



THE UTAH ASSOCIATION FOR HEALTHCARE QUALITY

SUMMER 2026

President's Message: The Many Faces of Quality Improvement

This summer, I experienced a powerful reminder of what a community can accomplish when people come together to meet a need.

A few weeks ago, my neighbors lost their home to a devastating fire. In a matter of hours, they went from the comfort and safety of their home to having virtually nothing. As firefighters worked to contain the blaze, our neighborhood immediately sprang into action. That very night, people provided shelter, clothing, shoes, toiletries, and meals. The focus was simple: what do they need right now to be safe and cared for?

In the days that followed, the response evolved. Immediate needs had been addressed, but there was still much work to do. Neighbors cleaned and prepared a rental home, gathered furniture and household supplies, cared for the yard, coordinated donations, and loaned vehicles since all of the family's cars had been destroyed in the fire. What began as an urgent crisis response became a deliberate, coordinated effort to help a family rebuild and move forward.

As I reflected on this experience, I realized how closely it mirrors the work we do in healthcare quality improvement. Sometimes quality improvement means responding to an immediate need. When a patient experiences a fall, a medication error occurs, or another safety event takes place, our first responsibility is to ensure safety and address the urgent situation. Like providing shelter and clothing after a house fire, these actions are essential. They protect patients, reduce harm, and demonstrate our commitment to compassionate care.

But quality improvement does not stop there. Just as our neighborhood continued working long after the fire was extinguished, effective healthcare quality requires us to look beyond the immediate event and ask deeper questions. What contributed to the problem? What systems need to be strengthened? How can we prevent similar issues in the future?

This longer-term work is often less visible but equally important. It is the careful analysis of processes, the use of data to identify opportunities, and the sustained efforts to improve outcomes. Whether we are developing strategies to reduce falls, improving care transitions, improving access to care, or creating better approaches for managing hypertension, meaningful improvement takes time, collaboration, and perseverance.

The lesson I took from my neighbors' experience is that both types of work matter. We need people who are willing to respond quickly in moments of crisis, and we need people who are committed to the longer journey of rebuilding and improving systems. In healthcare, excellence depends on our ability to do both.

As members of the Utah Association for Healthcare Quality, we play a vital role in creating a healthcare system that is safe, welcoming, effective, and resilient. Every day, we balance the urgent demands of today with the strategic improvements that will make tomorrow better. Whether you are addressing an immediate patient safety concern, participating in a root cause analysis, leading a process improvement project, or championing a population health initiative, your work makes a difference.

As we move through the remainder of the year, I encourage each of us to ask ourselves: Where can I make an impact? Is there an immediate problem that needs attention today? Is there a longer-term challenge that requires a deeper analysis and sustained effort? Quality improvement is not reserved for formal projects or leadership roles—it is the responsibility and opportunity of every healthcare professional. By addressing the urgent needs in front of us while also investing in lasting solutions, we strengthen both our organizations and the communities we serve.

Thank you for your dedication to quality, your willingness to serve, and your commitment to continuous improvement. Together, we can continue building a healthcare system where patients, families, and caregivers feel safe, supported, and valued.

Warm regards,
Emily Carlson
President, Utah Association for Healthcare Quality



HEALTHCARE QUALITY COLLECTIVE



UAHQ is a proud member of the Healthcare Quality Collective (HQC), expanding access to high-quality professional development through a shared webinar program. Members can benefit from up to 36 free CPHQ recertification webinars annually—visit the UAHQ website for details and upcoming events.

UPCOMING HQC OFFERINGS

UAHQ members can register for any of the HQC webinars for free or at the membership rate.

*****SAVE THE DATE*** In-person event**

UAHQ Annual Conference: Friday, October 2, 2026

**University of Utah, Department of Family Medicine and Public Health Building,
310 Wakara Way in Research Park, Salt Lake City, UT**

Wednesday, August 5th, 2026 9:00 -10:00 AM Pacific Time, hosted by FAHQ -

"AI-Enhanced Incident Reports: Identifying Root Causes and Tracking Trends"

Register here: <https://www.fahq.org/amember/signup/Webinar-Registration>

Thursday, August 6 and Friday, August 7, 2026 8 a.m. - 2:30 p.m. Pacific Time, hosted by OrAHQ -

CPHQ Review Course -

Register here: <https://www.eventbrite.com/e/1986354348327?aff=oddttdtcreator>

Tuesday, August 18th, 2026 9:00 -10:00 Pacific Time, hosted by OAHO -

"Leadership Development and a Standard Work Foundation"

Register here: oahq.org, then click on "Register Here"

Wednesday, September 16th, 2026 12:00 -1:30 Pacific Time, hosted by OrAHQ -

"Is Your Quality Program Running on Autopilot?"

Contact orahqboard@gmail.com for more information

Thursday, September 24th, 2026 9:00 -10:30 Pacific Time, hosted by MAHQ -

"WPV & the TBI Pt How to Keep the Patient and Yourself Safe"

Register coming: Check mdahq.org for more information

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

THE QUALITY PULSE YOUR QUICK BEAT ON QUALITY TRENDS



A Roadmap to Quality: Leveraging the NAHQ Competency Framework

NAHQ's latest white paper highlights how mounting healthcare industry pressures—such as financial constraints, workforce shortages, evolving reimbursement models, increasing care complexity, and rapid technological change—are creating critical gaps in workforce capabilities. It emphasizes that the NAHQ Healthcare Quality Competency Framework™ offers a structured, data-informed approach to closing these gaps by defining the essential skills, behaviors, and competencies needed for quality and safety excellence. Continuously updated and validated, the framework serves as an industry-standard roadmap to help healthcare professionals and organizations build a more competent, aligned workforce capable of navigating today's challenges and delivering high-quality care across the continuum.

Read more: [NAHQ Framework Crosswalk](#)

Harnessing Artificial Intelligence to Transform Healthcare Quality Improvement

This article highlights the growing role of artificial intelligence (AI) in transforming hospital quality improvement and patient safety. It emphasizes how AI can enhance care at both the clinical and operational levels—improving diagnostics and treatment decisions while streamlining efficiency, strengthening risk assessment, advancing predictive analytics, and supporting quality reporting and workforce education. At the same time, it underscores the need to address implementation challenges, including ethical considerations, data governance, and workforce readiness, to fully realize AI's potential. Together, these insights point to a more proactive, data-driven approach to advancing healthcare quality and safety.

Read more: [Transforming Hospital Quality Improvement Through Harnessing the Power of Artificial Intelligence](#)

Foundations of Healthcare Quality Improvement: Tools, Methods, and Impact

This NCBI StatPearls resource provides a practical overview of healthcare quality improvement, emphasizing structured, data-driven approaches such as Plan-Do-Study-Act (PDSA) cycles, Lean, and Six Sigma to enhance patient outcomes and operational efficiency. It highlights the importance of continuous evaluation, interdisciplinary collaboration, and performance measurement to identify gaps and drive sustainable improvements across care settings. By reinforcing a culture of accountability and ongoing learning, these methodologies support safer, more effective, and patient-centered care.

Read more: [Quality Improvement Methods](#)

OTHER NEWS

Call for Self-Nominations: Share Your Quality Journey!

We're excited to spotlight the incredible work and diverse experiences of our UAHQ members on our LinkedIn page—and we want to hear from you! We invite members to self-nominate and share their unique journey into healthcare quality improvement, including what inspired you to pursue this field, your current role, and insights from your professional path. This is a great opportunity to highlight your impact, connect with peers, and inspire others who are interested in entering the QI space. We especially encourage you to share advice for those just starting out or considering a career in quality. Help us celebrate the people behind the progress—submit your story and be featured! Contact us at contact.uahq@gmail.com.

UPCOMING EVENTS

UAHQ Annual Conference, October 2, 2026
Salt Lake City, UT

2026 STFM Conference on Practice & Quality Improvement, August 31- September 2026
Palm Desert, CA

NAHQ next, September 14-16, 2026,
Virtual Conference

NCQA Health Innovation Summit, October 4-7, 2026,
Atlanta, GA

Healthcare Quality Week, October 18-24, 2026

IHI Forum, December 6-9, 2026,
Phoenix, AZ
Poster submissions, due September 30

OUR FAVORITE QUALITY RESOURCE WEBSITES

