

UAHQ: Your Healthcare Quality Resource

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Summer 2017



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Dear Members,

You know how important your work is to your patients and to your organization. How many others in your organization know about your profession and what you do, and how it impacts the organization? Every day I am surprised by what people think I and my team do. That's a wakeup call, telling me and other quality professionals that we need to talk about what we do. Deborah Bulger, CPHQ, Director of Strategic Programs at Change Healthcare, believes that it's important for us to talk about our work and to increase the awareness of our profession.

Do you have an elevator speech? I know I don't, but I'm realizing that it would be well worth my time to draft one. Before doing that I have to accept and be able to articulate that quality professionals don't just collect data and write reports, but that quality of care has direct financial impacts and influences overall business performance. What do we do? We connect the dots between cause and effect; identify patterns and trends and coach staff on data-driven improvement, among other things.

We have a broad and distinctive knowledge base that deserves to be used and shared. We're problem solvers who bring a unique perspective to decision-making processes. We should actively pursue opportunities that arise and promote our unique skills. The competencies we bring should not be the world's best kept secret.

Don't be shy. Come out of the closet. Talk about our work. And, as Joe Tye says, "Proceed Until Apprehended."

Linda Johnson, MA, RN, CPHQ, UAHQ President

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EDUCATION

[You're a Quality Professional, Why Not Be a Certified Professional in Healthcare Quality \(CPHQ\)?](#)

The CPHQ is the only accredited certification for healthcare quality professionals and there is no better time than now to start preparing to take the exam. Do it for your own satisfaction, to show you are committed to your profession, and to set yourself apart. The body of knowledge needed to pass the exam is large, but you have it and you can be sure of your grasp of that knowledge by taking our **Quality Professional Review Course**

UAHQ is offering the course on November 17, 2017 at HealthInsight. Nancy Claflin teaches this course nationally and will again be our instructor. Cost for the course is \$155 and includes the course, all materials, and food for the day. This is **less than half the cost of other courses** and covers the same material.

Registration is open at www.uhq.org. Contact linda.l.johnson@hsc.utah.edu if you would like an information packet.

Registration and payment is required even if you have previously indicated your interest in the course. Space is limited so don't wait!

[How to Effectively Communicate to C-Suite Executives](#)

Date/Time: Thursday, October 19, 2017, 12:30-1 pm CDT

Speaker: Cathy Duquette, PhD RN NEA-BC CPHQ FNAHQ

NAHQ Member: \$0 **Nonmember:** \$0

Getting quality face time with C-suite executives isn't easy, so when you do get it, you want to make the most of it. In this 30 minute webinar you will learn how to effectively communicate with the C-suite to demonstrate your value and the importance of quality initiatives. The session will feature real world examples and impactful takeaways.

PATIENT SAFETY

[Improving Safety in Ambulatory Surgery Centers](#)

The Agency for Healthcare Research and Quality (AHRQ) recently released the [Toolkit to Improve Safety in Ambulatory Surgery Centers](#), a free resource that provides actionable guidance for improving safety culture and preventing surgical site infections and other complications. The Toolkit contains three sections — Implementation, Sustainability, and Resources — with each section containing guides, tools, slide sets, and videos to support implementation.

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[Safety Program for Perinatal Care](#)



This AHRQ [toolkit](#) is based on the Comprehensive Unit-based Safety Program (CUSP) and is designed to improve the patient safety culture of labor and delivery (L&D) units and decrease maternal and neonatal adverse events resulting from poor communication and system failures. The SPPC is organized around three program pillars: Teamwork and Communication skills, Perinatal Safety Strategies, and In Situ Simulation training. The toolkit helps L&D units improve patient safety, team communication, and quality of care for mothers and their newborns.

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Toolkit to Improve Safety for Mechanically Ventilated Patients



The [Toolkit](#) from AHRQ helps hospitals make care safer for mechanically ventilated patients in ICUs. ICU staff can use the toolkit to apply the proven principles and methods of the CUSP to reduce complications for patients on ventilators. Such complications include ventilator-associated pneumonia, which affects as many as 20 percent of patients who are on a ventilator for more than 48 hours.

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Guide to Patient and Family Engagement in Hospital Quality and Safety

Research shows that when patients are engaged in their health care, it can lead to measurable improvements in safety and quality. To promote stronger engagement, AHRQ developed [a guide](#) to help patients, families and health professionals work together as partners to promote improvements in care.

ACHE Blueprint for a Culture of Safety

Patient safety experts and researchers increasingly pointed to the role of organizational culture in the success of patient and workforce safety initiatives. Yet, creating a culture of safety in healthcare settings has proven to be a challenge, and there is a lack of clear actions for organizational leaders to take in developing such a culture. ACHE developed [Leading a Culture of Safety: A Blueprint for Success](#) to bridge the gap in knowledge and resources by providing chief executive officers and other leaders with a useful tool for assessing and advancing their organization's culture of safety.

From IHI

IHI President and CEO Derek Feeley says, "Every patient should be able to expect the safest care every time. And we're not there yet." Feeley asserts that leaders need to take fuller advantage of opportunities to prevent harm to patients and the health care workforce. Check out four steps toward breakthrough performance in patient safety : Reach Beyond Isolated Examples of Excellence; Approach Safety from the Patient's Perspective; Prioritize Workforce Safety and Joy in Work; Remember Why Safety Is Important in his ["Line of Sight" column](#).

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LEADERSHIP

The Importance of Planning

Sometimes it feels as if we spend so much time planning that we don't have time to get anything done – and there are so many plans! Strategic Plan, Logic Model, Work Plan, Evaluation Plan, Sustainability Plan. How do we make sense of it all? In [So Many Plans, So Little Time: Aligning and streamlining your planning efforts for long term success](#) Bonnie Noble, PhD, RN explains each and shares a tool to help make sense of it all.

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The Change Challenge

Charged with leading or implementing change? Jo Anne Preston, M.S of the Rural Wisconsin Health Cooperative, shares some tips on successfully leading and implementing change. In [Change Challenge 1](#) Jo Anne answers questions about coaching up the ladder, enforcing change, and change, after change, after

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change. In [Change Challenge 2](#) she addresses selling change, addressing fear, and keeping momentum. Many more resources are available in the [RWHC Leadership Newsletter](#) along with Jo Anne's contact information.

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QI TOOLS: DUST THEM OFF OR LEARN THEM ANEW

Driver Diagram

Not until I had to do one did I know what a driver diagram was. Now they seem to pop up regularly from a variety of sources. The Institute for Healthcare Improvement (IHI) offers two videos that walk you through the creation of a driver diagram. Don Goldmann, MD describes the purpose and value of a diagram in [How Do You Use a Driver Diagram?](#) Bob Lloyd offers the whiteboard presentation [Intro to Driver Diagrams](#). Both are good and get you to the same end. One of the presentations may work better for you than the other. Give them a try. If you're not into videos, Brandon Bennett and Lloyd Provost help you build a driver diagram in [What's Your Theory?](#)

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Force Field Analysis

Force Field Analysis is, in my opinion, an underused tool. Especially in today's environment when resources are scarce we may find ourselves in the situation of having to make a convincing argument for something that is needed (including change). What made me a fan of this tool is its ability to guide you through the reasons why leadership would be for your proposal and why they would be against it. From there, you can look at the restraining forces (those against your proposal) and prepare answers to address those concerns before you even make your pitch. It's less stressful and you can make a better argument if you are well prepared and relaxed. IHI's Bob Lloyd walks you through the process in his [Force Field Analysis](#) video.

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The Learn from Defects Tool



The [Learn from Defects Tool](#) was developed at Johns Hopkins to provide a structured approach for staff and administrators to use to identify the types of systems that contributed to defects and to follow up to ensure safety improvements are achieved. Try it out next time you're having difficulty identifying and correcting system defects. It looks overwhelming on the surface, but makes sense once you start using it.

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Buzzword: Underwear

I have a love hate relationship with Gary Ryan Blair. He's inspiring, motivating, and highly successful. But he's a little too type A for me. When I met him three years ago, his then 10 year old daughter already had her own business and her own website! Yet, I can't get past his mantra: "If you make a commitment, HONOR IT; If you make a promise KEEP IT; If you set a goal ACHIEVE IT."

Here he gives us a trick that can help us achieve our goals and this is where underwear comes in:

Passwords are like underwear...you should change them often.

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Passwords are like underwear...you should not loan them out to strangers.

Passwords are like underwear...you should make them unique and mysterious.

Passwords are like underwear...you should not leave them lying around for others to see.

Passwords you say? Yes, passwords. Our world is driven by them. We despise them. But Gary Ryan Blair believes we need to change our password paradigm and use those pesky personalized codes to our advantage. Leverage passwords to help achieve goals. Shift affirming your goals to acting on them.

Here is an example: Let's say your goal is to lose 20 pounds. Then your user name can be written as an affirmation like **Iwilllose** and your password can include the amount as well as the deadline such as **20poundsX520** (meaning = 20 pounds by May 20). I haven't tried it yet but I will – the next time I have to choose a user name and password or change my password. Instead of cursing the computer, I'll try to use it to my advantage.

You can read the entire underwear story at <http://www.100daychallenge.com/your-password-can-change-your-life/>.

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