



AzAHQ is an affiliate of:
NAHQ
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AzAHQ Network

Fall 2012

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The 2012 Fall Conference

With *Craig Clapper, Founding Partner,
Chief Knowledge Officer, HPI

<http://www.azahq.org/education/index.html>

November 2, 2012 Fall Workshop **Register Online!**

Navigating Through the Quality Continuum
- 7:30am Registration
- 8:00am-4:30pm Program

Hilton Phoenix Airport
2435 South 47th Street
Phoenix, AZ 85034

March 8, 2013 Spring 2013 conference

Watch the web for more info

**Arizona Association for
Healthcare Quality**

www.azahq.org

Please submit articles, comments, and other
correspondence to:
azahqassociationmanager@juno.com



**2012 Fall Conference
Friday, June 22, 2012
Details are posted at
www.azahq.org**

**Click on Education or
Check your email from AzAHQ**



**Have a passion for website design?
AzAHQ needs you!**

AzAHQ would like to revamp www.AzAHQ.org. 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](http://www.azahq.org) if you can help!

**A couple of us were able to see Craig Clapper close out the 2012 NAHQ Conference. I have seen Craig speak a few times now and have always been inspired. He really knows his stuff. He seems to be getting better and better at what he does. We left the conference energized, educated, and ready to take on the hard work we do. I highly recommend that if you haven't registered yet for the Fall Conference, you do so. Elizabeth M. Maish, RN, MSN, CPHQ, EDAC.*



I had the pleasure of meeting Jaclyn in person at the NAHQ Conference in Tampa ((/20/12). It was really rewarding to meet the recipient of this grant-While she voiced her gratitude, she also presented as a poised professional. She is a Performance Improvement Nurse at Sierra Vista Regional Health Center. Below is her letter article for submission to this newsletter that describes the experience and benefits of obtaining her certification. We hope there are many more of you in our state that wish to achieve this prestigious goal...Please keep an eye out for communications from the Board at AzHHQ that ask for grant requestors. Best of luck to all of you! Elizabeth M. Maish, RN, MSN, CPHQ, EDAC

CPHQ

Jaclyn Hunter RN, BS, CPHQ

It has been close to a year since I was awarded the 1st Annual AzAHQ Certification Grant. It's hard to believe that so much time has already passed. Since receiving my award, I attended a CPHQ Review course with Nancy Claflin and subsequently passed the CPHQ exam. So what does this mean for me now?

First of all, just receiving this grant gave me the encouragement to take the exam. It was something that I knew that I wanted to do, once I realized that I "found my niche in nursing". I was nervous, doubted myself, and did not want to FAIL. Knowing how much information is covered on the exam, I must say I was a little intimidated. I work in a rural hospital setting in southeast Arizona, and I was the "newest in the field of quality" and the only one in my department that was not CPHQ

certified. My employer was not pushing me to get certified, however they were very supportive of my decision to pursue my certification. Since passing my exam, I am more confident in my knowledge as a quality professional.

It is funny how passing this exam has made me feel like a whole new person, “On Top of the World”, like I am starting a whole new career. I never realized it would be such a “high”! Well, now that it’s over, I find myself much more assured in my performance improvement related interactions with others throughout our organization. I am very proud of my CPHQ Certification, and although it has only been three weeks since I took my exam, I am seeing how my career can and will be impacted. I am already motivated to further my education.

Our organization recently joined a national collaborative for patient safety. Participating allows me to network with other quality professionals and promote rapid cycle improvements with small tests of change. This provides me the opportunity to utilize my new found knowledge. I am confident of my ability to encourage and facilitate these improvements within individual departments and throughout our organization. I am keenly aware of my professional growth in the short time since my certification and can see more opportunities continue to present themselves.

In September, I have the opportunity to lead a team for a poster presentation demonstrating the improvement efforts we have made for our heart failure patients at the NAHQ Conference in Florida. This is an exciting opportunity, and I look forward to sharing our successes with other organizations, allowing us to network and learn even more ways to improve care for our patients.

I am so grateful to the AzAHQ for providing me with this grant and giving me the motivation to take the exam. I know it is a career advancement that I will value throughout my professional years. Thank you.

News You Can Use!

This new feature of the AzAHQ Spotlight is designed to bring you practical information you can put into practice right away. If you have suggestions for future topics, please send them to azahqassociationmanager@juno.com.

Behavioral Health Quality and Program Management Resources

Arizona Association for HealthCare Quality has partnered with the Agency for Healthcare Research and Quality (AHRQ), on an important initiative, enabling us to offer you and your patients free evidence-based guides that summarize the benefits and risks different treatment options for common health conditions based on patient-centered outcomes research.

From our partners at ARHQ: Please see this updated library of mental health materials: [\[http://www.ahrq.gov/clinic/partners/ptoolmh.htm\]](http://www.ahrq.gov/clinic/partners/ptoolmh.htm).

Highlights of the updated mental health resources in AHRQ's Effective Health Care Program library include:

* Easy-to-read summaries comparing the risks and benefits of antipsychotic medications for adults and children, as well as the use of medications and non-pharmacological treatments for

depression

* Continuing education modules (CME/CE) on traumatic brain injury interventions, alcohol misuse counseling, depression treatments, and antipsychotic medications

These products are the latest in a growing library of free research reviews, English and Spanish patient summaries, and continuing education activities. Visit AHRQ's Effective Health Care Program Web site [<http://go.usa.gov/56l>] to download the latest publications and products on mental health and many other health conditions. For updates on new products and other news, subscribe to the EHC Inside Track newsletter [<http://www.ahrq.gov/clinic/insidetrack/#art1>].

This important library of materials is designed to make it easier for patients and clinicians to make decisions together.

Thank you for allowing me to serve. Some of you are aware that I have resigned from the Board effective this year. I am focusing both on work, board, and community efforts closer to home, which is Tucson, AZ. In the work world, I have accepted a VP Chief Nursing Officer role at Tucson Medical Center and will start in early November. Joint Commission Resources has been a great precursor to my new role and I will always be very grateful for the experiences I have had doing this work.

I have greatly enjoyed hearing from and meeting so many of you! There's nothing like connecting and knowing that we all face similar challenges. It also reinforces the knowledge that we will make progress in keeping our patients safer with such an esteemed group of members working on the problems. Remember to mentor your colleagues to join our association...It can only benefit them. The Spring Conference is going to be incredible, with world-class speaker Sandy Murray. The tentative conference title is "Accelerating the Rate of Improvement." With that, I thank you all for the support of our State Chapter! I will see you at the conferences! Elizabeth Maish