

# IAHQ.net

**The Official Publication of  
the Illinois Association for  
Healthcare Quality**

**September, 2009**

## **President's Message**

*Kerry Wrigley, RHIT, BS, CPHQ*

As I take the President's office, effective July 1, 2009 I would like to thank Kathy Self for her exceptional leadership for the past two years. She has overseen the development of the IAHQ CPHQ study course, redesign of the IAHQ web site, represented Illinois members at the NAHQ level.

The IAHQ is also fortunate to have such devoted Board members. Carol Myer, Treasurer, and Past IAHQ President, has been a strong money-manager and a key person on the IAHQ Board. Marisa Santangelo has been an IAHQ Board member for many years and is currently the Secretary and Bylaws Chairperson and keeps us on-target with Rules and Regulations. A special thanks to Susan Hamstra, Education Chairperson for organizing and conducting the IAHQ CPHQ study course and regular educational teleconferences. Mary Lewis, Membership/Nominating Chairperson has updated the IAHQ membership roster. Mary also has lead us through the development of the new IAHQ web site. Kathleen O'Neill has taken over the Technology Chairperson position and has a vision of where to take the IAHQ electronically into the future. Cathy Short is our new Program Chairperson and I'm looking forward to what the program committee has planned for 2010. Pat Merryweather is well known within the quality community as we are excited to have her serve as an IAHQ Board member and provide us counsel on legislative and regulatory quality and patient safety matters.

The IAHQ Members-At-Large have done an excellent job representing their special interest groups:

Julianna Sellett, RN, MSN, MBA, CPHQ

Member at Large - Acute Care

Gayla Hislope, RN, BSN

Member at Large – Critical Access

Kevin Krout, BS

Member at Large Long Term Care

Maureen Lydon, RN, MSN

Member at Large – Managed Care

Please remember that your voice is important to the IAHQ Board, and we would love to hear your suggestions and exchange ideas. There are many opportunities to volunteer and serve on the board, as a committee member, as a future board member, or both.

I am proud to work with the committed and talented professionals in Illinois this year and look forward to opportunities for meeting all of you.  
Sincerely, Kerry Wrigley

## **INTERCHANGE**

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## **SAVE THE DATE**



**IAHQ Annual  
Education Program  
April 23, 2010**

**Holiday Inn Oakbrook**



## News in the Making

Illinois Association for Healthcare Quality (IAHQ) was awarded a \$1,500 Healthcare Quality Foundation education grant to host a March, 2009 CPHQ review course in Peoria, IL. Susan Hamstra, IAHQ chair of education, and Kristie Geil used NAHQ's CPHQ Review Course to lead the 26 participants.

IAHQ's annual conference, "Faith in the Future: A New Horizon for Healthcare," was held in Oakbrook Terrace, IL, on April 24. Attendees enjoyed listening to great speakers from the Joint Commission, the University of Illinois, the Rush Copley Medical Center, and the Illinois Hospital Association. Presentation materials are available for download on the [www.IAHQ.net](http://www.IAHQ.net) web site under Member Log-in section, click on IAHQ Membership.

**From the Education Committee**  
Susan Hamstra, RN, BS, CPHQ

The IAHQ Education Committee is aware that many hospitals have endured significant cutback's or even elimination of their education/training budgets. In light of that the Education Committee has been working to develop low-cost web based training programs for the IAHQ membership. The first program, held in June, provided information of the learning's of Belleville Hospital in their quest for Cardiac Excellence. This program was well received.

In September, through collaboration with Medical Peer Review Services, the program, *What to Do With Your Peer Review* will be presented on **September 23, 2009 @12:15 PM Central. See the IAHQ website [www.iahq.net](http://www.iahq.net)** for more details and to register. The focus of this program will be to provide attendees information on what to do with the Peer Review data that you have. The committee expects this to be a great presentation.

Other topics being explored: Physician profiling--OPPE/FPPE, RAC Audits, The new Stroke Indicators, SPC Charts, Leadership development and PSO's. If you have a topic that you would like to see presented or even better, if you have a presentation that you would like to provide to the IAHQ members, please contact any of the IAHQ board members.



## Quality and Safety Resources

Free Resources from the Agency for Healthcare Research and Quality (AHRQ). Preventing Hospital-Acquired Venous Thromboembolism: A Guide for Effective Quality Improvement

### Your Guide to Preventing and Treating Blood Clots

You can download these free publications from [www.ahrq.gov](http://www.ahrq.gov) or order printed copies from the AHRQ Publications Clearinghouse by calling (800)358-9295 or email [AHRQPubs@ahrq.hhs.gov](mailto:AHRQPubs@ahrq.hhs.gov)

Jay Arthur's [www.qimacros.com](http://www.qimacros.com) has extensive free resources and sign-up for a monthly newsletter.

[www.vitalsmarts.com](http://www.vitalsmarts.com) Great Free resources for overwhelming problems and crucial conversation pointers.

[www.sixsigmazone.com](http://www.sixsigmazone.com) Free Six Sigma downloads, white papers, conference presentations, articles.

## New Health Care Compare

The Commonwealth Fund Launches New Web site for Health Care Providers to Compare and Improvement Quality of Hospitals Nationwide. **WhyNotTheBest.org** is a free resource which provides data on hospital performance across two dozen measures of recommended care, and links users to improvement resources directly related to those measures, connecting them to hands-on tools they can put into practice.

**WhyNotTheBest.org** is unique in that it allows providers to benchmark performance against leaders and track improvements, and it provides credible tools to help providers achieve better performance.





Mistake-Proofing  
**Samuel R. Hoskins, MS**  
*Six Sigma Black Belt*  
MistakeProofing.Net

A key tool of Lean, as developed by Toyota manufacturing, is Mistake-Proofing. Toyota found that human error was the most prevalent cause of defects. In any aspect of health care, the essential component is people, and even highly skilled people make mistakes. These errors are the root causes that develop into larger consequences.

Mistake-Proofing seeks to prevent those basic errors from happening in the first place. Therefore, the first step to effective Mistake-Proofing is to accept that human errors do occur. This presentation will give many real examples, including health care, of Mistake-Proofing devices and how they were developed.

Using a simple root-cause and brainstorming process, a device or method can be easily developed which will prevent that specific error from ever happening again. This presentation covers the basic causes of human errors, the conditions that can set us up for failure, and finally an examination of some specific tools needed to quickly develop effective Mistake-Proofing devices, permanently eliminating the possibility of that error happening again.

There is ample opportunity to use Mistake-Proofing in healthcare. As the Lean tools continue to migrate from manufacturing into healthcare, Mistake-Proofing will be shown to be invaluable. Keeping a narrow focus on the problem you are trying to prevent. Work in small teams, look at your latest error and brainstorm a low-cost/no-cost solution to keep it from recurring.

The best ideas are often simple ones. The idea is to rapidly implement lots of small M-P devices, rather going through the process of making sweeping changes. Toyota has an average of 14 Mistake-Proofing devices at every work station. Mistake-Proofing has been a powerful tool in Lean Manufacturing and it can be just as powerful for healthcare.

For more information, please contact Samuel R. Hoskins, Mobile: 618-967-0016  
Web: [www.MistakeProofing.net](http://www.MistakeProofing.net)



**Financial Report**

**Treasurer: Carol Myer**  
**April 1, 2009 – June 30, 2009**

Membership	\$1600.00
CPHQ Review Course	5480.00
2009 Conference	1000.00
Job Posting	50.00
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<b>TOTAL INCOME</b>	<b>\$8130.00</b>
<b>EXPENSES</b>	
Administrative	\$211.11
Alumni Services	242.12
CPHQ CE approval	130.00
Website	129.85
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<b>TOTAL EXPENSE</b>	<b>\$713.07</b>
<b>SAVINGS</b>	<b>\$19,309.88</b>

**2009 - 2010 IAHQ**

**Board of Directors**

Effective July 1, 2009

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