



# AZAHQ SPRING NEWSLETTER

## PRESIDENT'S MESSAGE 2018

Greetings,

Healthcare continues to be a topic of concern for many individuals in Arizona and across the United States. Changes in both the private and public sectors will persist, ensuring the need to respond to market developments in the coming days. Within this often-uncertain environment is the need for quality outcomes for all users of healthcare services. But this alone will not meet the needs of our population. Healthcare providers must also deliver quality in patient satisfaction at the lowest possible per capita cost.

The Association for Healthcare Quality of Arizona is committed to providing our members with access to the latest education and resources on our scientific approach to quality. The Board members are hard at work in planning educational conferences for 2018 to meet this commitment. We expect to reach out to other healthcare associations as well as encourage our members to do so in spreading awareness of our unique abilities to participate in quality improvement across all settings. The future of healthcare quality does not reside in any one location or level of care. The scientific approach to quality within and across settings may be where essential solutions lie.

We encourage visitors to learn more about our organization and ask our members to prepare for a rewarding 2018!

Burton Korner, MSN, RN-BC, CPHQ, CADDCT

President 2018-2019



## SPRING CONFERENCE – APRIL 27, 2018

### Conference Title:

*Healthcare Quality: Models, Tools, and Recognition*

### Location:

HonorHealth Scottsdale Shea Medical Center

### CE Credit:

6 hours

Register at [AzAHQ/Education](http://AzAHQ/Education)

### Topics:

- DMAIC and Change Principles
- Lean Principles
- The Model for Improvement
- The Six Sigma Model
- Achieving CPHQ Recognition
- Accreditation in Stroke Care
- SWAE Performance Excellence Program



## Safety – Front, Center, and Top of Mind

By Mark Patton, CPHQ, CSSGB

Director of Quality, Banner Estrella Medical Center

During the past two decades we have seen “safety” becoming an increasingly important element in delivery of healthcare. With the “To Err Is Human” publication in 1999 there was a call for comprehensive efforts by healthcare providers, government, consumers, and others to address the issues around preventable medical errors. Safety has even become more front, center, and top of mind for healthcare organizations in recent years.

With fiscal year 2017 value based purchasing “safety” became one of the domains to increase the focus on preventing complications and healthcare associated infections. That “safety” domain started out to be 20% of the weighting under Value Based Purchasing and currently is 25% of the total performance score.

Safety has evolved as a central priority with organizations such as; Institute for Healthcare Improvement (IHI), National Patient Safety Foundation (NPSF), The Joint Commission, and the National Quality Forum. Recognition organizations like Leapfrog or Healthgrades have increased the attention given to performance across multiple safety indicators. Two of the organizations; IHI and NPSF merged in 2017 which will further magnify safety as connected to optimal quality of care.

As we look to 2018 and beyond it important then for us to understand the top priorities in the area of safety in healthcare. The Emergency Care Research Institute (ECRI) published an executive brief in March to help us focus on those top 10 patient safety concerns. ECRI does this to support healthcare organizations in their efforts to be proactive to identify and respond to threats to patient safety. Among the top 10 concerns they listed:

1. Diagnostic errors
2. Opioid safety across the continuum of care
3. Internal care coordination
4. Workarounds
5. Incorporating health IT into patient safety programs
6. Management of behavioral health needs in acute care settings
7. All-hazards emergency preparedness
8. Device cleaning, disinfection, and sterilization
9. Patient engagement and health literacy
10. Leadership engagement in patient safety

This kind of information can equip us in quality a knowledge base as we seek to support our respective healthcare entities along the journey of continuous improvement.



## LEADERSHIP BOARD 2018

President 2018-2019

**Burton Korner**

President-Elect (vacant even years)

Past President

**Mark Patton**

Secretary, 2017-2018

**Denise Betcher**

Secretary Elect (vacant odd years)

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Treasurer 2017-2018

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Communications Team Lead - Elect

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Education Team Lead

**Mary Doyle**

Education Team Lead - Elect

**Charla Bryant**

Membership Team Lead

**Ursula Fletcher**

Member at Large

**Ahmad Pardazi**

AzAHQ Association Manager

**Holly Grems**

## 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 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)

## AZAHQ SOCIAL MEDIA PRESENCE

AzAHQ is on Facebook and Twitter!



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



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

# FALL CONFERENCE EVALUATION

BY MARY DAVIS, PHD, RN, CPHQ

The 2017 Fall Conference was held on November in Phoenix. Evaluations were completed and have been reviewed by the Board of Directors. There were seven presentations on a variety of topics.

- Joanne Schlosser: How Are You Preparing For Your Next Step?
- Ann Mazuroski: Arizona Opioid Emergency
- Mark Patton: Back to the Future with Predictive Analytics
- Susan M. Duncan: Charting a Course for ADA Compliance
- Burton Korner: Patient Protection and Affordable Care Act Update - Impact on Coverage, Access, and Affordability
- Kimberly Shea: Is Big Data A Big Deal for Your Organization?
- Ken Komatsu: Public Health and Healthcare Quality

The speakers' knowledge of their topics received high satisfaction scores ranging from 88% to 100%. Achievement of objectives was rated as accomplished by all speakers with a range of scores from 66% to 100%. Additional comments acknowledged the caliber of speakers and their knowledge of presented content, with appreciation about how some detailed and complex material was presented. One participant summed it up as a "nice variety of information all relevant to all of quality".

Attendees reported overall satisfaction (100%) to the meeting room provided by HonorHealth Scottsdale Shea Medical Center. The food service earned a satisfaction rating of 96%.

Several suggestions for future programs were offered: innovation and quality; CMS Emergency Management requirements; new AHCCCS system of care, process improvement topics, behavioral health, risk management, and patient safety.

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 2018 programs.