

ASSOCIATION NEWS

Welcome, New NAHQ Board Members

Linda Scribner, BA CPHQ President-Elect

Linda Scribner is a long-established healthcare quality professional. She has more than 11 years' experience at a university teaching hospital and more than 7 years at a community hospital managing quality improvement. Linda is an experienced lecturer, consultant, and national presenter on hospital and medical staff quality, case management, performance improvement, and Joint Commission preparation. As director for clinical outcomes management at the Methodist Dallas Medical Center in Dallas, TX, she is responsible for direct services and manages an 11-member staff in the quality management department. In addition, she directs and manages quality improvement initiatives for the medical center. Linda is also a member of the Dallas/Fort Worth Hospital Council's Quality and Patient Safety Committee and has been a NAHQ member for 19 years. "We need to remain strong and keep growing and moving forward as an association. It is said that good leaders are forward-thinking, understanding that we must continually adapt and change to remain viable. I believe my service, action, and support as a board member, team leader, and team member consistently demonstrate the passion, commitment, and value I place on membership and service in this great organization."

Lee Hamilton, JD MPA RN CPHQ FNAHQ Secretary-Treasurer

Lee Hamilton is the director of healthcare quality for the American Heart Association (AHA) in Dallas, TX. She has held her position since 2007 and develops plans and strategies to position AHA as a national leader in healthcare quality across the healthcare continuum. Lee oversees collaboration with national quality initiatives such as the National Quality Forum. Lee has been a NAHQ member for 12 years. "I bring talented people together to make good things happen, stick to the mission but drop what doesn't work (even if it was my idea), regroup, and find what works. I care about NAHQ, and I wear that on my sleeve."

Desila Rosetti, MSA CPHQ Special Interest Groups Director

Desila Rosetti is the president of Organizational Development Solutions, a training and consulting company in northwest Indiana. She has more than 20 years of executive management training and development experience, with a specialty in the areas of management development, quality improvement, strategic planning, and human resources. Desila has been a NAHQ member for 15 years. "I believe I can assist NAHQ with the strategic direction in regard to leadership development, strategic planning, and setting measurable objectives for success. I also believe I can assist with the facilitation of taking the organization to the next level regarding partnerships."

Nancy Terwoord, BS RN CPHQ Professional Development Director

Nancy is a senior consultant at Wright State University School of Medicine in the Center for Global Health Systems, Management, and Policy in Dayton, OH. There she has overall responsibility for outcomes research, health systems management consulting, management of grant and contract programs, physician community-based programs, and conference and event planning. She is coordinator of the Master of Public Health accreditation and program evaluation. She has been a NAHQ member for more than 12 years. "I want to help make a difference in leading our membership into the future, as we strengthen NAHQ's position as a leader for quality

professionals. To that end, I have been actively involved in NAHQ, having spent the last 4 years working on the Annual Conference Program Committee, and in 2008 I had the honor and responsibility of serving as senior team leader.”

NAHQ’s 24-Month Education Calendar Available Online

The 24-month calendar of educational events is now available online. It includes all of NAHQ’s upcoming educational opportunities, and many listings will include a description and link to register. This calendar will be helpful when you are planning and budgeting for the next year. It is dynamic, so check it frequently! Visit <http://www.nahq.org/education/opportunities.html> for the calendar.

Audio Conference on Joint Commission Leadership Standards

Join HCPro and speakers Ken Rohde, senior consultant for patient safety and process improvement at the Greeley Company, and Heidi Benson, MS RN CPHQ FNAHQ, NAHQ past president, for the 90-minute audio conference, *Joint Commission Leadership Standards: Key Implementation Strategies for 2009*, on Wednesday, January 28, 2009, 1-2:30 pm Eastern Time. This program will address key changes to leadership standards, including expectations for data and simple questions to ask your board when preparing for a survey. The audio conference costs \$259 per site and is available at www.hcmarketplace.com/prod-7369-RNAHQ.html.

Holiday Sale through December 31

During NAHQ’s Holiday Sale, take 20% off *all* NAHQ educational and logo products in the NAHQ online store. Visit www.nahq.org to see the selection of titles and merchandise and to order online. Or contact the NAHQ customer service center at 800/966-9392 (U.S. only) or 847/375-4720. Customer service representatives are available Monday through Friday, 8 am–6 pm Central Time.

Downloadable Products Just Released!

If you missed the Webcast during Healthcare Quality Week or did not attend NAHQ’s 33rd Annual Conference, you can now access these downloadable products at <http://www.association-office.com/NAHQ/etools/products/products.cfm>: the Webcast *Using Data to Drive Patient Safety* and the NAHQ 2008 conference session by Sandra Murray, MS RD, *How to Powerfully View Data When "Yucky" Events Are Rare!*

The Webcast by Paul L. Green, MS RN CPHQ, and Monica C. Berry, JD BSN LLM CPHRM DFASHRM, covers the use of publicly reported data to improve patient safety. The content includes factors to be considered in the evaluation of the data and methods for analyzing areas of risk, establishing priorities, and implementing changes to improve outcomes and resultant data. Continuing education credit: 1.5 hours.

In *How to Powerfully View Data When "Yucky" Events Are Rare!* Sandra Murray states that standard run or control charts are not accurate when used to analyze rare events (falls, needle sticks, infections, and other rare errors). Using two newer control charts, the T and G charts, to track time between or counts between rare events is more appropriate. Continuing education credit: 1.25 hours.

New Publishing Arrangement for the *Journal for Healthcare Quality*

NAHQ and Wiley-Blackwell, the medical and scholarly publishing business of John Wiley & Sons, Inc., Hoboken, NJ, have entered into a partnership to publish the *Journal for Healthcare Quality (JHQ)*, NAHQ’s award-winning peer-reviewed journal. *JHQ* editor in chief Joann

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Genovich-Richards, PhD MBA MSN RN, and Angela Richardson, associate editor, professional journals, at Wiley-Blackwell, have key roles in implementing the new partnership.

“Collaborating with Wiley-Blackwell will help NAHQ deliver its respected and focused journal to healthcare quality professionals,” said Stacy Sochacki, executive director of NAHQ. “We welcome the alliance and look forward to a productive association.”

Wiley-Blackwell publishes approximately 1,400 scholarly peer-reviewed journals and an extensive collection of books with global appeal. For more information on Wiley-Blackwell, please visit www.blackwellpublishing.com or <http://interscience.wiley.com>.

Joint Commission Report: Hospital of the Future

The Joint Commission recently released a report that offers guiding principles and actions for the hospital of the future to meet the daunting challenges of older and sicker patients, patient safety and quality of care, economics, and the workforce. As these challenges escalate, hospitals can lead the effort to meet these demands. *Health Care at the Crossroads: Guiding Principles for the Development of the Hospital of the Future* contends that hospitals must respond in new ways as escalating healthcare costs are hitting record highs and the conditions and care needs of hospitalized patients are growing more complex.

The report is the work of an expert panel comprised of hospital executives and clinical leaders, as well as experts in technology, healthcare economics, hospital design, and patient safety. The roundtable analyzed how socioeconomic trends, technology, the physical environment of care, patient-centered care values, and ongoing staffing challenges will affect the hospital of the future.

“The importance of hospital-based care will not diminish in the future, but hospitals will have to meet the high expectations of the public and all stakeholders in an increasingly challenging environment,” says Mark R. Chassin, MD MPP MPH, president of the Joint Commission. “As they have been in the past, hospitals must be equally transformative as the future unfolds. The Joint Commission urges hospitals and public policymakers to use the principles in this report to achieve that aim.”

The report recommends action in five core areas: economic viability, technology adoption, patient-centered care, staffing, and hospital design. The full report can be found at www.jointcommission.org.

Update on Joint Commission Hospital Advisory Council Meeting

Diane Storer Brown, PhD RN CPHQ FNAHQ FAAN, reported on a recent meeting of the Joint Commission's Hospital Advisory Council. Some highlights include the following:

- Ann Scott Blouin, PhD RN, is the new executive vice president of accreditation and certification operations.
- There will be no fee increases next year.
- There will be no new National Patient Safety Goals for 2010. Instead, time will be devoted to clarifying the existing goals.
- Centers for Medicare and Medicaid Services (CMS) Deeming Authority: The Joint Commission is working on its application (it has until July 2010 for approval) and expects to submit it late in January 2009.
- With regard to the CMS and Joint Commission alignment, the Joint Commission continues to work with CMS to update areas perceived to be outdated in the Condition of Participation (COP). Telemedicine is still an area of conflict because COP requires privileges at individual organizations. The Joint Commission is working on a process to conduct simultaneous surveys when multiple Medicare provider numbers are associated with a campus.

- Still to be resolved with the deemed status application is where the COP is located in the Joint Commission's new scoring model. It will likely be included in the Direct Impact standards. Other subjects discussed included staffing effectiveness, the scoring model, robust process improvement, and online editions of the standards manual.