2016 IAHQ Spring Conference Highlights

The Spring May 13th conference delivered what it promised with excellent speakers throughout the day. The conference informed attendees to manage an ever-changing environment, taught tactics to keep up on projects and employ strategies for engaging quality professionals on patient-centric quality outcomes.

Our first speaker Chip Madera, MS, CSP, President, Chip Madera Productions, Celebration, FL spoke on patient satisfaction results emphasizing they are the game changer for many health care providers. He presented leadership tools and inspiration needed to accelerate patient and employee satisfaction to a whole new level by discussing first three brands outside of health care and review their common objectives with health care; second, identifying 5 attributes that develop high-performance culture; third, identifying strategies for accelerating patient satisfaction survey results.

Sara Allen, Dir of Government Relations & Staff Attorney and Erika Eckley, Dir of Government Relations and Staff Legal Counsel both from IHA, Des Moines gave advocacy updates.

Deborah Rinner, Vice President, Chief Learning Officer, Tero Group of W DM concluded our conference presentation with keys for success; looking at the decision process with others and how to work towards influencing winning, collaborative outcomes.

In addition, our sponsors and vendors: IHC-Lunch Sponsor; Coverys & The Medicine Company-Program Sponsors; Communications Mid-America; IDPH: Universal Hospital Services

Sarah Pavelka along with Iris Vering, President Elect recognized Natasha Hauschilt as outgoing president for her dedication and service to IAHQ
Certified Professional in Healthcare Quality

Why earn the CPHQ?

As healthcare continues to evolve, more and more staff in healthcare organizations will be involved in quality. That's why it is more important than ever before to differentiate yourself as a healthcare quality professional with the Certified Professional in Healthcare Quality™ (CPHQ) certification.

As a healthcare quality professional, you bring together data analytics, performance improvement, risk management, patient safety and much more, helping others see the bigger picture.

Prove that commitment by earning your CPHQ credential.

What is the CPHQ?

The CPHQ incorporates the body of knowledge in the healthcare quality profession, which includes:

- strategic and operational roles in management and leadership

- information management, including design and data collection, measurement and analytics, and communication

- performance/quality measurement and improvement, including planning, implementation and evaluation, and training

- strategic and operational tasks in patient safety

The CPHQ is the only accredited certification in the profession of healthcare quality. The program is fully accredited by the National Commission for Certifying Agencies of the Institute for Credentialing Excellence in Washington, D.C.

Learn more about the CPHQ

Q Solutions, Essential Resources for the Healthcare Quality Professional, 7th Edition

Q Solutions is considered the primary tool for preparing for the CPHQ Certification exam and examines key foundational knowledge for all healthcare quality professionals in each of its five modules: Leadership and Management; Quality and Performance Improvement; Healthcare Safety; Information Management; and Regulation, Accreditation, and Continuous Readiness.

IAHQ will be hosting the CPHQ review course this fall, see upcoming events section for more details.
President’s Letter
Shawna Forst

I truly hope if you were able to attend the April conference, you left with something that rejuvenated you or expanded your knowledge base. Conference gives excellent resources, information on relevant topics and a chance to network with your colleagues. On behalf of the Board of Directors, thank you for taking time and resources to attend. We look forward to reviewing the evaluations and planning next year’s event.

Daily, Quality Professionals work tirelessly to ensure the quality and safe healthcare in their organizations are effective, efficient and the best that is available. Two questions I’ve heard from my CEO regularly since I started my career at my hospital is “What if it’s you or your loved one tonight on the gurney? How would you want to be treated?” Most who dawn our doors for care are scared, anxious, worried and not at their best. They expect healthcare professionals to know what they are doing; not even questioning the medical expertise. They assume staff knows what to do, to do it quickly and also treat them kindly.

So what if it is you tonight? Would you feel confident being a patient or client in your organization? I recently underwent the knife myself and had time to reflect. I have the utmost respect and trust in those that helped me heal. I have the privilege and the wonderful advantage of knowing these people both personally as well as professionally. They look me in the eye every day and work on a variety of challenges in quality, safety and service. Now it was my turn. How are patients treated in our facility? What is their perception from their standpoint? What things do we do exceptionally well? And, what could we improve on.

If you touch any aspect of healthcare quality, when it’s your turn, it is hard to turn off the voice critiquing everything. From the scheduling, insurance information, parking, checking in, the surgical gown, blood draws, medications all the way through to going home and getting your bill, it is all quite a confusing and roller coaster of a ride. For many of us that know all the “whys” behind the many pieces of the healthcare puzzle, it can still be nerve-wrecking. We need to stop and consider: “How do those that don’t have our knowledge of the healthcare system, and healthcare as a science, navigate and manage?” Answer is: they don’t.

Overall, my care and experience was 5 out of 5 stars. The only thing I thought I needed that I didn’t get was a therapy dog and a masseur on-call. This is in no way a joke. I missed my pets and my shoulder hurt so badly from the anesthesia. My reason for this sharing my story is that I hope you are inspired to get to the root cause issues in your healthcare field/organization, fix them and make things much easier and better for our precious patients. They are why we go to work every day. This is a hard, challenging field to be in. It’s a calling.

So, I ask you, if you or a loved one is on the gurney tonight, what would you expect? The answer(s) are what you should be working towards. IHAQ is a great tool to help you achieve those goals. Dive into all we offer and reach out when you have questions.

Sincerely,
Shawna Forst
IAHQ President
U.K. researchers have developed a prototype that could aid in the early detection of urinary tract infections caused by antibiotic-resistant superbugs, which are costly and difficult to treat.

Before and after surgery, patients are commonly outfitted with urinary catheters. By applying a chemical coating that changes the color of urine when pathogenic bacteria are detected, a team from the University of Bath has demonstrated the ability to anticipate infection complications up to 12 hours in advance of symptoms.

"Catheter infections are such a common problem that currently anyone using a catheter for more than seven days is given a course of antibiotics to prevent infection," Toby Jenkins, PhD, research lead, said in a statement. "The coating we've developed will give a 12 hour warning before an infection causes a blockage, meaning that only patients with an infection need to be treated with antibiotics."

The researchers plan to develop the prototype further in partnership with a medical device firm.
District F met in Albia Iowa on May 20 at Monroe County Hospital and Clinics.

Topics covered at meeting by Jennifer Creekmur, HEN Improvement Advisor with updates and navigating the site; Mary Beth from Telligen gave updates. The group then toured Central Supply to look at a LEAN project were a two bin system was implemented.

Pictured from left to right is Mary Beth Sorenson, Angela Freeman, Jim Carle, Connie McLaughlin, Phyllis McDonald and Ely Shaw.

District A— Wednesday Aug 5 at Cherokee Regional Hospital 10am–2 pm

District B—

District C— June 10, 2016 10:30-2 pm Cedar Falls-Sarah’s Barn

District D— June 24th @ Creston; Aug 26th @ Atlantic; Oct 28th @ Clarinda; Dec 2nd @ Council Bluffs Jennie Ed.

District E—

District F — 7/15-Keokuk County health Center; 9/16-Skiff Medical Center in Newton-co-meeting with Dist G

District G—9/16/16—Skiff Medical Center in Newton-co-meeting with District F

District A: Michele Dettmann
District B: Megan Mollenbeck
District C: Sarah Pavelka
District D: Jennifer Arp
District E: Ellyn Cowan
District F: Angela Freeman
District G: Natasha Hauschilt
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 and 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@ihaonline.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.
ELY SHAW WINNER OF 2016 IAHQ SCHOLARSHIP AWARD

Ely plans are to use the funds to gain her CPHQ accreditation by attending a preparatory class and sitting for the CPHQ exam.
2017 Scholarship Criteria

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

IAHQ
# 2017 Scholarship Application

**Iowa Association for Healthcare Quality**

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<th>Name</th>
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<td>Present position</td>
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<td>Immediate supervisor</td>
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<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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<td>Anticipated date of completion of degree or certification exam</td>
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<td>Applicant's goal for classes or course of study or certification</td>
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<tr>
<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: trytenk@ihaonline.org
Fax: 515-283-9366
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:

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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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<td>Initiative</td>
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<td>Ability to get along with others</td>
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<td>Communication skills</td>
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<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 ___________________________________________ Iowa Hospital Association
Date _____________________________________________ Email: tryttenk@inhaonline.org

IAH IQ
Iowa Association for Healthcare Quality
2017 Rising Quality Star Award
Iowa Association for Healthcare Quality
2017 Iowa Rising Quality Star Award

Description
The Rising Quality Star Award is awarded to an IAHQ member who has shown significant participation in local, state and/or national healthcare associations.

Eligibility Criteria
Eligible candidates will be an IAHQ member for at least the last 2 years. Candidates may be self-nominated or nominated by an 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 and 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 either the nominee’s application or the attached one page essay.)

- IAHQ member for two (2) consecutive years
- Participation in a local, state and/or national healthcare quality association in a leadership or project team member role.
- Letter of support from one (1) Professional reference.
- Attendance at least one (1) IAHQ educational conference or district meeting in last two (2) years.
- Contribution of at least two (2) of the following. List all that qualify.
  o Presentations of healthcare quality topic(s) at local, state or national workshops, seminars or conferences.
  o Publication of healthcare quality topic(s) in a professional journal
  o Teaching at college or junior college level instruction in healthcare quality
  o Other contributions to healthcare quality, such as mentoring others, teaching healthcare quality, participation in the development of state or national legislation related to healthcare quality, etc.

Deadline
The application, letter of support 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@haonline.org
Application Form
2017 Iowa Rising Quality Star Award

Nominee’s name/title ____________________________________________

Nominee’s address ____________________________________________

Nominee’s phone number ________________________________________

Nominee’s e-mail address ________________________________________

State association of nominee ____________________________________

Name of nominee’s organization __________________________________

Address of organization _________________________________________

Phone number of organization ___________________________________

Person completing nomination

Name ___________________________________________________________

Address _________________________________________________________

Phone number __________________________________________________

Relationship to nominee _________________________________________

E-mail address __________________________________________________

The application, letter of support 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: trytten@ihaonline.org
Creating a High Performing, Patient-Centered Culture!

Strategies for developing a strong culture of excellence presented by Chip Madera (2016 conference topic discussion)

Attain, Maintain and Retain “WOW TALENT”
Challenge the organization by setting high goals (Around urgency, % of im2016 @copyright Chip Madera, MS, CSP

Start with HUNGRY Leadership
Prioritize service Initiatives and call for accountability from troubled departments

Develop a 90-day Performance Acceleration Plan
Establish Key Service Behaviors (KSB’s)
Choose your target domain
Define leadership alignment and launch initiative with leadership
Deliver EE/Physician training
Communicate KPI’s with daily, weekly communication plans
Sustain with ongoing individualized shadowing, training, coaching and motivation

This page: 2016 @copyright Chip Madera, MS, CSP
Angela Freeman is the Director of Quality, Risk Manager and Compliance Officer at Monroe County Hospital in Albia. She has worked in healthcare for 28 years with 18 years dedicated to Quality. Angela received her MHA through the University of Phoenix in 2011. She has been a member of IAHQ for many years and is excited to serve as the new District F Representative.

Upcoming Events

Iowa Healthcare Collaborative Care Coordination Conference
June 15th, 2016
The meadows Events & Conference Center, Altoona

Certified Professional in Healthcare Quality: A Review Course
Sept 22-29, 2016 IHA Education Center, Des Moines
June 21th, 2016 Webinar
How to Quantify Your Quality Measures—30 minutes—TelligenQINQIO.com

6/16/16—Sharing Call—1 hour
Pressure Ulcer Prevention Process Improvement—TelligenQINQIO.com

6/9/2016—Webinar—1 hour
Hospital Quality Reporting/Improvement Update Focus: using Plan-Do-study-Act (PDSA) for Quality Improvement—TelligenQINQIO.com

Thank you to everyone who contributed to the newsletter this quarter!