



Advancing Healthcare Quality in Arizona through leadership, education and communication.

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AZAHQ SPRING CONFERENCE

Lean 6 Sigma—Advancing Healthcare Performance
3/27/15
 7:00am Registration
 8:00am – 4:30pm Program
 Health Services Advisory Group (HSAG)
 3133 E. Camelback Rd., Suite 100, Phoenix
 NOTE: Register now because seating is limited.
 7.0 CPHQ credits pending.
 Includes breakfast and lunch.
 Please use our online registration:
<http://azahq.org/education>

ARIZONA RECEIVES CMS MODEL DESIGN AWARD

On December 16th, CMS announced grants for the State Innovation Model Initiative, Round 2. Although Arizona did not receive a Model Test award, it did receive a Model Design award to "create and refine its proposal

for multi-payer and health delivery system transformation." More information about the SIM Round 2 awards can be found on the CMS website.



NAHQ NEWS

Webinars. Whether you are new to the world of healthcare quality or if you have been here for over a decade, NAHQ has an event that is perfect for you. Learn healthcare quality basics in our Introduction to Healthcare Quality courses, take the next step and prepare for your CPHQ credential with a CPHQ Review Course, or simply gain overall quality knowledge within the industry by attending the Annual Educational Conference. [Click here](#) to view a list of educational webinars.



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National Quality Summit. Join your peers in this critical conversation about the continuum of care. In the fast-paced evolution of healthcare delivery, managing the quality of transitions is recognized as a critical need along the continuum for every episode of care.

Logic is the beginning of wisdom, not the end.
~Leonard Nimoy

Studies between inpatient and outpatient settings tell the story of patient safety issues and quality deficiencies. A 2009 study from the *Journal of Hospital Medicine* found that 1 in 5 patients discharged from the hospital to home experienced an adverse event within three weeks of discharge.

The cost of poor discharge planning is \$12-\$44 billion annually, according to the *Annals of Internal Medicine*. Preventable hospital readmissions that occur within 30 days of discharge are estimated to cost Medicare of \$15 billion a year, according to a report from the National Quality Forum.

How can we bend the curve to improve the experience and the level of care for every patient? Join your colleagues who share a passion for working through the challenges of safely transitioning patients along the healthcare continuum at the National Quality Summit in April 2015. Visit NAHQ.org for information about the summit.

UPCOMING AZAHQ EDUCATIONAL EVENTS

Check our [website](#) for ongoing information about our educational events.

WEBCAST: ELIMINATING PATIENT HARM: STRATEGIES AND PRACTICAL TOOLS

Wednesday, March 25, 2015, 11am MST

Healthcare quality and patient safety are top of mind for consumers and payers alike. The healthcare environment is complex and dynamic, therefore an organized team approach is needed to address issues and create change.

This webinar will focus on strategies to create an infrastructure capable of identifying, investigating, and eliminating patient harm. These strategies are applicable to both individual hospitals and those that are part of a healthcare system. Valuable lessons learned from experience as well as integration with high reliability organization concepts and lean daily management will be discussed.

Speaker: Debbie Nihill, Director for Quality Management at Mercy Hospital in St. Louis, MO

NAHQ Members: \$49 / Nonmembers: \$79

1 CPHQ CE

[link to register](#)



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AZAHQ TAX EXEMPT STATUS UPDATE

Our application for tax exempt status was approved in December 2014.

THE NEW AZAHQ.ORG

AZAHQ activated the new website (with member management capability) in late January. The new site has improved functionality for members and Association leadership that includes better membership and event attendance tracking, the ability to send messages to other members, join group discussions (to be set up in the future) , add a photo of yourself, easily change your notification settings, and set up automatic renewal of your membership if so desired.

Since going live with the new web host (Silkstart), we have been working on resolving access issues that are mostly related to internet browser usage. There are some people who have to use Internet Explorer (IE) 6 or 7 at work - some institutions, including universities and hospitals, are locked into older software that requires Internet Explorer to work properly. For those people, we recommend trying again from home, using a different browser. As Microsoft is ending support for these browsers in January 2016, we expect that these institutions will be updating their browsers over the next year or so. Since we do support IE 8, these types of issues should become less common over the next year. Browsers that have been working well are Safari, Firefox, and Google Chrome, all of which can help bridge the time period until your institution or personal systems are updated to more current technology.

For those of you who do use IE8 or one of the suggested browsers and experience issues, please help us improve the site by sending me screen shots of errors or a description of what you were trying to do and what happened. Please let us know if you are having problems with logging in – especially when setting up your initial password. You can contact us at azahq@juno.com.

Thank you all for your patience as we work through implementation issues.



HAVE YOU JOINED A SIG YET?

If not, you're missing out on great opportunities to network and share ideas! NAHQ Members are invited to join any of NAHQ's special interest group (SIG) discussion communities on the NAHQ Network. Visit www.NAHQ.org/sigs for instructions on how to sign up for a SIG. You can choose to receive no emails (and read all posts online), daily e-mails or a digest of messages. Take advantage of this popular member benefit and sign up today!



Association for Healthcare Quality of Arizona, Inc.



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QUALITY PROFESSIONALS ARE IN DEMAND

By Ellen Kane, RN, MSN, CPHQ
AZAHQ Communications Team Lead Elect

The article “Quality professionals in demand post-health reform” that appeared in the February issue of *Hospital Peer Review* newsletter pointed out the need for quality staff to have more and/or specialized skills in quality. The article states NAHQ listed 770 current job listings for quality professional and even more if you looked at other sites such as LinkedIn.

L. Dale Harvey, MS, RD, a patient safety fellow and director of performance at VCU Health System in Richmond, VA has several positions in Quality that have been difficult to fill. She felt it was partly due to varying skills and competency with those who apply. Ms. Harvey feels there is little standardization in skills in the quality profession. Possessing NAHQ’s certification (CPHQ) shows the candidate has the basics of quality but with all the changes that have taken place and will continue to change in the future, she is looking for more in a candidate. Other Quality Directors also spoke to the need for staff to have specialized skills but this makes them self-limiting and are unable to move to other positions in Quality.

Mary Huddleston, RN, BSN, MHSE, CPHQ, FNAHQ current President of NAHQ, informed the writer that NAHQ is working on “The Competency Project” designed for the competencies needed in the future. It will be based on mastering six (6) core competencies: health data analytics; population health and care transitions; patient safety; regulatory and accreditation; quality review and accountability; and performance and process improvement. There was no mention of when the project would be completed and rolled out to the members.

Reference: “Quality professional in demand post-health reform”, *Hospital Peer Review*. Vol. 40(2), 13-16



CHANGE MADE TO AZAHQ’S LINKEDIN GROUP

<http://www.linkedin.com/groups/Arizona-Association-Healthcare-Quality-3895572/about>

We recently made the AZAHQ LinkedIn Group available to all. Please take a moment to invite your colleagues and other LinkedIn connections to join the group.

Past discussions/posts have been archived in a members-only area.

NCQA SEEKS EARLY ADOPTERS FOR CONNECTED CARE EVALUATION PROGRAM

The National Committee for Quality Assurance is recruiting early adopters for its newest delivery system evaluation program, Patient-Centered Connected Care™ Recognition. As more Americans receive care in nontraditional settings—such as retail-based clinics, urgent care centers and employer-based facilities—care



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can be fragmented. Patients may not have a practitioner who manages and tracks their care, leading to quality gaps. NCQA Patient-Centered Connected Care Recognition will evaluate sites delivering outpatient health care that communicate effectively with a patient’s other providers—especially primary care providers that constitute a patient’s “medical home.” The result is integrated, patient-centered care for patients receiving care at multiple different care delivery sites. Patient-Centered Connected Care Recognition uses evidence-based standards to evaluate how care teams collaborate with patients and how a care site connects to other providers.

Early adopters receive:

- A discounted survey fee.
- A complimentary Webinar training session.
- A free copy of standards and guidelines.
- As the first to earn the NCQA seal for Patient-Centered Connected Care, early adopters also:
- Demonstrate their commitment to patient-centered care.
- Show they are ready to partner with primary care providers.
- Support patients’ health and improve patient experience by connecting them to the right resources, at the right time.
- Improve processes and procedures by evaluating them against best practices.
- Endorse readiness for value-based contracts between payers and recognized sites.

For information on becoming an early adopter, visit www.ncqa.org/connectedcare or call 202-750-5433.

CMS’ eHEALTH UNIVERSITY PROVIDES FREE RESOURCES FOR QUALITY

[eHealth University](#) provides free videos and fact sheets about quality measurement and quality reporting.

GREATER ARIZONA INTEGRATED RBHA AWARDS ANNOUNCED

In December, Arizona Department of Health Services awarded contracts for the Northern and Southern regions of the state to Health Choice Integrated Care (HCIC) and Cenpatico Integrated Care. HCIC will serve as the RBHA for the Northern Region and Cenpatico will serve the Southern Region. Integrated Regional Behavioral Health Authorities (RBHAs) will integrate physical and behavioral healthcare for Seriously Mentally Ill (SMI) Arizonans.

CMS RELEASES NEW PROPOSAL TO IMPROVE ACOs, SHARED SERVICE PROGRAM RESULTS

The Centers for Medicare & Medicaid Services (CMS) recently released a proposal to strengthen the Shared Savings Program for Accountable Care Organizations (ACOs) through a greater emphasis on primary care



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services and promoting transitions to performance-based risk arrangements. The proposed rule reflects input from program participants, experts, consumer groups, and the stakeholder community at large.

CMS Administrator Marilyn Tavenner said, “This proposed rule is part of our continued commitment to rewarding value and care coordination – rather than volume and care duplication. ”

The Shared Savings Program now includes more than 330 ACOs in 47 states, providing care to more than 4.9 million beneficiaries in Medicare fee for service. Recently, CMS announced first year Shared Savings Program (SSP) results:

- 58 SSP ACOs held spending below their benchmarks by a total of \$705 million and earned shared savings payments of more than \$315 million.
- Another 60 ACOs had expenditures below their benchmark, but not by a sufficient amount to earn shared savings.

Read the rest [here](#).

THE JOINT COMMISSION’S NEW CAMPAIGN TO EDUCATE PUBLIC ON MEDICAL IMAGING

Health care organizations and providers now have access to a new Joint Commission public service campaign “Speak Up™: X-rays, MRIs and other medical imaging tests.” The campaign, written in easy-to-understand language for patients, highlights the benefits and risks of medical imaging tests and outlines suggested precautions. Read the rest [here](#).

CONTRIBUTE AN ARTICLE OR IDEA FOR THIS NEWSLETTER

We are seeking articles and ideas for our next newsletter! Please [email them to Audrey Benenati, Communications Team Lead](#).

AZAHQ 2015 BOARD MEMBERS

| POSITION | NAME | Credentials | Employer | Work Title |
|-------------------------------------|------------------|--------------------|------------------------------|---------------------------------------|
| President 2014 - 2015 | Michelle Bagford | RN, MA, CPHQ | Phoenix VA Healthcare System | Chief of Quality Safety & Improvement |
| President Elect (vacant even years) | Mark Patton | CPHQ, BS | | |

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| POSITION | NAME | Credentials | Employer | Work Title |
|------------------------------------|-----------------|------------------------|---|---|
| Past President 2012-2013 | Susie Duffy | R.N., MBA/HCM, CPHQ | Scottsdale Health Care | Consultant/Supervisor, Quality Outcomes |
| Secretary 2015-2016 | Regan City | MSHS, PA-C, CPHQ | Scottsdale Medical Imaging Ltd | Quality Manager |
| Secretary Elect (vacant odd years) | | | | |
| Treasurer 2015-2016 | Andrew Kopolow | MPA, MSW, CPHQ, PMP | UnitedHealth Care | Senior Project Manager |
| Treasurer Elect (vacant odd years) | | | | |
| Communications Team Lead | Audrey Benenati | MHA, CPHQ, CHTS | Aetna Medicaid | Quality Manager |
| Communications Team Lead Elect | Ellen Kane | RN, MSN, CDE, CPHQ | St Joseph's Hospital and Medical Center | Quality Specialist |
| Education Team Lead | Benjamin Keeler | RN, BSN, PCCN | Flagstaff Medical Center | Quality Manager |
| Education Team Lead Elect | Jennifer Tonges | BA | Cenpatico | QI Specialist |
| Membership Team Lead | Alexis Megeath | BSIE, CPHQ, PMP, CSM | Matrix Health | |
| Member at Large | Jeanne Stueland | RN, BSN, MPA, CPHQ | Scottsdale Health Care | Consultant, Quality Outcomes |
| AzAHQ Association Manager | Holly Gremis | RN, BS, BSN, MHA, CPHQ | John C Lincoln Health Network | QM Analyst, QA Coordinator |