



# AzAHQ Network

Spring 2012

In this Issue:	Page
This and That	1-2
The Arizona Performance Excellence Program	2-3
The 2012-13 Board	4
The Presidents Message	5
Joint Commission Spotlight	6-7

## ***Did You Know About....[Partnership for Patients?](#)***

Launched in April 2011, the Partnership for Patients is a nationwide public-private partnership that offers support to physicians, nurses and other clinicians working in and out of hospitals to make patient care safer and to support effective transitions of patients from hospitals to other settings. The Community-based Care Transitions Program tests models for improving care transitions in order to reduce hospital readmissions.

### ***Two Concrete, Measurable Goals***

The Partnership is an important part of CMS's work to improve the quality of care available to CMS beneficiaries. Thousands of providers across the country have already joined the partnership. The two goals of this new partnership are to:

- **Keep patients from getting injured or sicker.** By the end of 2013, preventable hospital-acquired conditions would decrease by 40% compared to 2010.
- **Help patients heal without complication.** By the end of 2013, preventable complications during a transition from one care setting to another would be decreased so that all hospital readmissions would be reduced by 20% compared to 2010.

## **Arizona Association for Healthcare Quality**

[www.azahq.org](http://www.azahq.org)

Please submit articles, comments,  
and other correspondence to:  
[azahqassociationmanager@juno.com](mailto:azahqassociationmanager@juno.com)

<http://innovations.cms.gov/initiatives/Partnership-for-Patients/index.html> (Lots of Resources!)





**2012 Spring Conference**

**Friday, April 13**

**Save the Date!**

**Details are posted at**

**[www.azahq.org](http://www.azahq.org)**

**Click on Education**

**OR**

**Check your email from AzAHQ**

**We need your creativity with the  
AzAHQ website.**

AzAHQ would like to revamp [www.AzAHQ.org](http://www.AzAHQ.org) website and needs assistance. This could be a school project for a web design student or a project for anyone who is knowledgeable about website design and willing to help. All ideas welcome. Please contact AzAHQ if you can help!

***EVER WANTED TO BE INVOLVED IN AQA QUALITY ALLIANCE?***

***HERE'S HOW!***



**2012 Performance Excellence Awards Program**

The **Arizona Quality Alliance (AQA)** is proud to announce the 2012 Performance Excellence Program is underway!

**“How to Drive Improvement in Your Organization”**

By applying for an Arizona Performance Excellence Program award, you are taking a major step to improve your organization's performance and growth. Because of the learning inherent in completing the application and in the feedback you will receive, the effort that goes into applying for the Award should result in a significant return on your investment. The process will help you prioritize opportunities for improvement and identify strengths to celebrate. As a result, the rate at which your organization improves should accelerate.

The information for 2011 can be found on our website at:

[http://arizona-excellence.com/SQA\\_Program/Awards.htm](http://arizona-excellence.com/SQA_Program/Awards.htm)

The 2012 schedule is posted and additional forms and information for 2012 will be posted by March.

The deadline for the Intent to Apply form is **April 30, 2012** and we will be offering a workshop on “Making Your Application the Best It Can Be” in order to get you started early on completing your formal application which will be due on **July 13, 2012**.

## **Become an Examiner**

We are offering the opportunity for you to be trained and serve as a member of the AQA Performance Excellence Program **Board of Examiners**.

Being an Examiner can be a powerful learning experience and a valuable professional development step for any individual.

### Benefits include:

- ✦ Develop or refine YOUR analytical, teamwork, interviewing and writing skills
- ✦ Build and expand YOUR professional network and resume
- ✦ Increase YOUR ability to assist YOUR organization in continually improving its management systems and processes
- ✦ Learn firsthand of innovative approaches utilized by leading Arizona companies
- ✦ Receive continuing education credit for the training and examiner experience

### You will learn how to:

- ✦ Use national Malcolm Baldrige award criteria to understand and evaluate an organization
- ✦ Conduct an effective assessment of quality performance
- ✦ Develop and provide non-prescriptive feedback in a management report
- ✦ Develop a strong understanding of a global set of guidelines for running an effective company
- ✦ Evaluate the quality systems of a range of organizations, from small and large manufacturing, healthcare, education and service companies to public sector organizations.

To be considered as a “*potential examiner*”, submit an “Examiner Application” by **May 11, 2012** for the 2012 program. Examiners who have previously served must apply each year.

Examiner applications and the Program Schedule for 2011 can be found at: [http://arizona-excellence.com/SQA\\_Program/Awards.htm](http://arizona-excellence.com/SQA_Program/Awards.htm) . The 2012 information will be posted by March 2012.

Should you have any questions, please don't hesitate to contact the Arizona Quality Alliance (AQA) office at 480-874-5815 or Karen Shepard at [kshepard@arizona-excellence.com](mailto:kshepard@arizona-excellence.com)

We look forward to working with you!

## The 2012-13 AzAHQ BOARD

<b>Position</b>	<b>Name</b>	<b>Credentials</b>	<b>Employer</b>	<b>Title</b>
President 2012-2013	Susan Duffy	R.N., MBA/HCM, CPHQ	Scottsdale Health Care	Consultant/Supervisor , Quality Outcomes
Past President-Elect	Vacant			
Past President	Jeanne Stueland	R.N., BSN, MPA, CPHQ	Scottsdale Health Care	Consultant, Quality Outcomes
Secretary	Allen Anna	MPH	Az Dept of Health Services	Quality Management Specialist II
Secretary-Elect	Sandy Tsang	MT, CIC	Yavapai Regional Medical	Director of Risk/Quality
Treasurer	Ellen Kane	RN, MSN, CDE, CPHQ	Catholic Healthcare West (now Dignity Health)	Quality Specialist
Treasurer-Elect	Vacant			
Communications Team Lead	Elizabeth Maish	RN, MSN. CPHQ	Joint Commission Resources	Lead Consultant, Southwest Region
Communications Team Lead-Elect	Vacant			
Education Team Lead	Sallie Weems	MBA, CCMEP	Catholic Healthcare West (now Dignity Health)	Program Manager
Education Team Lead-Elect	Andrew Kopolow	MPA, MSW, CPHQ	United Health Care	Senior Project Manager
Membership Team Lead	Michelle Bagford	RN, MA, CPHQ	Phoenix VA Healthcare System	Associate Chief Nurse
Membership Team Leader Elect	Vacant			
Member at Large	Jennifer Wolfe- Pearce	RN, BSBA, MBA, PMC, CPHQ	Scottsdale Health Care	Consultant, Quality Outcomes
AzAHQ Association Manager	Holly Grems	RN, BS, BSN, MHA, CPHQ	John C Lincoln Health Network	QM Analyst, QA Coordinator

**This is your 2012-2013 Board! You can see that there are three vacant positions. Serving on a Board can develop important relationships with other professionals and build leadership skills. We are looking for energetic Quality Professionals! If you are interested in becoming involved in AzAHQ at the Board Level, please contact [azahqassociationmanager@juno.com](mailto:azahqassociationmanager@juno.com). Questions, comments or requests should also go to the same Email address. We'd love to hear from you!**

## The AzAHQ President's Message

*Susie Duffy RN, MBA/HCM, CPHQ*

### President's Message

It is with great excitement that we start another year as the Professional Organization for Quality in Arizona. Our membership and financial success has grown significantly in recent years and I am honored to begin my "term" as President.

Our association is proud to have membership representation from many healthcare settings including acute care, ambulatory care, home and long term care, mental health, physician practice, and managed care. The board and members continue to "inform" our strategies and offering due to the wide array of settings and experience that we all have.

There are a number of ways that you, our members can be involved in furthering the Healthcare Quality in our state. First of all, check out our website. On [www.azahq.org](http://www.azahq.org) you will find our tools for professional growth via:

- Links to other Quality Healthcare Associations
- Current and archived Newsletters
- Information on Educational Opportunities to earn CEU's and network with peers
- Presentations from prior Educational Conferences
- Information on Scholarships and Grant opportunities related to Healthcare Quality
- Membership directory and links to provide feedback and suggestions for educational topics and forums

Secondly, follow us on LinkedIn. Simply access LinkedIn, and then search for AZAHQ. You are in!

[www.linkedin.com](http://www.linkedin.com)

We have a great year ahead for Educational Opportunities-please save the dates!. Please mark your calendars and invite your peers to attend at least one of our 2012 Educational Conferences listed below.

- **April 13, 2012 - *The Changing Landscape of Healthcare Quality* - Phoenix Airport Hilton**
- **June 22, 2012 (1/2 day conference) – Flagstaff Medical Center: *More information coming soon!***
- **September 1, 2012 – CPHQ Review**
- **November 2, 2012 – *More information coming soon!***

If you are not a current member of AzAHQ, please consider joining. It's a great way to network, receive CEUs and keep current in our fast changing industry (As noted by our Spring Conference ***The Changing Landscape of Healthcare Quality***). If you are a member, thank you for your support! I greatly look forward to working with our, our members, in the coming year! Please see the contact information for myself and the other board members and never hesitate to contact any of us for information about AzAHQ, NAHQ, the CPHQ certification, and educational topics you would like to see covered. Let's work together.

Sincerely,  
*Susie Duffy RN, MBA/HCM, CPHQ*



# Joint Commission Spotlight

## Using the tool box

Elizabeth Maish, RN, MSN, CPHQ



I am often asked about the resources I use to comment on or assess processes in healthcare. There is some assumption that the Joint Commission Accreditation Manuals are the *be all, end all* in terms of “compliance”-they are really informative (I am partial..), however, there are many other entities that those of us in Quality and Safety, should be studying and learning from. These other entities do a lot of the “heavy lifting” by compiling Meta Analyses of data, providing tools and resources that help with our examination of a problem and simply state the obvious so we are validated in our assessments.

What we do to improve Quality and Safety in Healthcare has a great deal to do with understanding best and evidence based practices and how those practices may be used in our respective settings. This knowledge does not come to us as we sleep (we wish), but rather requires a good bit of quiet study, reading, and sometimes discussion with others, some of the content experts.

Some of the “Must Have” resources can sit right on your desktop. Here are a few of my favorites (and why). Using them a lot will help you learn how to navigate.

Yes, it takes time to study and we don't have much of that. But...There are ways to study certain questions deeply through venues like a department Journal Club, Performance Improvement groups, scheduling 1-2 hours a week to read something. It will energize you and also help to realize, yes, it can be done.

Let me give you an example. I spend a lot of time assessing Patient Flow in Hospitals and in ambulatory care settings. There is a lot science around tackling this problem. Obviously, we all are aware that this an extremely matrixed, complex system and involves much more than simply moving our patients in and out of the hospital or focusing on one department.

There a growing body of work in the literature that speaks to measuring Flow(s), how design affects

[www.cdc.gov](http://www.cdc.gov) The last word on Infection control practice. They are the basis for many standards and expectations. They have resources on virtually everything from the mundane (cardboard in clean areas) to the weird (parasitic diseases all over the world).

[www.jointcommission.org](http://www.jointcommission.org) I get the daily alerts, new standards, potential standards, requests for field review, and so much more.

[www.centerfortransforminghealthcare.org](http://www.centerfortransforminghealthcare.org) This group (Part of The Joint Commission), is working through the chronic problems of our times...painstaking and detailed descriptions of problems solved are inspiring and helpful. There are tools available.

[www.ahrq.gov](http://www.ahrq.gov) The gateway to evidenced based practices....great articles on the many questions we have, a very searchable site.

[www.ihl.org](http://www.ihl.org) Groundbreaking and innovation are the two words that describe IHI. Something for every one of us, with many free resources.

[ismp.org](http://ismp.org) The Resource for anything related to Medication Management in Healthcare. Supportive data, case studies, and a strong connection to the FDA make this a pre-eminent site for anything Meds.

[www.nahq.org](http://www.nahq.org) Our professional organization. This is the conduit to help make change in our profession, as well as access many resources and materials.

[CMS.gov](http://CMS.gov) Big site, sometimes unwieldy, and absolutely essential to our world. The search can be frustrating, but the more you are on it, the more you get out of it. Lots of useful alerts and List Serves to sign up for.

[ncqa.org](http://ncqa.org) The standards for the Ambulatory environment...

flow, what best practices appear to be, and how certain functions and roles must change to make throughput and flow work *for the patient*.

Wondering if I would see such practices and models in place, I visited a client last week-lo and behold, several best practices and models were working. Was it perfect? No, but it ran well, and there was not one “player” (including the patient) that did not know status of bed, and what was holding things up....Most of the time, it worked smoothly....Frustration was low, staff were working with stable processes and were bent on getting the patient to the right bed. A cultural shift had occurred and it was apparent to all. I left feeling both inspired and proud. We can do this and so much more. Let’s learn from others and study up!

**[www.aorn.org](http://www.aorn.org)** Current focus of mine-addresses Sedation Practices and comments on a vast number of OR and Periop practices. Sets Standards.

**[www.heart.org](http://www.heart.org)**: The last word on cardiac care....

