



# THE UTAH ASSOCIATION FOR HEALTHCARE QUALITY

SPRING 2025

## A Message from the UAHQ President

**Jessica Hackwell, CPHQ**  
**Quality Manager, Intermountain Health**

Welcome to the 2025 Utah Association for Healthcare Quality (UAHQ). We are so excited about the education opportunities we have planned for 2025, and hope that you find benefit from being a member.

My CPHQ certification has expanded my knowledge in healthcare quality, and provided growth opportunities. Over the next year, we would like to expand opportunities for our members to learn and obtain CEUs in a way that is easy and affordable.



We started 2025 out strong by offering "The Quality Journey" offered by Nancy Claflin. This was a program that introduced the Certified Professional in Health Care Quality (CPHQ) content. This course was specifically designed for those professionals that are interested in obtaining a CPHQ certification. Thank you to those that joined us and the education team for putting this together.

We are excited to announce that we have joined HQC Collaborative, which will open so many more opportunities to obtain CEUs at a reasonable price or at no cost for our members. Stay tuned to hear about these opportunities or watch our calendar online at [uahq.org](http://uahq.org) to stay up to date.

As healthcare quality professionals, we help to improve the quality of care for our communities. Join UAHQ in learning new techniques to continue our journey to bring high quality and safe care to Utah.

## NEWS FROM THE BOARD

### **Join our board meetings!**

Attending a board meeting is a great way to learn more about the association and have your voice heard. Board meetings are held the second Tuesday of every month, 4:30-5:30 PM. Please contact us at [contact.uahq@gmail.com](mailto:contact.uahq@gmail.com) if you would like to participate in a future board meeting.



## INTRODUCING YOUR 2025 UAHQ BOARD

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**President**  
**Jessica Hackwell, CPHQ**  
**Quality Manager, Intermountain Health**

In 2005, Jessica became a Certified Professional in Healthcare Quality. Her background includes developing processes, policies, and continuous regulatory readiness. She has extensive experience in population health, hospital quality, 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 extended family.



**President Elect**  
**Emily Carlson, MHA, LSSGB**  
**Senior Quality Manager, University of Utah Health**

Emily has worked in quality improvement in various roles since 2005 mostly supporting primary care. Emily believes that comprehensive care begins in primary care, and she will always advocate for all that primary care does for individual patients. When Emily is not working, she keeps busy volunteering in her kids schools and church groups and enjoys spending time with her husband, 2 dogs, 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 chauffeur and sports enthusiast.



**Immediate Past President**  
**Adrienne Brown, CPHQ,**  
**Quality Program Manager, Molina Healthcare**

Adrienne has worked in healthcare quality for over 18 years. She specializes in regulatory audit preparation, performance improvement projects, and NCQA accreditation. She has been a member of the UAHQ board since 2020 and enjoys the opportunity to network with and learn from other healthcare quality professionals. Adrienne enjoys traveling, group fitness classes, and spending time with family and friends.



**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 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**

DeAnn's 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 Co-Chair Person**  
**Missi Roeber**  
**Senior Manager- Quality, Intermountain Health**

Missi is a Senior Manager at Intermountain Health with 40 years of healthcare experience. She has spent over 20 years in frontline clinical care and the rest in quality, safety, risk management, and continuous improvement. Missi has led initiatives to enhance public reporting, data sharing, provider engagement, and quality outcomes. She co-leads a team serving 32 hospitals and over 300 clinics across several states. In her spare time, Missi enjoys family time, reading, gardening, and paper crafting.



**Education Co-Chair Person**  
**April Linza**  
**Quality Specialist, Molina Healthcare**

April has been working in healthcare for 14 years, starting with Medicaid Operation at the State of Utah. She is currently a Quality Improvement Specialist at Molina Healthcare, where she specializes in member interventions, process improvement, and strategic planning within NCQA guidelines to increase HEDIS rates and member satisfaction. Before her time in Quality Improvement, she led Molina Healthcare's Provider Research and Resolution team. Outside of work, April enjoys spending time with her three kids and dog, traveling, and volunteering for service projects with the Utah Indigenous Lakota Tribe.



**Communication Chair Person**  
**Chanda Sundara, MBA HM, LSSGB**  
**Healthcare Quality Analyst III, University of Utah Health**

Chanda has worked in healthcare quality for over 20 years. When not busy helping staff and providers improve patient care, Chanda has her hands full with her vibrant three-year daughter. Chanda enjoys spending her weekends with her husband and daughter taking walks and cooking.



## HEALTHCARE QUALITY COLLECTIVE



### UAHQ Joins the Healthcare Quality Collective

We are excited to announce that UAHQ has joined the Healthcare Quality Collective (HQC). The Utah Association for Healthcare Quality aims to inspire, educate, and empower healthcare quality professionals through networking, education, and communication. This partnership enhances our commitment to these goals.

Since 2019, state healthcare quality associations, have collaborated on a continuing education webinar reciprocity agreement. Now, eight associations are part of the HQC, each offering four free webinars annually to active members of any of the associations, all pre-approved for CPHQ recertification CE.

UAHQ members can access up to 40 free webinars each year for CPHQ recertification. Check the UAHQ website for upcoming events and updates.

### UPCOMING HQC OFFERINGS

UAHQ members can register for any of the HQC webinars for free.

**NEAHQ Live Webinar: April 24, 2025, 10:00 AM - 12:30 PM MDT**

**Tools to Manage Change: Barriers to Success**

For more information and to register, go to <https://www.neahq.org/events>. UAHQ members can register under GAHQ using the code q03282025.

**OrAHQ Live Webinar: April 24, 2025, 1:00 PM - 2:00 PM MDT**

**Smart Design, Better Outcomes: The Power of Human Behavior**

For more information and to register, go to <https://www.oraHQ.org/Events>.



**Get Ready for Our Summer Series Webinars!**



Our Summer Series Webinars will be returning this year with an exciting lineup of topics and expert speakers. Be on the lookout for more details!

**For more HQC educational offerings, visit [UAHQ.ORG](https://www.uahq.org). If you have suggestions for future topics, please reach out to us at [contact.uahq@gmail.com](mailto:contact.uahq@gmail.com).**

## OTHER NEWS

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### NAHQ Offers Micro Certifications

The National Association for Healthcare Quality (NAHQ) offers micro-credentials designed to enhance proficiency in specific domains of healthcare quality. These credentials provide focused, on-demand courses that cover areas such as Health Data Analytics, Performance and Process Improvement, and Patient Safety. Each micro-credential includes interactive content, assessments, and a digital badge upon completion. They are ideal for healthcare professionals looking to deepen their expertise and improve quality outcomes. For more information, visit the NAHQ website:

<https://nahq.org/credentials/microcredentials/>

### 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](mailto:contact.uahq@gmail.com) if you would like to participate in a committee.

## UPCOMING EVENTS

**NCQA Health Quality Forum**, April 7-8, 2025,  
Baltimore Marriott Waterfront, Baltimore, MD

**Healthcare Quality Week**, October 19-25, 2025

**NAHQ next**, September 8-10, 2025,  
Virtual Conference

**IHI Forum**, December 7-10, 2025,  
Anaheim Convention Center, Anaheim, CA

## OUR FAVORITE QUALITY RESOURCE WEBSITES

