton, NJ, will review the foundation's national initiative that was launched in 2001 on the heels of the Institute of Medicine's watershed report, Crossing the quality chasm: A new health system for the 21st century.

What's New

A workshop on increasing presentation skills for the healthcare quality professional will be held Saturday, September 18 from 3-4:30 pm. Led by **Heidi Benson, MHA BSN RN CPHQ**, NAHQ professional development director and **Thomas A. Smith, MA RN CPHQ**, Conference Planning Team co-leader, the topic of this session will help you apply proven techniques for communicating to engage your audience. The workshop is free and open to all attendees.

NAHQ's Leadership Council Annual Business Meeting will be held Monday, September 20 from 7:30-8:45 am. All attendees are invited to see how NAHQ leaders govern the association by attending.

The Healthcare Quality Certification Board will celebrate its 20th Anniversary with a breakfast for all CPHQs on Tuesday, September 21. You'll have to be there early, as it will be held from 6:30-7:45 am.

The conference will end on September 21 with a quality leadership forum from 10:15 am-Noon. The focus this year will be "Pay for Performance: Impact on the Healthcare Quality Industry." The concept of paying for performance, one that exists in most industries, has begun to emerge in healthcare in a variety of experiments in both the private and public sectors. This forum will address the issue from the perspectives of the payer, provider, and consumer. Don't miss this discussion!



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2005 Call for Abstracts

It will be here before you know it - the abstract submission deadline for NAHQ 2005 New Orleans.

The NAHQ conference planning team invites submission of abstracts focused on healthcare quality topics and practices for consideration for concurrent sessions, paper presentations, and poster presentations at the next annual conference taking place September 17-20, 2005 in New Orleans, LA. Abstracts are submitted online at www.NAHQ.org and will be accepted **up to 5 pm Central on Monday, October 11**. Please note abstract submissions for all types of presentations are due October 11. This is a change from previous years.

WSAHQ Upcoming Events

Submitted by: Martin Benning
martin.benning@seattlesurgerycenter.com

Mark your calendars for these upcoming healthcare quality events.

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

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