

## Take UAHQ with You in 2016

UAHQ News

Spring 2016



Put a spring in your step with UAHQ

### In This Issue:

[President's Message](#)

[Committed to Healthcare Quality](#)

[You Speak, We Listen](#)

[We Want Your Posters](#)

[Get Involved](#)

[Buzzword: Immersion](#)

### A Message from Our President

I write this to you on a chilly spring day but maybe by the time you get it the weather will have changed. Like all other creatures this time of year, the board has been busily spring cleaning. We've dusted off the [website](#) and spruced it up with new content. We have [taken stock](#) of where we stand, as an organization, with you our members. And, last but not least, we are clearing a path to our Annual Education Conference. Our theme this year is ***Cast a Vote for Quality*** and we invite you to do just that by joining us on **Friday, September 30, 2016**.

I bring you news of national importance as well. Since its inception UAHQ has been a state affiliate of the National Association for Healthcare Quality (NAHQ). After much consideration over a multiyear period, NAHQ has decided to end this contractual relationship (affiliation) with the states. As a result of this decision UAHQ is required to remove all mention of NAHQ on our website by March 31, 2016, except for the allowed links on the resources page and links to NAHQ educational offerings. Please take a look at the [Future Relationship Summary](#) for details of what this new relationship means. If you would like more detailed information, or have questions or concerns, feel free to reach out to [board@nahq.org](mailto:board@nahq.org).

As a board we still believe there are benefits to individual NAHQ membership such as educational opportunities, the *Journal for Healthcare Quality* subscription, free access to the IHI Open School, and discounts on CPHQ certification and all NAHQ products. Feel free to contact any board member with your questions. [Click here](#) for a complete list of board members and their contact information.

*Sandy Snider, MHA, RN, CPHQ,  
UAHQ President*

### Committed to Healthcare Quality

Interested in becoming a CPHQ? UAHQ will host a Quality Professional Review course in the fall if we have at least 10 participants. This is what past participants have said about the course:



"I thought the class was invaluable for assessing where I was at, and narrowing down the type of material that would be included in the test questions. The material was very relevant to what I actually saw during the test. Great prep, and so glad I did it!"

*Kristie McNealy, MD, CPHQ  
Econometrica*

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### UAHQ News

Spring 2016

UAHQ



“After years of putting off my CPHQ certification, I decided last summer I would make it a priority and took the preparatory course offered through the Utah Association of Healthcare Quality. The course not only covered the content, but also provided study tactics, focus areas, and insights into evaluating your ability to successfully pass the test. Using the outlined guidelines, and completing the free practice test, I scored above my projected value and was elated.

CPHQ certification is the international “gold standard” for the healthcare quality profession, not only here in America but also internationally. As an organization’s performance in quality and patient safety comes under greater scrutiny with both financial and reputational impact, employers are preferring this qualification as they seek to fill positions in Quality, Patient Safety, Risk Management, Continuous Improvement, Compliance and others. I found myself listing this as qualifying criteria as I seek to add or replace resources in my own department. Put simply, it provides evidence and assurance that you possess the necessary skills, knowledge and experience in healthcare quality management to perform at a high level of competence. Consider making it a personal goal for 2016!!”

*Robin Betts, RN, CPHQ*

*Assistant Vice President Quality & Patient Safety, Intermountain Healthcare*



“I moved into my first position as a Quality Specialist in 2005. While I had worked with quality principles throughout my career, I was a novice about so many aspects of this comprehensive role. Within the first year of my job, I decided I wanted to study for the CPHQ exam and gain more knowledge and expertise. I signed up for a review course sponsored by UAHQ and ordered some reference materials. The course was great, and I was definitely interested in my CPHQ, but it wasn’t *convenient* for me. Something always seemed to come up and I would lose my focus. I even was a part of a couple of different study groups but other priorities seemed to get in the way.

In 2014, when I learned that UAHQ was again hosting a CPHQ review course, I made the *commitment* to study and take the CPHQ exam. The review course was excellent. I am so appreciative that UAHQ offered the course at a very affordable rate. I had wonderful support from my colleagues at work and we studied together regularly. I am proud to say that as of March 13, 2015 I finally achieved my goal and have my CPHQ certification. You can do it too!”

*Linda Egbert, MS, RN, CPHQ*

*HealthInsight*

If you would like us to host a session in 2016 contact [Linda Johnson](#).

[Back to Top](#)

### You Speak, We Listen: Member Survey Results Are In

Each year in February we survey our members to find out how we are doing in meeting your needs, and to learn what topics are important to you. This is, briefly, what you told us:

## Take UAHQ with You in 2016

### UAHQ News

Spring 2016



- You prefer communication in the form of e-mail, e-newsletters, and the website (in that order).
- UAHQ is doing well at advancing our mission and in supporting your professional growth (83%)
- 80% of respondents attended the 2015 Annual Conference and 100% want to participate in the 2016 Annual Conference
- Date and topic are the most important factors in deciding whether to attend the Annual Conference

You are interested in HAIs, HAC, PSI, and ACA; High reliability; Patient engagement; Collaboration with other related disciplines; Public measures; Process improvement tools, culture change; Broad discussion of quality in healthcare, not limited to primarily hospital-based care; Explicit link between the work and skills of quality professionals and positioning for success in emerging alternative payment models; Helping physicians comply with the ever-changing and increasingly complex expectations for quality care of patients; Regulatory Compliance.

If you have questions, suggestions for activities or education and, especially, suggestions for how we can improve in meeting your needs, contact [Deb Widmer](#), our membership chair.

[Back to Top](#)

### We Want Your Posters



As the leaders of healthcare quality in the State of Utah and the West, we should be proud of what we have accomplished and share that with the other members of our healthcare community. Successes and projects that didn't get where you wanted to be are equally important. Sometimes the negative results are more

important than the positive ones. We invite you to submit a 250 - 500 word abstract, in MS Word or PDF format, explaining your project. The abstract should include the following:

Organization Name	Methods, or how you did the project
Project Contact (Name, e-mail, phone)	Results
Project purpose	Conclusions

All submissions are welcome and will be included in our poster display. Submissions will be peer reviewed for podium presentation will those selected will be notified via e-mail.

E-mail your abstract with "UAHQ Abstract" in the subject line by **5:00 pm Friday, August 5, 2016** to [Linda Johnson](#).

[Back to Top](#)

## Take UAHQ with You in 2016

UAHQ News

Spring 2016

UAHQ

### Attention Procrastinators: Get Involved in Your Association!

We welcome member contributions! We need your ideas in order to continue being a vibrant organization. Contact [Linda Johnson](#) if you would like to contribute an article, have a project, success story, or tool/tip to share, have an announcement, or know of an upcoming event, **WE WANT TO KNOW**. Share with us and we'll share with your peers. This is an easy way to learn and network with your colleagues. Do you have ideas for our website? [Linda Egbert](#) would love to hear from you!

[Back to Top](#)

### Buzzword: Immersion

**Immerse verb** *im-merse* \i-'mɜrs\ : to make (yourself) fully involved *in* some activity or interest. We immerse ourselves in all sorts of things, including our work. But how often do we immerse ourselves in the work of those whose performance we want to improve? The first principle of systems thinking asserts that those who actually do the work are the experts and know best how to improve it. Yet organizations continue to write policies and design processes external to the front line day to day work and wonder why they fail. We may, unknowingly and in good faith, create unintended consequences, accidental adversaries, and limits to growth.<sup>1</sup> We need to remember the importance of “going to the gemba”<sup>2</sup>, or “talking to your outer circle”<sup>3</sup>.

Nowhere is this better illustrated than in Mission Health's experiment with it's governing board:

[What Changed After Mission Health's Board Put on Scrubs](#) “...no matter how much the lay board members combed through spreadsheets, PowerPoint presentations, and patient statements, they still lacked a deep understanding of the system's day-to-day operations.” As one board member said, ‘I learned more about hospitals and health care from my 10 immersion hours than six years sitting on our board.’ A copy of the report on educating board members is attached to the e-mail.

Read the article and two physicians' [Perspective](#) of “Immersion Day” in the March 2016 issue of the *New England Journal of Medicine*. Then give it a try. A copy of *Introduction to Gemba* is attached to the e-mail if you wish to use it as a reference.

[Back to Top](#)



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<sup>1</sup> Senge, P.M. (2006). *The fifth discipline*. New York: Doubleday.

<sup>2</sup> [How to Go to the Gemba: Go See, Ask Why, Show Respect](#)

<sup>3</sup> Sturt, D. (2013). *Great work*. Columbus, OH: McGraw-Hill Education.

# Take UAHQ with You in 2016

## UAHQ News

Spring 2016



Future Relationship Summary

8735 W. Higgins Road, Suite 300 • Chicago, IL 60631-2738  
800.966.9392 | info@nahq.org | www.nahq.org

Educational Partnerships <i>(No change)</i>	States will continue to receive group registration discounts for Q Essential Learning Labs & Virtual Summit. Discounts on live course partnership and licensing will continue.
Dual Membership Requirements & Compliance Reporting	Dual membership (previously 25%) is not required moving forward. Annual Compliance reporting will no longer be required.
State Leaders Summit	A final State Leaders Summit will be held in December of 2015. Your participation is encouraged; see Appendix E for program & logistic information.
E-News	While the state section of E-News will be discontinued, you may want to consider <a href="#">advertising</a> in E-News in the future.
NAHQ Network	The NAHQ Network group for State Affiliates will be discontinued at the end of 2015.
Quality Events Calendar Listing	All organizations who apply for <a href="#">CPHQ counting education credit</a> will receive a complimentary calendar listing. If you host a course in partnership with NAHQ a higher level of marketing is included. If you are hosting a course on your own and would like to advertise on NAHQ's Quality Events Calendar you may purchase a listing <a href="#">here</a> .
Membership List Exchange	You may purchase a NAHQ mailing list <a href="#">here</a> . NAHQ will purchase lists from the state if we desire contact information.
Board State Visits	NAHQ board member visits will be discontinued beginning January 1, 2016.
State Association Awards	Awards for States will be discontinued, however, if you have a member who you believe has shown outstanding contributions to the healthcare quality profession and deserves national recognition, consider nominating them for a <a href="#">NAHQ award</a> .
State Educational Grants	Grants for states will discontinue, however, if you know a peer who is not yet a CPHQ, encourage them to commit to quality and commit to the <a href="#">CPHQ</a> . Direct them to the <a href="#">Healthcare Quality Foundation (HQF)</a> and encourage them to apply for a certification grant.
Listing NAHQ as a Healthcare Quality Resource	While you may not use the NAHQ logo on your website you may include a link on your website to nahq.org or cphq.org under a listing of additional resources. Below is sample text you may use:  "The National Association for Healthcare Quality is a membership organization whose mission is to advance the Healthcare Quality Profession leading to positive health outcomes, visit <a href="http://www.nahq.org">www.nahq.org</a> to learn more."  "The Certified Professional in Healthcare Quality (CPHQ) certification is the only accredited certification in the profession of healthcare quality, to learn more visit <a href="http://www.cphq.org">www.cphq.org</a> ."

[Back to top](#)

**Take UAHQ with You in 2016**  
**UAHQ News**  
**Spring 2016**



**2016 UAHQ Board**

President	Sandy Snider	<a href="mailto:sandra.snider@hsc.utah.edu">sandra.snider@hsc.utah.edu</a> 801-587-2778
President-elect	Linda Johnson	<a href="mailto:linda.l.johnson@hsc.utah.edu">linda.l.johnson@hsc.utah.edu</a> 801-587-2777
Past President	Marlyn Conti	<a href="mailto:marlyntconti@gmail.com">marlyntconti@gmail.com</a>
Secretary	Judi Matts	<a href="mailto:judi.matts@imail.org">judi.matts@imail.org</a> 801-357-7462
Treasurer	Dave McGrath	<a href="mailto:dave.mcgrath@imail.org">dave.mcgrath@imail.org</a> 801-597-8999
Member at Large	Deb Widmer	<a href="mailto:debra.widmer@mountainstarhealth.com">debra.widmer@mountainstarhealth.com</a> 801-743-6707
Education Chair	Lynnette Shimmin	<a href="mailto:lshimmin@iasishealthcare.com">lshimmin@iasishealthcare.com</a> 801-807-7138
Communications Chair	Linda Johnson	<a href="mailto:linda.l.johnson@hsc.utah.edu">linda.l.johnson@hsc.utah.edu</a> 801-587-2777
Legislative Chair	Linda Egbert	<a href="mailto:legbert@healthinsight.org">legbert@healthinsight.org</a> 801-892-6670

[Back to top](#)