



Membership Newsletter Spring 2024



NEWS FROM THE BOARD

Did you know that board meetings are open to all UAHQ members? Attending board meeting is a great way to learn more about the association and have your voice heard.

Board meetings are held the first Tuesday of every month, 4:30-5:30 PM. Please contact us at contact.uahq@gmail.com if you would like to participate in a future board meeting.

A Message from the UAHQ President, Adrienne Brown

The Utah Association for Healthcare Quality aims to inspire, educate, and empower healthcare quality professionals through networking, education, and communication. I've been a member of the UAHQ since 2015 and joined the board in 2018. I'm honored and excited to be the 2024 President of UAHQ. Serving on the board has given me the opportunity to interface with new people, expand my knowledge, and strengthen my passion for healthcare quality. The UAHQ board is working hard to create a year full of education, networking and fun!

This year as UAHQ President, I have three main objectives:

- **Offer networking opportunities and encourage collaboration.** I'm always inspired by the great work of healthcare quality professionals in Utah. Our healthcare community is full of innovative professionals. Networking and sharing our knowledge, best practices and lessons learned is invaluable. The challenges we face within our individual organizations are oftentimes unique. However, when we come together to support, brainstorm, and learn from each other, that is the catalyst for change - when healthcare quality is truly improved. Collectively, we can advance healthcare quality in Utah.
- **Provide educational opportunities.** My hope is that you will find value in the educational offerings of this organization and you're able to take the knowledge learned and implement it in your role as a healthcare quality professional. We're going to be offering events in 2024 to inform and inspire you.
- **Increase our membership.** There is a wide variety of healthcare quality professionals, many of whom aren't represented within our membership. We hope to expand our membership and welcome in all types of healthcare quality professionals. Please spread the word about UAHQ and encourage your colleagues to join.

My challenge to each of you is to **actively** participate in UAHQ. Please come to the annual conference in the fall; participate in our networking events, and most importantly, invite a colleague or a friend to join UAHQ with you. We are stronger together and aim to be recognized as **THE** voice for Healthcare Quality in Utah.

We want to hear from you! If you have an idea, feedback, or want to present at one of our educational events, please reach out to me at Adrienne.brown@molinahealthcare.com. As your association president, I am here to support you. Here's to a year of growing and learning!

Did you know?

UAHQ is always accepting new members, visit www.uahq.org to become a member today



Office

Introducing your 2024 UAHQ Board

President

Adrienne Brown- CPHQ, Quality Program Manager Molina Healthcare

Adrienne has worked in healthcare quality for almost 18 years. Adrienne is married with two girls (ages 7 & 11) and two dogs. She grew up as a competitive figure skater and had the opportunity of a lifetime to skate in the Opening and Closing Ceremonies of the 2002 Winter Olympics in Salt Lake City.



President Elect

Jessica Hackwell- CPHQ, Quality Consultant Intermountain Health

In 2005, she became a Certified Professional in Healthcare Quality. Her background includes developing processes, policies, and auditing to prepare for NCQA accreditation. She has extensive experience in population health, managed care, home care, and regulatory compliance. Her dream is to make healthcare available, safe, and accessible for everyone. She believes that health care quality leads the charge in making this dream a reality. When not at work, she enjoys spending time with her husband, children, and family.



Immediate Past President

Emily Carlson- MHA, LSSGB, PCMH, CCE Quality Manager University of Utah Community Physicians Group

Emily has worked in quality improvement in various roles since 2005. When Emily is not working she enjoys spending time with her husband and 3 kids all of whom are in the thick of afternoon activities, sports, and a packed social calendar, which in turn keeps Emily busy playing chauffer and sports enthusiast.



Secretary

Lindsay King - BA Psy, Quality Improvement Specialist, Health Choice Utah

Lindsay has held several roles in her healthcare career ranging from behavioral health to primary care, Inpatient and Outpatient settings as well as managed care and population health. She enjoys the relationships made along the way with providers and patients and truly impacting social determinants of health. On weekends, you will find her outside either hiking, kayaking or attending her kids sports events.



Treasurer

Brittany Siebenhaar- MPH, CHES, Quality Interventions Manager Molina Healthcare

Previously, Brittany has worked in in clinical settings, for an international non-profit, and for state and local health, departments promoting public health. She joined the UAHQ board to meet other excellent quality-minded individuals and promote this important work. She loves people, traveling, all things beach/ocean, and sprinter triathlons





Member at Large

DeAnn Andreason- CPC, Quality Improvement Specialist Health Choice Utah

Her main role is working to improve quality of care and outcomes for patients as well as education for providers. She is known to geek out over data and is a wizard with spreadsheets and pivot tables. She is a certified professional coder and has work experience with billing, coding and HEDIS abstraction. On the weekends she can be found in the desert rock hounding or enjoying a mystery or fantasy novel.



Education Chair Person

**Chanda Sundara- MBA HM, PCMH, CCE, LSSBG
Quality Improvement Specialist University of Utah CPG**

Chanda has worked in healthcare quality for over 18 years. When not busy helping staff and providers improve patient care, Chanda has her hands full with her vibrant two-year daughter. Chanda enjoys spending her weekends with her husband and daughter taking walks and cooking.



Communication Chair Person

Shelly Rives- MSHS, CPHQ Accreditation Specialist University of Utah Health

Shelly works to help staff maintain important accreditation standards and certifications. She has worked in the Quality field for 16 years. Prior to this Shelly held a role as a Clinical Exercise Specialist working with patients to recover from cardiac events. On the home front, she is married, has two kids and two grandchildren, loves to ski and camp.



Want to join us?

UAHQ is always looking for people to serve on our Education and Communication committees. The Education committee plans and promotes educational events. We're planning to hold more events in the future and would appreciate any extra support. The communication committee oversees communications and marketing to UAHQ membership.

Please contact us at contact.uahq@gmail.com if you would like to participate in committee.

UPCOMING EVENTS

SAVE THE DATE

UAHQ Annual Conference

Friday, September 27, 2024

More details coming soon!

[NCOA Health Equity Forum](#), March 4-45, 2024,
The Westin Los Angeles

[2024 AMAGA Annual Conference](#), April 9-12,
2024, Rosen Shingle Creek, Orlando, FL

[The Healthcare Innovation Congress- thINC360](#),
May 29-31, 2024, Washington, DC

[IHI Patient Safety Congress](#), May 14-16, 2024,
Orlando, FL

[Healthcare Quality Week 2024](#), October 20-26,
2024

An Article Worth Reading

“To Solve a Tough Problem, Reframe It”

by Julia Binder and Michael D. Watkins. Published in Harvard Business Review Magazine January- February 2024.

Have you ever tried to solve a problem and despite your best efforts the solution didn't work, or worse it exacerbated the problem? It's possible that you didn't fully understand the actual problem which means the solution wasn't solving the right issue. This article details the E5 approach to problem-framing. By following the 5 steps- **expand, examine, empathize, elevate, and envision**- organizations can better determine what the problem is before jumping in to find solutions. Quality Improvement is all about making improvements but if those improvements are not addressing the underlying problems they are doomed to fail from the beginning. If you are thinking about problem solving, read this article and learn some new methods for finding the root cause.

The National Association for Healthcare Quality, NAHQ® provides the industry-standard framework for healthcare quality competencies that reduce variability of healthcare delivery, by offering a common vocabulary and toolset. NAHQ's Healthcare Quality Competency Framework articulates everything that must be present in a high-functioning quality program and offers career pathways for individuals to explore.

The Framework categorized healthcare quality work into:

- 8 domains, comprised of
- 29 competency statements
- 486 skill statements

The skills stated in the Framework are:

- Required to achieve quality objectives
- Stratified at three distinct levels of progression, from Foundational to Proficient to Advanced
- Not publicly available but are incorporated into the design of NAHQ educational program offerings

For more information, visit: [Competency Framework | NAHQ](#)

Breaking the Rules to Improve Care and Increase Joy in Work and Well-Being

October 05, 2023

By Nikki Tennermann

Why It Matters

Sometimes "rules" get in the way of providing optimal care and system redesign.

Rules and regulations are an important part of health care. They are meant to standardize operating procedures, protect patient safety, ensure quality, and prevent fraud and abuse. But sometimes health care leaders inadvertently put processes or policies in place that have an unintended impact on the people we serve and support. Sometimes rules get in the way or even stymie optimal care and the best patient experience.

[Read IHI's Blog](#)

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