



# AZAHQ FALL NEWSLETTER

## AzAHQ FALL CONFERENCE

**WHEN: Friday, November 10**

**Registration: 7-8 am**

**Conference: 8 am-4:30 pm**

**Breakfast and Lunch Provided**

**WHERE: HonorHealth Scottsdale Shea Medical Center**

**9003 E Shea Blvd, Scottsdale, AZ 85260**

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

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## HEALTHCARE CONNECTIONS: AFFORDABILITY AND ACCOUNTABILITY

**BY MARK PATTON, CPHQ, CSSGB, PRESIDENT OF AZAHQ**

Earlier in the year we reviewed how access and alignment are concepts to stay with us in the ever evolving changes to healthcare. In this article we will tackle two concepts that are mentioned frequently in the news, by healthcare entities, and even by patients. Those concepts are affordability and accountability. When it comes to affordability much of the attention is devoted to the premiums and co-pays related to insurance coverage. We have seen among those who deliver care and those who receive care a great deal of focus to better define who and how to accomplish accountability.

A recent publication released in September 2017 by the Texas Medical Center Policy Institute included a survey of over 9,000 consumers and 450 physicians across 15 states. It was evident from this survey that consumers and lawmakers have much different views on affordability. Here are some findings to consider from the survey:

A disconnect between consumers and lawmakers on amount of income towards affordability

- Consumers = 2% Lawmakers = 8.2%

Since Arizona was one of the participating states in this survey the results might help us to think about the perspectives of our population.

- 38% find their out-of-pocket healthcare expenses unaffordable
- 47% say they “cut back” on other expenses to pay for healthcare
- 59% pay more out-of-pocket than 2 years ago
- On quality; 46% “worry” about the quality of health care
- 35% say the quality of their healthcare is worse than 2 years ago

While we may not always see our role in quality to move the needle on making healthcare affordable, understanding what is on the minds of those who receive care in our organizations is an important consideration for shaping our quality agenda. Our ability to connect quality outcomes may in fact influence perceptions about affordable care.

Accountability in healthcare has rapidly evolved in recent years with pay for performance and new entities such as ACOs, medical homes, accountable health communities.

To help examine the concept from a quality perspective an article from the New England Journal of Medicine in 2010 titled “Accountability Measures – Using Measurement to Promote Quality Improvement”, still has relevance to us in 2017. According to the Joint Commission late last year “quality measures that meet four criteria designed to identify measures that produce the greatest positive impact on patient outcomes when hospitals demonstrate improvement”:

- Research: Evidenced based care
- Proximity: Connecting care processes closely to outcomes

- Accuracy: Measures will accurately assess the care process
- Adverse Effects: Unintended adverse consequences are limited with implementing care processes

As organizations are required to become more accountable for the delivery of optimal healthcare our roles in quality get more important to track the outcomes on that journey. Our ability to make the connections of quality to both affordability and accountability is sure to enhance the value to those who receive care, the patients we serve.

## SPIN THE WHEEL FOR HEALTHCARE QUALITY WEEK

BY DENISE BETCHER, MSN, RN, CPHQ

At my organization, we have a Nursing Quality Subcommittee (NQS), which is comprised of direct care nurses from inpatient, procedural and ambulatory units along with quality specialists and nursing supervisors and managers. As a quality subcommittee, we decided that we wanted to celebrate Healthcare Quality Week and promote quality in our organization. We recognized that many of the staff at our healthcare organization were not very knowledgeable about healthcare quality so our goal was to promote and educate about healthcare quality. The NQS members decided to have a Spin the Wheel game with quality-related questions to provide education in a fun and engaging manner. The categories of questions included nursing sensitive quality indicators, patient satisfaction, Joint Commission, Infection Prevention, DMAIC and PDSA frameworks, and graph interpretation.

It was a great learning opportunity for the NQS members because all members were asked to write questions for the different categories and provide the answers. On the days of the event, we set up a table in our cafeterias, which were manned by NQS members as well. Staff was invited to spin the wheel and answer a quality question as they were coming and going from lunch. Halloween candy was the reward for spinning the wheel regardless of whether the question was answered correctly. In addition to nurses, we had all other disciplines playing the game and answering questions.

The event was such a success last year that the direct care nurses on the Nursing Quality Subcommittee are taking the lead to have a similar event this year during Healthcare Quality Week.



## BENEFITS OF AZAHQ MEMBERSHIP

### Membership has its benefits!

If you are involved in the healthcare industry, you are eligible to join AzAHQ. At only \$35/year, membership in AzAHQ is a bargain. Benefits include:

- Discounts on continuing education programs which are offered 3 times per year. Attending just one of these conferences pays for your membership, and you'll earn CPHQ continuing education credits!
- Networking opportunities with colleagues in many areas of healthcare.
- Voting in AzAHQ elections.
- Leadership opportunities, including eligibility to serve on the AzAHQ Board.
- Eligibility for CPHQ certification grants.
- Reduced fees to post ads on AzAHQ webpage.
- Increasing the breadth and depth of your knowledge as a healthcare professional.

To join AzAHQ, or to obtain additional information, please visit our website at [www.azahq.org](http://www.azahq.org)

## MIND YOUR Ps AND Qs: HEART, HEAD, HEART

BY MONICA ZYLSTRA , LPN

I recently played an alphabet game where participants gave a word for each letter of the alphabet. My letter was "Q". And, of course, I said "quality". For most quality practitioners "Ps" and "Qs" take on a different meaning. They tend to indicate the performance and quality we find in the world we deal in daily.

Sometimes, P and Q can evoke memories of childhood and elementary education. There is the phrase "mind your Ps and Qs" which may have been said to you by our parents and teachers. The frequency that you may have heard this can often relate to how well behaved you might have been in elementary school or growing up in your household. Some well-behaved children may not have heard this often. Others that had a difficult time behaving might have heard this more often.

The etymological meaning to the phrase "Mind your Ps and Qs" is an English expression meaning "mind your manners," "mind your language," or "be on your best behavior."

It seems of late that this sentiment has a need to be a repeated expression more in our daily dealings with each other, irrespective the level of professional status you may be interfacing. However, it should be in our minds and used in our daily dealings with people in all our professional, social and family interactions. As an example, salutations like "Good Morning" and common courtesy phrases like "Thank You" are two great places to start. Unfortunately, with the stress of the professional workplace, these can often be overlooked.

Daniel Goldman (2006) writes in his book Social Intelligence (Goldman, 2006) that social awareness refers to a spectrum that runs from instantaneously sensing another's inner state up to understanding the feelings and thought in complicated social situations. Goldman continues when he elaborates this awareness includes; 1)

feeling with others, 2) listening with full receptivity, 3) understanding another person’s thoughts and, finally, 4) knowing how the social world works. The socially aware individual that minds their Ps and Qs can function in each domain of this awareness. And, most importantly, interface to accomplish and convey the message of quality.

In an orientation class I once attended the Human Resource presenter gave an example on communication that has stuck with me. She said “heart, head, heart”. When communicating, start with your heart then your head and end the communication with the heart. When using this approach in communication you will never go wrong. The more heart, the more people will feel your caring, feel less anxious, trust you and internalize your message.

Let’s bring quality to all areas starting with our communication. Let us as quality leaders be mindful as we communicate to each other at all levels in all areas. We can make a difference.

## AZAHQ SOCIAL MEDIA PRESENCE

AzAHQ is now on Facebook and Twitter!




Arizona Association for Healthcare Quality

<https://www.facebook.com/pg/azahq>




AzAHQ  
@az\_ahq

[https://twitter.com/az\\_ahq](https://twitter.com/az_ahq)

### CURRENT BOARD MEMBERS

Name	Position
Mark Patton	President
Burton Korer	President Elect
Jeanne Steuland	Past President
Denise Betcher	Secretary
Regan City	Treasurer
Stefanie Turner	Communications Team Lead
Christy Hormann	Communications Team Lead Elect
Monica Zylstra	Education Team Lead
Mary Doyle	Education Team Lead Elect
Stacy Harley	Membership Team Lead
Ahmad Pardazi	Member at Large
Holly Grems	AzAHQ Association Manager

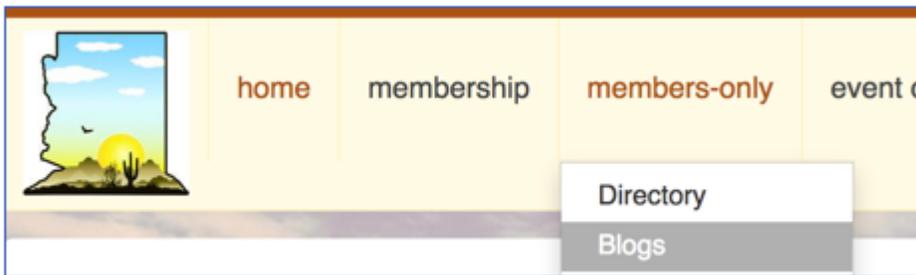
# AZAHQ WEBSITE UPDATES

BY HOLLY GREMS, RN, MHA, CPHQ

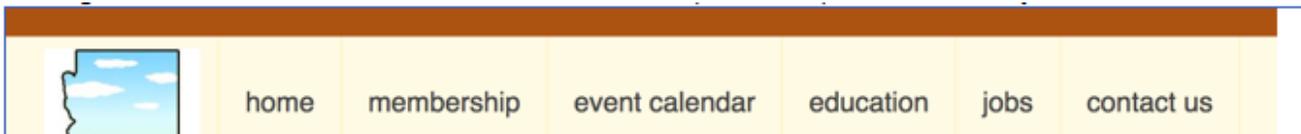
Silkstart (AZAHQ's web host) continues to make improvements to benefit active members. Two such improvements have been in the blogging and job posting areas.

AZAHQ has already transitioned to the new job posting process and is anxious to hear from you all on the blog.

**Blogging:** the blog is set up and ready for use. The link to the blog page is found in the 'members-only' drop-down menu after you have logged in. An e-mail message will be sent out to all site with our first topics. We look forward to hearing from you all on any topic! Your participation/use of the blog will enable us to refine its functionality.



**Job Posting:** A new job-posting process is under construction. The first phase is presentation consistent with other site page presentation. Postings are visible to all AzAHQ site visitors – membership is not required to see the jobs. The link is found at the top of the home screen



**Coming soon:** When all the links are set up and tested, jobs can be prepared for posting by the purchaser. After the job-posting page has been completed with all the details, the user will be taken to the payment-processing page (priced for members & non-members). After payment is complete, a message is sent to AZAHQ (manager) to review the posting & approve. All postings are for 30 days and can be renewed.

# SUMMER CONFERENCE EVALUATION

BY MARY DAVIS, PHD, RN, CPHQ

The 2017 Spring Conference was held on July 28 in Flagstaff. Evaluations were completed and have been reviewed by the Board of Directors. There were five presentations on a variety of topics.

- Ahmad Pardazi, Quality Management System
- Doug Mitchell, MACRA & MIPS
- Christy Pacheco, Chronic Pain Management
- Veronica Welch, Employment Services & Chronic Disease Management
- Maria Esposito, Employment Services & Chronic Disease Management

The speakers' knowledge of their topics received high satisfaction scores ranging from 94% to 100%. Achievement of objectives was rated as accomplished by all speakers with a range of scores from 86% to 93%.

Comments included appreciation of the Flagstaff setting with positive feedback on both speakers and topics. Other comments included suggestions to structure more opportunities for introductions and networking. Also appreciated were comments about which topics are more congruent with healthcare quality improvement projects and other practice issues.

Many additional comments were submitted both about individual presentations and the setting. Attendees reported overall satisfaction (97%) to the meeting room provided by Flagstaff Medical Center. The food service earned a satisfaction rating of 71%. In addition, interest in gluten-free and vegan options was reported.

- Many timely suggestions for further programs were offered:
- Successful initiatives for improving a culture of safety
- Opioid epidemic strategies
- Strategies of decreasing admissions and ED utilization
- Data and statistical techniques
- Stories of completed QI projects
- Effectiveness of coordinating projects across multiple settings

Thank you to everyone who took the opportunity to provide this feedback. The Education Team and board will keep it in mind as we continue planning the Fall and 2018 programs.

Actual comments:

- Excellent presentation. Very informative and useful, with real world examples.
- This was a good presentation and I learned some new tricks.
- Very knowledgeable. Good speaker for a tough topic.
- Nice example of Quality in a clinical practice
- This was a great introduction to the trainings provided by HCIC. Best kept secret.
- Excellent presentation, with good use of examples and humor in discussing an important topic.