2017 ISAVE THE DATE!
Iowa Association of Healthcare Quality Spring Conference

This conference stands to be the must-go-to meeting for quality professionals in 2017! Mark your calendars and watch for registration information in early 2017.

WHEN: April 18, 2017
WHERE: Holiday Inn Jordan Creek, West Des Moines

Donna Wright, Creative Health Care Management, highlights the day. Donna brings a global perspective to staff development competency assessment. She is well known for her irreverent wit and uses humor therapeutically. Her two books, *The Ultimate Guide to Competency Assessment* and *Relationship-Based Care*, will be the focus for our day. With her background as an oncology nurse and extensive experience working with health care executives, she understands health care organizations and caregivers.

Rounding out the day is motivational speaker Steve Siemens who will present on “If Excellence Isn’t Enough? What Is?”

The Iowa Association of Healthcare Quality (IAHQ) provides networking opportunities to all who are interested in promoting patient safety and quality improvement activities. Learn more about IAHQ here.

See you in the Spring!
President’s Greeting for 2017

Iris Vering

As I reflect on the New Year, I can’t help but think about 2016 activities as well as anticipate 2017’s adventures...

In 2016, my participation on the Iowa Association for Healthcare Quality as your president-elect offered a chance to work with some wonderful board members as well as rekindle networking with some great quality professionals.

Last year also brought our association together for an informative and entertaining spring conference in April. We hosted Chip Madera, who shared his message of courageous leadership with humor and candor. We learned about the current regulatory landscape from IHA’s Sara Allen and Erika Eckley; heard from Tero International’s Deborah Rinner on the art of influence; and had an opportunity to visit with a handful of vendors in attendance. We also awarded the IAHQ scholarship to Elly Shaw.

Our seven IAHQ districts kept busy over the course of the year as they met and shared regulatory topics, improvement efforts, and educational opportunities. These sessions not only provided a learning forum, but also offered a roundtable (i.e., therapy for those of us needing it!) to continue navigating our crazy world of quality that requires us to balance and respond to an overload of activities at any given time.

In April, the board began work on a more focused IAHQ strategic plan, which includes three tracks to support increased value of our association to our 66 registered members across Iowa:

1. **Promote CPHQ Credentialing:**
   - *Increase awareness of IAHQ membership and CPHQ review course.*
   - **Outcome measure:** Add 2 or more members achieving the Certified Professional in Healthcare Quality (CPHQ) by 07/01/17.

2. **Provide Scholarship for Professional Growth:**
   - *Clarify scholarship parameters and increase awareness of this opportunity.*
   - **Outcome measure:** Increase scholarship applications (compared to previous year) and stay within budget.

3. **Enhance the IHA – IAHQ Partnership**
   - *Clarify and enrich the IHA-IAHQ working relationship.*
   - **Outcome measure:** Increase number of IAHQ members by 07/01/18.

Sub teams have been assigned to these topics and work has started.

Lastly, many of us gathered in October for the quality-track at the Iowa Hospital Association’s annual meeting, where we were able to attend multiple sessions that were both useful and interesting.

As we begin 2017, I look forward to this next chapter of our quality journey... With our healthcare world ever-changing, utilizing available opportunities/experts/efficiencies will remain a priority to get the job done to best serve our patients and staff.

Know that IAHQ will remain a resource for information and knowledge. Multiple opportunities will be available to us next year:

- The spring conference on April 18th includes some wonderful speakers already committed to the event: Donna Wright will share her guidance on competency assessments and relationship-based care; and Steve Siemens will provide a motivational session on excellence. This will be a chance to hear some great information, unwind for a day, and catch up with other quality professionals. Watch for more information in early 2017 on registration.

- Keep an eye out for communication from your district representatives regarding your local meeting details. These are excellent opportunities to align with colleagues and learn from each other. I guarantee that you will leave feeling better about the items waiting for you back at work.

- And the board will continue the strategic work to make it worthwhile for you to continue as a member.

On behalf of the IAHQ board, I want to welcome both returning and new members. Our commitment to remaining a good resource for you as professionals is stronger than ever and we look forward to working with you this year!

Best Regards,

Iris Vering
IAHQ Board President
Director of Quality Services, Waverly Health Center
2017 Meetings for IAHQ

Districts

District A— Michele Dettmann-
Wednesday 2017 at Cherokee
Regional Hospital 10am– 2 pm

District B— Megan Mollenbeck

District C— Sarah Pavelka’s 10:30-2
pm Cedar Falls-Sarah’s Barn.

District D— Dec 2nd @ Council Bluffs
Jennie Ed.

District E— Ellyn Cowan

District F—Angela Freeman-
January-Centerville 10am-2pm

District G: Natasha Hauschilt

Notes From District F

On Tuesday, November 15th the Dis-
trict F group met in Sigourney. Con-
nie McLaughlin from Keokuk
County Health Center hosted our
meeting. Lori Parsons provided a
Telligen update. She shared
information on Telligen’s
Antibiotic Stewardship Initiative for
Outpatient Healthcare and encour-
aged all facilities to join. We listened
in on the Compass HIIN Falls Preven-
tion Community of Practice led by
Jennifer Creekmur. We took a tour of
Connie’s facility and ended our day
with a Compass HIIN update from
Jennifer. Jennifer stressed the im-
portance of updating our work plans
and writing SMART goals to drive
improvement.

Our next meeting will be held at Mer-
cy Medical Center – Centerville on
Thursday, January 12th with Deb
Leyda hosting.

Submitted by – Angela Freeman,
District F Representative

Notes From District A

District A met on Wednesday,
November 2, 2016 in Cherokee. The
Education for the meeting was from
Michelle Roth, Lakes Regional Hospi-
tal, Spirit Lake, on CAH quality
measures reporting, APU reports, ED
and IMM chart submissions and data
entry for Population and Sam-
pling. Other discussion for the
meeting included topics related to
MBQIP measures, HIIN measures
and Utilization review sub-
jects. The next District A meeting
will be in Cherokee on February 1,
2017. Michele Dettmann District A
Representative

Educational Opportunity:
Health Care Worker Resilience
and Quality Improvement
Webinar Series

http://www.ihaonline.org/
brochures/ResilienceBrochure.pdf
2017 Quality Professional Award
Iowa Association for Healthcare Quality
Iowa Outstanding Quality Professional Award

Description
The Iowa Association for Healthcare Quality (IAHQ) annually grants the Outstanding Iowa Quality Profession award to recognize a dynamic and passionate IAHQ member who has demonstrated enthusiasm and leadership with local, state, and national healthcare associations and has made contributions to healthcare quality through healthcare consultation, publications and presentations.

Eligibility Criteria
Eligible candidates will be an IAHQ members who has demonstrated the characteristics of commitment, dedication, passion, and enthusiasm for the healthcare quality profession. Candidates may be self-nominated or nominated by a co-worker or IAHQ member.

Award
The recipient will receive a plaque or pin, recognition at the IAHQ annual conference and recognition in the quarterly IAHQ newsletter. A letter with an example press release for local papers will be sent to the CEO of the award recipients place of employment for both internal and external recognition.

Requirements (All of the requirements listed below must be clearly evidenced in the nominee’s application or the attached one page essay.)
- Member of IAHQ for at least two (2) years
- Currently employed as a Quality Professional in the state of Iowa
- Participates in District meetings and IAHQ functions (if applicable)
- Has actively participated in the creation, implementation and completion of individual performance improvement projects that has had a direct effect on the quality of healthcare (the project must have been completed in the calendar year (January-December) before the year of the nomination). Submit examples.
- Demonstrates excellence in the specialty of healthcare quality through evidence of any of the following:
  - Service to local, state and national healthcare associations through leadership and/or serving as a team member or leader.
  - Contributions within the healthcare quality field through requests from others for voluntary consultation; evidence of recognition by others in the field as a contributor to healthcare quality best practices. Submit examples.
  - Presenter, co-presenter or instructor on healthcare quality practice and standards in local, state, or national workshops, seminars or conferences, or in-service training programs.

Deadline
The application and one page essay detailing how the applicant meets the criteria must be received electronically by March 15, 2017, by sending materials to Kathy Trytten at: tryttenk@ihsonline.org
Application Form
2017 Iowa Outstanding Quality Professional Award

Nominee's Name: ________________________________

Title: _________________________________________

Organization: ___________________________________________

City: __________________ State: _____ Zip Code: _________

Phone: (____) __________ Fax: (____) __________

Email: _______________________________________

Home Address: __________________________________

City: __________________ State: _____ Zip Code: _________

Phone: (____) __________

Consecutive # of Years as an IAHQ member: ___________

Person nominating the candidate (if applicable): _______________________________

Why do you believe you or the person you are nominating should be considered? (Use additional space as needed)

All of the information I have provided about myself or the nominee for the Outstanding Iowa Quality Profession Award is true and accurate.
2017 Scholarship Criteria

Iowa Association for Healthcare Quality
2017 Scholarship Application
Iowa Association for Healthcare Quality

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<th>Name</th>
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<td>Home Address</td>
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<td>Home Phone</td>
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<td>Present Employer</td>
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<td>Employer Phone</td>
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<td>Address of Employer</td>
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<td>Email address</td>
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<td>Present position</td>
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<td>Immediate supervisor</td>
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<tr>
<td>Number of years member of IAHQ</td>
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<td>Number of years member of NAHQ</td>
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<td>Name of school attending (if applicable)</td>
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<td>Name of certification exam or review course (if applicable)</td>
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<td>Course of study (if applicable)</td>
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<tr>
<td>Anticipated date of completion of degree or certification exam</td>
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<tr>
<td>Applicant's goal for classes or course of study or certification</td>
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<td>List your involvement in IAHQ and/or NAHQ (district, state or national)</td>
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Please list on an additional page: Identify what you consider to be the most important challenge for quality professionals and how your education can help in 100 words or less. When you submit this application, please include a reference from:
- Immediate supervisor
- Peer or instructor

Return completed applications by March 15, 2017
to: Kathy Tryten, Senior Director, Info & Quality Services
Iowa Hospital Association
100 East Grand, Suite 100
Des Moines, IA 50309

Email: tryten@ihaonline.org
Fax: 515-283-9366

IAHQ Iowa Association for Healthcare Quality
Iowa Association for Healthcare Quality
2017 Scholarship Selection Criteria

Purpose
The purpose of the scholarship fund is to provide financial assistance to members of the Iowa Association for Healthcare Quality (IAHQ) for continuation of formal education, completion of a certification exam or completion of a certification exam review course. The scholarship amount available is determined by the IAHQ Board on an annual basis.

Eligibility
The applicant must be a member of IAHQ and have been so for a minimum of one year prior to making application for the scholarship.

The scholarship shall be used towards an advanced degree, a certification exam or a certification exam review course.

The IAHQ Board will review each application and determine winners prior to the IAHQ Annual Conference.

The scholarship winner will be notified by the IAHQ president or their designee. The award will be announced at the Iowa Association for Healthcare Quality Annual Conference.

Completed Scholarship Application must be received by March 15, 2017
Reference Form
2017 Scholarship Application
Iowa Association for Healthcare Quality
(All shared information is strictly confidential.)

Applicant’s Name

How long have you known the applicant?

In what capacity have you known the applicant? (Check One)

- Immediate supervisor
- Instructor or peer

Please rate the applicant on the following characteristics:

<table>
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<tr>
<th>Characteristic</th>
<th>Excellent</th>
<th>Above Average</th>
<th>Average</th>
<th>Below Average</th>
<th>Poor</th>
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<tr>
<td>Probability of success</td>
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<td>Dependability</td>
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<tr>
<td>Initiative</td>
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<td>Ability to get along with others</td>
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<tr>
<td>Communication skills</td>
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<tr>
<td>Professionalism</td>
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Do you feel this applicant is deserving of a scholarship?  Yes  No

What indication can you give of the student’s desire to contribute to healthcare quality leadership?

____________________________________________________________________________________

____________________________________________________________________________________

General Comments

____________________________________________________________________________________

____________________________________________________________________________________

Return completed applications by March 15, 2017 to:
Kathy Trytten, Senior Director, Info and Quality Services
Iowa Hospital Association
100 East Grand, Suite 100
Des Moines, IA 50309

Signed

Email: tryttenk@ihaonline.org
Finally figuring out PQRS, VM and MU? Don’t get too comfortable. The new MACRA ruling creates a whole new framework to drive providers to value-based care. Medical practices need to understand and prepare for this complex mandate or suffer penalties into the foreseeable future.

**ACRONYM GUIDE**

**MACRA:** Medicare Access and CHIP Reauthorization Act*

**MIPS:** Merit-Based Incentive Payment System

**APM:** Alternative Payment Model

**QPP:** Quality Payment Program

**EC:** Eligible Clinician (replaces Eligible Professional)

**CPS:** Composite Performance Score

**MU:** Meaningful Use/EHR Incentive Program

**PQRS:** Physician Quality Reporting System

**VM:** Value-based Payment Modifier Program

**ACMTIN:** Another Complex Mandate To Implement Now

**CERR:** Continually Evolving Reimbursement Requirements

**KUWM:** Keeping Up With Medicare

**AHS:** Administrative Headache Syndrome

*Side effects for providers may include headache, anxiety and high blood pressure
Though it could change in the final ruling—due by the end of 2016—the MACRA timeline is aggressive. The first performance year starts January 1, 2017 and impacts payments in 2019.

MACRA AFFECTS MOST PROVIDERS ACROSS THE COUNTRY

Under MACRA, clinicians will choose one of two payment options:

**A**

MIPS combines the MU, PQRS and VM programs. Clinicians get a composite score based on performance across four areas, which serves as a modifier for Medicare Part B reimbursements.

**B**

APMs include healthcare organizations with two-sided risk-based payment models such as Next Generation ACOs and Comprehensive Primary Care Plus (CPC+).

EVENYONE REPORTS UNDER MIPS IN 2017

While MACRA offers two tracks—MIPS and APM—all providers will report under MIPS in 2017 unless they are new to Medicare or bill very low Medicare volume. CMS will then determine which clinicians qualify for APM status.

REPORTING IS A FULL CALENDAR YEAR

The performance period for the new QPP tracks is a full calendar year—not 90 days. Performance during 2017 will be reflected in 2019 payment adjustments.
5. **MIPS Payment Adjustments Are Complex**

There are four categories that determine a clinician’s MIPS score:

- Quality
- Cost
- Care Coordination
- EHR Use

Each category has a different weight, and relative weighting changes over time.

6. **Under MIPS, Most Clinicians Will See a Payment Adjustment**

With other CMS programs, average performers saw no adjustment. By contrast, under MIPS most clinicians will. Those with a MIPS score above or below the national threshold will see a corresponding upward or downward payment adjustment. According to CMS, the majority of independent practices are expected to see a pay cut.

7. **We Won’t See a Lot of APMs at First**

Only a small number of groups will initially meet APM requirements, but CMS believes that over the long term, the Advanced APM will become the preferred choice for providers.

8. **Reporting Under These Programs Won’t Be Cheap**

CMS estimates MIPS Quality reporting will cost about $723 per clinician per year, and to take about 11 hours per reporting category each year.
Remember Meaningful Use? It’s Not Going Away (Yet)

QPP does not change hospital or Medicaid MU. Medicaid MU participants who also bill Medicare will need to participate in both Medicaid MU (through 2021) and MIPS.

Your Data Will Be Public

MACRA requires that each physician’s MIPS composite score be posted to the Physician Compare website, along with the physician’s score in each of the four performance categories.
What are Q Essentials?

The Q Essentials are a framework to support healthcare quality professionals (HQPs) in assessing and expanding their professional knowledge and abilities. Roles of HQPs like you continually evolve and grow along with the changes in healthcare. At the same time, you strive to ensure that your work in quality is helping to lead the transformation of healthcare. To support you in the expanding and emerging HQP career positions of today and tomorrow, NAHQ is defining the essential HQP competencies in six areas: health data analytics; population health and care transitions; regulatory and accreditation; patient safety; quality review and accountability; and performance and process improvement. These are the Q Essentials, NAHQ’s Essential Competencies for the Healthcare Quality Profession.

Why Performance and Process Improvement?

Healthcare is delivered within a living network of customers. These varied stakeholders often have competing goals that add to the complexity of how care is administered and directly impact target performance, reliability, outcomes, and reimbursement. To address critical factors impacting patient care delivery systems, HQPs use process improvement methods and tools to evaluate, measure capability, and redesign operational and clinical processes. HQPs support the work of multidisciplinary project teams determining how best to achieve consistently high-quality and efficient healthcare delivery in all settings. Collaborative work within and between organizational departments, and often beyond facility walls, is necessary to achieve consensus and commitment to innovation.

Performance and process improvement (PPI) is a core functional responsibility for HQPs. With a focus on improving clinical processes and performance, PPI applies specific tools to gain insight into the organization and measure the effectiveness of its programs, processes, and work force. PPI competencies are critical to an HQP’s ability to impact healthcare delivery systems and guide an organization to achieve optimal levels of performance.

HQPs in PPI excel when they have a combination of improvement science, project management, and change management competencies focused on achieving the objectives of the organization and positioning it for success. The effective application of PPI tools requires that the quality professional possesses communication, facilitation, analytical, and motivational skills consistent with successful change management and innovation deployment. As agents of change, quality professionals must be focused, results driven, and able to collaborate and lead others in the quest to achieve and sustain operational and clinical excellence.
The Iowa Association for Healthcare Quality (IAHQ) remains the only statewide organization that is fully dedicated to helping you meet the challenges you face as a healthcare quality professional.

Through IAHQ you have the opportunity to attend and network at our excellent Spring Conference (April 18, 2017) at a reduced fee and the IHA Annual Meeting (October 10-12, 2017 at the Veterans Memorial Community Choice Credit Union Convention Center) for free.

In addition to these learning opportunities, IAHQ is an excellent way to network with your colleagues from around the state. The IAHQ e-mail list serve connects you to the membership and allows you to instantly ask questions and share ideas.

To keep you apprised of IHA news, all members receive e-mailed headlines from IHA’s weekly newsletter, The Friday Mailing, with quick links to the entire newsletter. You can also track the latest news and developments regarding Iowa hospitals and health care on the IHA blog at blog.iowahospital.org and follow IHA on Twitter (@iowahospital) or Facebook.

Continuing your IAHQ membership will help you do your job better and help your organization serve your community better. And the cost is only $105 a year! IHA has several personal membership groups and offers a special discount of $10 for each personal membership group when you join more than one. In addition, if others in your hospital join or renew their IAHQ memberships, you all receive another $10 discount!

Keep Your Family Flu-Free this Holiday Season

As you gather with friends and family over the holidays, make sure to take actions to protect yourself from the flu. Remember, a flu vaccine is your best protection against flu, and it is not too late to get vaccinated this season, if you haven’t already. Brighten the holidays by making your health and safety a priority.