

Take UAHQ with You in 2016

UAHQ News
Summer 2016

U A H Q



Step into summer with UAHQ

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A Message from Our President

The summer heat is upon us. My husband and I love to go camping in our little trailer in the summer to avoid the heat. We have a checklist when hooking up the trailer, although it isn't written down. I prepare the inside such as lowering the TV antenna and bathroom fan, and securing all our things. Meanwhile Mike is doing the outside like unhooking the water, electricity, and sewer. He also brings up the stabilizers. After we hook up the trailer, we check to ensure the brake lights and blinkers work. Any one of these items left off the list could result in damage or even injury.

Why do I tell you all of this? Because it's an example of a checklist. A checklist can be used in many situations, especially when there are many tasks to be done, or several steps in a process. Checklists are everywhere and are a part of our personal and professional activities. In our daily lives, we make checklists - to-do lists, trip planning, shopping, etc..

Why not use them when doing process improvement? Actually, you probably do. It's called PDSA. Check it out right [here!](#)

Feel free to contact any board member with questions or feedback about UAHQ. [Click here](#) for a complete list of board members and their contact information.

And stay safe this summer.

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

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Remember to Cast Your Vote for Quality on September 30th!

Very soon we'll be opening registration for our Annual Education Conference and this year we'll have something for everyone. Yes, that means you!

Our featured speaker, heard recently on an IHI WIHI, is Len D'Avolio, PhD. Len is Associate Professor of Medicine, Harvard University and CEO and co-founder of Cyft. He'll enlighten us on how we use (or don't use) data, how to avoid deadly data problems, and how to turn data into actionable insights.

We'll also welcome speakers addressing:

- ✓ Transparency: Dealing with medical error
- ✓ Advances in Antibiotic Stewardship
- ✓ Quality Measures: Where do they come from?
- ✓ Care Transitions: Challenges → Contentment



Watch for registration information coming soon!

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Got a Story to Tell?

We want to hear it. We invite you to submit a 250 - 500 word poster 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 19, 2016 to [Linda Johnson](#).

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Attention CPHQs Due to Recertify in 2016!

It pays to be an early bird.

CPHQ Recertification Fees 2016

If you apply:	Before September 30	October 1- December 31	January 1- January 31
NAHQ Member Fee (in U.S. dollars)	\$175*	\$225*	\$275*
Non Member Fee (in U.S. dollars)	\$200*	\$250*	\$300*

** Though candidates must apply for certification online, payment can be sent by mail with the completed printed application. An additional \$25 fee must be included if payment is submitted in any way other than online.*

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CE must be earned before December 31st and CE earned during the grace period will not be accepted. If you have specific questions about the recertification process, contact HQCC at:

HQCC
8735 W. Higgins Rd, Suite 300
Chicago, IL 60631
P: 800.966.9392
F: 847.375.6320
E: info@cphq.org

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Not Certified Yet? Thinking About It?

Christy Beaudin, PhD CPHQ FNAHQ LCSW; Nancy Claflin, RN CPHQ; Linda Weirauch, MSN RN CPHQ; and NAHQ Education Manager Elizabeth Kaskie.

Becoming a Certified Professional in Healthcare Quality® (CPHQ) is the best way for any physician, nurse, pharmacist, social worker, laboratory technician, infection preventionist, case manager, risk manager, or other member of the healthcare team to become a leader in the quality profession.

If you are ready to advance your career by earning the CPHQ certification, you will need resources to prepare you for the certification exam. To support you in your study efforts, NAHQ has developed a suite of preparation products, including a CPHQ Review Course in both live and online formats.

How do you decide between the live and online formats? Education is not one size fits all. Some people prefer to be in a virtual classroom, but others prefer to learn collaboratively with the opportunity to ask questions and exchange ideas in a live setting.

Ready to take become certified? Content, preparation, practice tests and many more resources can be found [here](#).

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Apply for a Healthcare Quality Foundation Grant

The Healthcare Quality Foundation (HQF) wants to support your professional goals by providing financial assistance to those who wish to attend NAHQ educational events or sit for the CPHQ exam. Whether you're looking to build new skills or deepen existing knowledge, HQF wants to help you achieve your goals.

[Applications](#) for the HQF Career Development Grant, Janet A. Brown New Quality Professional Grant, and HQF Certification Grant **can be submitted through July 31, 2016.**

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Buzzword: Gemba

If you attended our 2015 Education Conference you probably remember David Sturt talking to us about [Great Work](#). People who do Great Work are difference makers and, according to Sturt, "Anyone can be a difference maker." Difference makers do five things: Ask the right question; See for yourself; Talk to your outer circle; Improve the mix; and Deliver the difference.

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Lean/Six Sigma are very popular in healthcare today and you might not think there would be a connection to being a difference maker. One thing difference makers do, however, is see for themselves. They watch what people do, observe their processes, and pay attention to the details. They are not afraid to learn from, and look for answers from, others. In the world of Lean/Six Sigma that's called "going to the gemba."

Gemba is where the action is; where the work is happening. Gemba is not management by walking around. Yes, you do have to get up and walk around, but the goal of going to the gemba is to assess processes from start to finish. You go in without assumptions, are genuinely interested in the work, and respectful of those doing the work. You are not snooping.

Just like Great Work takes practice, so does the gemba walk. It takes time, effort, and patience, but pays off generously with opportunities for improvement, real learning, and stronger relationships. As Quality Improvement Professionals we can't assume that we understand a process we don't own. In the words of Dwight Eisenhower, "Farming looks mighty easy when your plow is a pencil and you're 1,000 miles away from a cornfield." We need to go to the gemba; see for ourselves.

Ready to do Great Work and go to the gemba? A [FREE Gemba Guide](#) and [Roadmap to Great Work](#) are yours for a click (or two).

Sturt, D. (2014). *Great work: How to make a difference people love*. New York: McGraw Hill Education.

Creative Safety Supply. (2015). *Introduction to gemba*. Retrieved May 9, 2015 from https://www.creativesafetysupply.com/content/PPC/gemba/index.html?lmc_track=8662559485/&gclid=CLeVy9Py_80CFRSEfgodqVYLjA

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2016 UAHQ Board

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