



WSAHQ

Washington State Association for Healthcare

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Job Postings are **FREE**
for the introductory
period through all of
2009!!

Go to www.wsahq.org,
Then Career Opportu-
nities to the job post-
ing link

Please take the time to
visit our website at
www.wsahq.org for
listings of upcoming
events and obtain
information
regarding how to
contact our
Communications
Liaison, with any
questions about the
site.

President's Message

Immediate Past President: Jackie Huck

As we begin the New Year, I want to start with acknowledging the achievements of outgoing WSAHQ Board Members. I am thankful we had the right people on the Board to take on the challenges we encountered, do what needed be done, and continue to build on the foundation that had been established.

The achievements over the last two years were the result of the dedicated (voluntary) efforts of all board members but could not have been accomplished without the particular efforts and expertise of Karen Benson, Celeste Derheimer and Kellie Hamblin who completed their terms in December 2008. The WSAHQ Board Members thank them for their outstanding performance and long-lasting contributions to WSAHQ.

During 2008 WSAHQ achieved some significant milestones, including:

- Becoming an officially recognized 501c(6) organization
- Growing WSAHQ membership by more than 50%
- Offering value-added educational events and conferences as evidenced by attendee feedback

Updating the WSAHQ website in December 2008

Although we have accomplished much- we still have much to do! We have updated the website, but we were not able to update to a level we would like due to budgetary constraints. So this will remain a focus for us over the next two years. We do expect that you will find it easier to use the registration feature, but it is important to remember that it will still be a little slower than you might be used to and we thank you in advance for your patience! We will continue to resolve issues as they arise.

The Current Board of Directors will continue to work towards accomplishing short-term and long-term strategic goals identified during 2006, and we invite comments and suggestions from the membership. We also need your help! The Board positions are all voluntary; we rely on Quality and Patient Safety leaders from across the healthcare community to serve on the board and on various committees. We are now starting to recruit board members for 2010, if you are interested in serving, please contact us! Elections will take place in October 2009.



Spring is a time of renewal. Remember to plan ahead to renew yourself by participating in WSAHQ activities and networking with your state peers.



Getting to Know WSAHQ's Education Chair Elect An Interview with Judy Derbyshire

Tell us a little about yourself

I grew up in southern Florida and upstate New York. I am divorced and have one son. I have a MBA in healthcare administration and a CPHQ. My undergraduate major was Psychology with minors in English and Philosophy.

Although I have family and friends in California and have traveled there in the past, I have never lived on the west coast until last year when my current position was offered to me. I can't imagine why it took me so long to move to this wonderful state. I am a cold weather person so living in the South was very unpleasant for me. When I heard about this position it took me about 10 seconds to tell my recruiter I was interested and the rest is history.

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

My current position is with Skagit Valley Medical Center, a 120+ multispeciality provider group in Mount Vernon, Washington. My position title is Quality Program Coordinator. This entails developing a Quality, Risk, and Peer Review program. I have wonderfully supportive providers, senior staff and board which has made this task less difficult than I had originally expected. As with all of us, the major challenge is resources and the need for a major culture change focused on the patient.

I have been in healthcare almost 30 years and in quality about 15 years. The organizations and positions I have held in the past are Education Chair and President of the North Carolina Association for Healthcare Quality, Conference Committee for NAHQ, as well as various fraternal and social board positions. While working for the University of Alabama and Emory University Clinic I was in charge of both national and international meetings.

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 have enjoyed working on past boards and believe that I have something to offer to further the growth and development of the organization. Quality is a major focus of the government and public and offers my organization the best opportunity to not only improve the patient and staff experience but to improve return on investment as well. In times like we are currently experiencing, we need to identify ways to develop and support pride in our staff while still providing the best care to our patients without breaking the bank. Quality is the way to accomplish this goal.

WSAHQ Educational Events and Volunteer Opportunities

It is no secret that the recent economical situation has impacted so many of us on an individual level and has affected the way we respond to invitations to attend events.

Even when the agenda is enticing and there is the promise of intellectual stimulation that may encourage us to get out of our comfort zones to explore other avenues we may not have considered before, we hesitate to attend due to the cost.

That intellectual challenge is part of why we enjoy networking and learning from each other. Only by taking the time to engage in meaningful conversations that will challenge us to think differently about how we provide care, looking at how the work we do across the continuum of care affects patients and families; with a big picture focus rather than our own individual environment, will we truly be able to incorporate sustainable change in the health care delivery system. We are the change agents in the field.

As healthcare quality professionals, we know that it is important to stay connected, aware of improvement opportunities, and challenge the status quo. One way to do that is to belong to professional organizations such as the Washington State Association for Healthcare Quality and the National Association for Healthcare Quality.

The WSAHQ Board of Directors does understand that for many of you, employers are no longer willing to cover the expenses of attending conferences or continuing educational events. Given that reality WSAHQ will explore other options to allow for ongoing networking and educational events that would be affordable for most, such as monthly luncheon meetings, or bi-monthly dinner meetings, with speakers from various clinical settings presenting on topics of interest. This would also allow the opportunity to earn continuing education units towards CPHQ recertification. To help us think differently about the way we bring you continuing education and networking opportunities, we would like to hear from you. Please email education Chair Marie Harris with other thoughts or comments about the type of venues that may be of interest to you in the future.

It is also time to start thinking about whether or not you would like to serve on the WSAHQ. During October 2009, elections will take place for the following positions:

- Education Chair Elect – this is a 2 year position and the successful candidate will become Education Chair in 2011
- President Elect- This is a 3 year position and the successful candidate will become president in 2011
- Treasurer Elect- This is a 2 year position and the successful candidate will become treasurer in 2011



Your organization needs your time, even if you want to be available for a specific assignment or an hour or two.



Volunteering is a way for you to grow. This is an opportunity for you to learn with the safety of your peers to guide and support you.



NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

Don't miss out on these upcoming educational opportunities!

CPHQ Review Course

Atlanta, GA

Thursday, June 18, 2009, 8 am–5 pm

Friday, June 19, 2009, 8 am–Noon

10 continuing education (CE) hours

This day-and-a-half workshop will help those planning to take the Certified Professional in Healthcare Quality (CPHQ) examination. The course follows the exam matrix and will focus study efforts. Participants should have functional knowledge in areas identified in the CPHQ exam outline, found at www.cphq.org.

Topics covered include healthcare quality methods, information management, strategy and leadership, change management and innovation, continuous readiness, and patient safety. The text, *Q-Solutions: Essential Resources for the Healthcare Quality Professional, Second Edition*, is recommended for the course. This book is available for purchase at a 10% discount for those who complete the CPHQ Review Course registration. [Click here to register.](#)

Presenter: Nancy Claflin, PhD RN CCRN CPHQ FNAHQ

Please note: Completion of NAHQ's CPHQ Review Course does not guarantee a passing grade on the examination.

Cost

NAHQ members: \$275

Nonmembers: \$325

For those who join NAHQ & register for the course: \$425

Note: Lunch on the first day of the workshop is included.

Another valuable study tool is the CPHQ Self-Assessment Exam, available from the [NAHQ Online Store](#). This exam may be taken either before or after the CPHQ Review Course to help assess exam preparedness.

*Come join us for an enlightening talk by Dr. Daniel P. Ikeda,
as well as a wonderful dinner at Ray's Boathouse
and a networking opportunity with your peers.*

Driving Directions (From I-5)

From I-5 North

- Take Exit #167/Mercer Street
- Turn Right on Fairview Ave N
- Turn Left on Valley S
- Bear Right on Westlake Ave N
- Westlake Ave becomes Nickerson St
- Take Ramp toward Ballard Bridge
- Bear Right onto 15th Ave NW/
Ballard Bridge
- Turn Left on NW Market St
- Stay Straight to go onto NW 54th St
- NW 54 St becomes Seaview Ave NW

From I-5 South

- Take exit 173, toward 1st Ave NE
- Take the Northgate Way Westbound
Ramp
- Turn Right onto N Northgate Way. N
Northgate Way becomes N 105th
- Turn slight Left onto Holman Rd N
- Holman Rd becomes 15th Ave NW
- Turn Right onto NW 85th St
- Turn Right onto 32nd Ave NW/Loyal
Way NW.
- Turn Slight Left onto Golden Gar-
dens Dr NW
- Turn Left onto Seaview Pl NW
- Turn Left onto Seaview Ave NW



NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

Washington State Association
for Healthcare Quality

1425 Broadway #19
Seattle, WA 98122-3813
www.wsaq.org

Email: mariesharris@gmail.com

WSAHQ

Washington State
Association for
Healthcare Quality



Presents....

**MANAGING
QUALITY
IMPROVEMENT:
SAVING LIVES
AND REDUCING
COSTS**

Business Implications for a Health
Care System

June 18th, 2009
6:30 P.M. - 8:00 P.M.

Ray's Boathouse
Seattle, WA

NAHQ 34th Annual Educational Conference

Deep in the Heart of Quality

September 13-16, 2009

Gaylord Texan Resort and Convention Center

Grapevine, Texas is centrally located 20 minutes from both Dallas and Fort Worth. While the big cities are close by, Grapevine maintains a small-town feel with Historic Main Street and plenty of unique shops. Grapevine is also home to the Dallas/Fort Worth Airport. This city is known for the local wineries that help make Texas the fifth-largest wine producing state in the nation.

Attendees may want to stay a few extra days to attend GrapeFest 2009. September 17-20, Grapevine will be home to the largest wine festival in the Southwest. Grape stomping contests, live music, and tasting events are a few of the highlights of GrapeFest.

SAVE THE DATES

2010

9/30—10/3, 2010

Gaylord Opryland
Nashville, TN

2011

9/13-9/16, 2011

Hyatt Regency and Sheraton Grand
Sacramento, CA

**Washington Association for Healthcare Quality
Oregon Association for Healthcare Quality
Washington Patient Safety Coalition
Oregon Patient Safety Coalition**

Present

The 2009 Washington-Oregon Patient Safety Conference

Theme: care of the very large patient

Portland, Oregon

Scheduled for Late October

Specifics to follow in Summer Newsletter

Working to reduce medical errors and improve safety for people receiving health care in Washington.



Northwest Patient Safety Conference

Our 2009 Northwest Patient Safety Conference will be held on **Thursday, June 4, 2009**, once again at the Hilton Seattle Airport & Conference Center.

Our sixth regional conference focuses on keeping our patients safe throughout their journey of care from home through out-patient, inpatient, and continuing care settings. The conference is organized around the themes of *communication, medication safety, preventing infection, and safe procedural care*. Presentations and small-group discussions in workshop formats provide a full-day event that will challenge participants' assumptions about best practices, and provide tools and methods that can be quickly put to use in participants' care settings.

Primary Business Address

1425 Broadway #19
Seattle, WA 98122-3813

Please visit our website at
www.wsahq.org

Perspectives

In future newsletters WSAHQ volunteers will be interviewing people across the continuum of care about their opinion in regards to various initiatives and policies that healthcare providers have to face.

Sometimes these decisions can be easily made and a practice philosophy established, other times it is necessary to discuss and deliberate an issue at length and even so, still fail to find consensus for decision making, necessitating the need for consultation with community experts. Such may be the case for Proposition 1000. In the 2nd edition of the WSAHQ Newsletter we would like to showcase the different perspectives on this issue by interviewing leaders across the continuum about this topic. If you would like to submit comments about how your facility has handled this controversial initiative, please send your comments to WSAHQ Communications Liaison MarianJ@qualishealth.org.

***Achieving Excellence in Quality, Patient Safety and Community Outreach? -
We would like to hear from you!***

Although many of you get the opportunity to network with each other at various events, there are many missed opportunities to share information about successful strategies for improving outcomes, sharing best practices and linking communities around common goals to deliver care that is: safe, efficient, effective, equitable, timely and *patient-centered*. WSAHQ would like to hear from you about the things that you are doing to improve the care and quality of life of patients that live in your communities. Please contact: MarianJ@qualishealth.org to share your story.

In addition to including all of the submissions in WSAHQ Newsletters, each year, the WSAHQ Board of Directors will convene an independent review committee to select a recipient for the WSAHQ Annual Quality Award.

Upcoming Newsletters

We would like to include an article on I-1000 in the next newsletter. Please forward any decisions your organization has made on this topic, as well as any opinions you would like to have published in the newsletter. Respond to Jderbshire@svmc.net. Also, if there is a topic you would like to see addressed or discussed, please forward that information as well.