

## **ASSOCIATION NEWS**

### **NAHQ Backs Position Paper Sent to New Administration and Congress**

At the invitation of the National Quality Forum (NQF), NAHQ recently signed on as a supporter of Stand for Quality ([www.standforquality.org](http://www.standforquality.org)) and its position paper sent to the Obama Administration and Congress on “performance measurement, reporting, and improvement enterprise.” NAHQ President Cathy Munn joined a NQF-sponsored teleconference for organizations interested in partnering with NQF on this effort. “Quality professionals continue to be integral members of the teams that are charged with the collection and stratification of data outlined in the NQF position paper,” says Munn. “This is an excellent opportunity for us to be a partner in shaping the structure and format of future healthcare reporting. By working together, we will continue to build a safe and efficient quality delivery system for care across the continuum—and across the country.”

### **Quality Boot Camp Targets Organizational Performance**

NAHQ’s Quality Boot Camp course, “Basic Training for Improving Organizational Performance,” will be held June 19, 8 am–5 pm Eastern Time at the American Heart Association in Marietta, GA. Presenters are Kathryn Clinefelter, MSN MBA CPHQ FNAHQ, of the Institute for Child Health Policy, University of Florida in Gainesville, FL, and Sandi O’Neal, MS MED RN CPHQ, of the Florida Health Care Plans in Holly Hill, FL. The workshop will present basic concepts of organizational improvement using the Baldrige Criteria for Performance Excellence as a framework. Participants will learn leadership skills necessary to establish a culture for quality, including how to focus on customer needs and use data and analyses to support process improvements. The Plan-Do-Check-Act model will be used to identify opportunities for improvement related to quality standards of the Joint Commission, the National Committee for Quality Assurance, and other accrediting bodies. For more information, contact Jacki Van Oort at [jvanoort@nahq.org](mailto:jvanoort@nahq.org).

### **June CPHQ Review Course**

If you are planning to take the Certified Professional in Healthcare Quality (CPHQ) examination, you should consider attending this 1.5-day study workshop to be held June 18–19 at the American Heart Association in Marietta, GA. Nancy Claflin, PhD RN CCRN CPHQ FNAHQ, of the Phoenix V.A. Healthcare System, Phoenix, AZ, will lead the course. The course will present information on healthcare quality methods, information management, strategy and leadership, change management and innovation, continuous readiness, and patient safety. *Q-Solutions: Essential Resources for the Healthcare Quality Professional, Second Edition*, is recommended for the course and is available at a member-discounted price at the NAHQ Online Store (<http://www.association-office.com/NAHQ/etools/products/index.cfm>). Participants should come to the workshop with functional knowledge in areas identified in the CPHQ exam outline, which is available on [www.cphq.org](http://www.cphq.org). However, completion of this course does not guarantee a passing grade on the examination. Another valuable study tool is the CPHQ Self Assessment Exam (<http://www.cphq.org/2ExamStudy.html>), which can be taken either before or after this review course to help assess exam preparedness. For more information on the course, contact Jacki Van Oort at [jvanoort@nahq.org](mailto:jvanoort@nahq.org).

**National Association for Healthcare Quality**  
**800/966-9392, 847/375-4720**  
**[www.nahq.org](http://www.nahq.org)**

## **Virtual Receptions for New NAHQ Members**

New NAHQ members are invited to participate in quarterly “new member virtual reception” calls. Led by NAHQ Membership Director Len Parisi, the interactive discussions will address governance, member benefits, educational opportunities and resources, and the annual conference. About 2 weeks prior to the scheduled calls, NAHQ staff members will contact new members with details on the upcoming call. For more information, contact Joan Fishman at [jfishman@nahq.org](mailto:jfishman@nahq.org).

### **2009 Call Schedule (Central Time)**

Thursday, February 12, at 3 pm

Tuesday, May 5, at 11 am

Thursday, May 7, at 3 pm

Tuesday, August 4, at 11 am

Thursday, August 6, at 3 pm

Tuesday, November 10, at 11 am

Thursday, November 12, at 3 pm

## **First-Ever State Leadership Summit**

NAHQ state affiliate leaders are strongly encouraged to attend the first-ever State Leadership Summit, to be held May 1–2 at the Westin Chicago North Shore in Wheeling, IL. Program topics will include membership and volunteerism, strategic planning, finance and nonprofit status, and communication. Watch for registration information on the State Leader Listserv. NAHQ will provide to the leadership of each state two registrations, which include hotel and food during the event. Additional state representatives may participate for \$250, plus cost of hotel lodging. All participants are responsible for travel and ground transportation. The educational program was developed by the planning team of Linda Scribner, NAHQ President-Elect; Linda Comer, president of the Michigan Association for Healthcare Quality; Denise Myrick, president of the Oregon Association for Healthcare Quality; and Linda Ostermeier, president of the Indiana Association for Healthcare Quality. For more information, contact Sherry Wallingford at [swallingford@nahq.org](mailto:swallingford@nahq.org).

## **Live Audio Conference on Stroke Center Certification**

NAHQ member Chris Thompson, winner of the 2008 Luc R. Pelletier Healthcare Quality Award, will be a speaker at “Joint Commission Stroke Certification Update,” an HCPro-produced audio conference on April 30, 1–2:30 pm Eastern Time. NAHQ is sponsoring the audio conference, which will offer updates on changes to stroke center certification and provide resources for facilities wishing to improve existing stroke programs. As more information becomes available on the audio conference, it will be posted on the NAHQ educational calendar on [www.nahq.org](http://www.nahq.org). Registration information will also be available on the calendar. NAHQ members can register at the discounted price of \$199.