

President's Message

Kathleen Self RN, BSN, CPHQ

Hello, members of the Illinois Association for Healthcare Quality (IAHQ)! Time flies, and it is hard to believe that I have been President for one year! The past year, IAHQ has celebrated its first CPHQ readiness workshop, a new website, an outstanding conference in April (very good reviews), and participated in many other events at a national level. I look forward to seeing many of you at the National (NAHQ) Conference in Phoenix, AZ in September.

The newly constructed IAHQ website will be available soon. Thank you to all members for your understanding and patience during its reconstruction. The website is the result of the collaboration of all members of the IAHQ Board (greatly appreciated), and a special thanks is extended to Carol Myer (IAHQ treasurer), and Mary Lewis (IAHQ Membership Chair). Both have endlessly provided leadership, information, collaboration, and reports that are so critical to completing this project.

This year, the IAHQ will continue to assist healthcare quality professionals remain proactive in meeting the demands for more data, measurement, analysis, performance, and a balanced, safe environment to care for patients. Membership provides opportunities for education and networking. Healthcare professionals learn from watching others who model excellence; we learn from each other. One does not have to look very far to see the connections between paying attention to care processes and achieving gains in quality. Let's work together as an organization to meet the challenges of our facilities, our state, and our nation. A quote from Jimmy Dean seems to fit these changing times. He said, "I can't change the direction of the wind, but I can adjust my sails to always reach my destination". Let's work together as an organization to "reach our destination".

INTERCHANGE

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IAHQ Education Program

Kerry Wrigley, Program Chairperson
 The IAHQ held the annual education conference at the Holiday Inn Oabrook Terrace on April 25, 2008. Thank you to our loyal members who attended. We had a great turn out and Patricia Adamski, Director of Standards Interpretation, Joint Commission was the keynote speaker and discussed the new 2009 Joint Commission Leadership Standards. Samuel Hoskins, President Mistake-Proofing provided a unique method for process-mapping to identify potential errors and how to mistake proof. Amy Levin, Press-Ganey discussed key elements and strategies to conduct an assessment of hospital safety culture. Susan Hamstra, RN, BS, CPHQ Quality Improvement Coordinator, CGH Medical Center, showcased their facility's ongoing and focused professional practice evaluation. Mat Angela, Illinois Hospital Association (IHA), discussed IHA's resources that are available as they are the Institute for Healthcare Improvement node for Illinois hospitals.



Illinois Association for Healthcare Quality Annual Financial Report Treasurer: Carol Myer

July 1, 2007 – June 30, 2008

Conference	\$10,335.00
Membership	3,304.65
Job posting	50.00

TOTAL INCOME	\$13,687.65
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EXPENSES

Administrative	\$ 730.76
Alumni Services	924.51
2008 Annual conference	9,948.97
CPHQ Approval for CEU's	65.00
IHA Affiliate	125.00
Tax preparation	220.00
CPHQ review course rental	500.00
Telecommunications	370.43
Website	1,224.00
NAHQ conference	1,088.00

TOTAL EXPENSE	\$15,196.53
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SAVINGS	\$19,286.73
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GOT CPHQ?

Are you interested in becoming a Certified Professional in Healthcare Quality?

IAHQ is interested in conducting a preparation course for the CPHQ examination. If you would like more information, contact Susan Hamstra, Education Chairperson at shamst@cghmc.com.

You Can't Manage What You Don't Measure

Quality Professionals are in the “measurement” business. The old management adage “You can't manage what you don't measure” is accurate today. Unless you measure something, you don't know if it is getting better or worse. You can't manage for improvement if you don't measure to see what is getting better and what isn't. The goal is to measure key factors and improve them.

Below are some tips to ponder:

Definitions

To begin, "measure" as a verb, not a noun and "benchmark" as a noun, not a verb.

Measure: The verb means "to ascertain the measurements of"

Measurement: The figure, extent, or amount obtained by measuring"

Metric: "A standard of measurement"

Benchmark: "A standard by which others may be measured"

So we collect data (measurements), determine how those will be expressed as a standard (metric), and compare the measurement to the benchmark to evaluate progress.

What To Measure

Measure those activities or results that are important to successfully achieving your organization's goals. **Key Performance**

Indicators, also known as KPI or Key Success Indicators (KSI), help an organization define and measure progress toward its goals.

They differ depending on the organization. A example of a common strategic measure is compliance with the CMS core measures percent at or above the national average or top 10 percentile.

How To Measure

How you measure is as important as what you measure. Use measurements that are current, accurate, complete, and unbiased.

How To Use Measurements

Most often, these measurements are used as part of a continuous improvement plan like the DMAIC.

It is important that you **communicate your metrics both up and down the organization.**

Your boss wants to know what's going on, but your employees need to know also. They are not motivated to improve unless t they know how they are doing. In addition, most of the suggestions on how to improve will come from them.

- Post team and individual results, either on line or just by hanging charts on the wall. Use pie charts, line charts, key driver charts, and other graphs to quickly, easily, and visually communicate the metrics.
- Review your metrics and use them to guide your decisions. With your metrics in place, you can tell which strategies are working and which aren't. If you make a change, you use the metrics to tell you whether the change improved things or not.
- When the metrics show improvement, share that success with everyone. Tell your staff. Tell your boss. Tell the guy you meet in the hall. And don't forget to reward the people who were responsible for the success, even if it's just a verbal pat on the back.
- Measure To Manage
- Measure what's important.
- Publish your metrics and benchmarks.
- Reward people for exceeding their goals.
- And then start over.
- You'll be a better manager if you do.

The “Wow” Factor

"Wonderfully Outstanding Work."

When was the last time the WOW factor was seen and heard in your facility? Do you give your patients that extra boost with the WOW factor?

Below are some ideas from other facilities that may trigger an idea.

- Welcome packet for the family
- ER physician is first one to see patient upon presentation to the ER
- Website has the number of patients waiting in the ED
- Discharge instructions given on day of testing
- One year anniversary ceremony for employees
- Manager calls new hires prior to first day of work
- Hot line for compliments
- New dads are given their pair of scrubs with baby’s handprint inked onto them
- One year library card given to every newborn
- ICU nurse calls in a report to hotline twice a day. Family has password for the hotline and can call whenever they want.
- Locker for family members
- Magazines on wheelchairs
- Television screen on ceiling of CT/MRI
- Healing artwork in patient rooms
- Drive through flu shots
- Free stroke screening for employees
- Get well cards sent post discharge
- Chef comes in once a week and cooks specialty food for employees
- Chocolate therapy café
- No intercom paging



Free Stuff and Resources

We can all use a little help from our friends. Below are some excellent resources that may be just what you need.

ProPell Healthcare Consultants

www.propellgroup.com

Management Resources

www.Management.about.com

Management Help

www.managementhelp.org

Patient Safety and Quality Healthcare

www.psqh.com

VA Center for Patient Safety

www.patientsafety.gov

Benchmarks

www3.best-in-class.com/Database

Clinical Guidelines

www.guideline.gov

QI Macros SCP software

www.qimacros.com

CONGRATULATIONS
CPHQs in Illinois 2007/2008

Arlene C. Tribble, CPHQ	02/06/07
Roberta J. Abate, CPHQ	02/08/07
Rae A. Hibner, CPHQ	05/01/07
Joanne E. Abeling, CPHQ	05/05/07
Robin Scott, CPHQ	05/08/07
Elizabeth L. Thomas, CPHQ	05/15/07
Laurel A. Shine, CPHQ	05/24/07
Janie Gawryls, CPHQ	05/24/07
Kristie Geil, CPHQ	05/30/07
Sally A. Szumlas, CPHQ	07/30/07
Susan L. Ruwe, CPHQ	08/18/07
Hope M. Brown, CPHQ	09/20/07
Suzanne M. Murray, CPHQ	09/28/07
Nancy M. Herman, CPHQ	09/28/07
Helga Brake, CPHQ	09/28/07
Suellen Daum, CPHQ	11/14/07
Rhonda Ann Yates, CPHQ	05/27/08
Mary Barrie, CPHQ	06/09/08
Audrey Jean Salberg, CPHQ	06/13/08
David Ralph Anthony Harriman, CPHQ	06/16/08
Kerry Kathleen Wrigley, CPHQ	06/27/08
Amanda B. Schmitz	07/21/08

***NOTES & QUOTES FROM
THE EXPERTS***

“Safe patient care is dependent on trust, teamwork, and a collaborative work environment among caregivers. There’s no room for intimidating and disruptive behaviors, no matter the reasons for them and who exhibits them. . . . Patients expect and deserve the care, compassion, and professionalism that most healthcare workers show every day. It’s important for organizations to take a clear stand by defining the behaviors that threaten patient safety and by refusing to tolerate them..” — Joint Commission President Mark R. Chassin, MD MPP MPH, on the organization’s recent sentinel event alert and upcoming standard on disruptive and intimidating behavior. The standard will take effect January 1, 2009.

Note: Chassin will discuss current challenges in quality and safety at NAHQ’s annual conference on Wednesday, September 17, 9–10:15 am.



Membership/Nominating Report

Mary Lewis, RN
Membership/Nominating Chairperson

The results of the 2008-2009 elections:

- Kerry Wrigley – President-Elect
- Marisa Santangelo – Secretary/Bylaws
- Carol Myer - Treasurer
- Member-at-Large, Mental Health
Maureen Lydon
- Member-at-Large, Managed Care
Neida Fuqua
- Member-at-Large, Critical Access
Hospital - Gayla Hislope
- Member-at-Large, Home/Long Term
Kevin Krout

We'd love to hear from you. If you are interested in the Illinois Association for Healthcare Quality as an appointed member of the Board of Directors, the following chairs are available:

- Publications
- Technology

2008 - 2009 IAHQ

Board of Directors

Kathleen Self, RN, BSN, CPHQ
President
kathleen.s.self@osfhealthcare.org

Kerry Wrigley, RHIT, BS, CPHQ
President-Elect
kwrigley@memhosp.com

Troy Delay
Past President
Troy.Delay@passavanthospital.com

Carol Myer, Treasurer CPHQ
Carol.Myer@ivch.org

Marisa Santangelo, RHIA, CPHQ
Secretary and Bylaws Chair
msantang@uic.edu

Julianna Sellett, RN, BSN, MBA, CPHQ
Member at Large - Acute Care
Julianna.Sellett@carle.com

Gayla Hislope, RN, BSN
Member at Large – Critical Access
ghislope@kirbyhospital.org

Kevin Krout, BS
Member at Large Long Term Care
Kevin.Krout@med.va.gov

Maureen Lydon, RN, MSN
Member at Large - Mental Health
Maureen.Lydon@va.gov

Neida Fuqua, RN, MSN, CCM, CPHQ
Member at Large - Managed Care
neida.fuqua@provena.org

Mary Lewis, RN
Membership/Nominating Chair
mlewis@rsna.org

Susan Hamstra, RN, BS, CPHQ
Education Chair
shamst@cghmc.com