



NYAHQ News & Updates

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Message from the President Annette Charette, RN, MS, CPHQ

Happy Spring to all! I truly hope the weather starts cooperating with what the season is supposed to bring. Warmer weather, sunny skies and blooming flowers. And yes, it is hard to believe that 2018 is already in full swing.

Returning members, we thank you, and for our new members, welcome to our Association as we journey together to meet the challenges ahead of us. 2017 was a stimulating year for NYAHQ. Offerings from the Association included a Spring (titled "HANYS – Pinnacle Nominees and Award Winners In Quality and Patient Safety") and Fall (titled "The Enduring Pursuit of Quality") Educational programs in addition to hosting two CPHQ review courses offered by the National Association for Healthcare Quality. All were well attended and outstanding reviews were received for the educational offerings. We extend our heartfelt thanks to our expert speakers who shared their knowledge and time and for the attendees who stimulated discussion, shared their experiences and challenged us to find answers to more questions.

In 2017 many of us have witnessed or felt the effects of healthcare insurance uncertainty, organizations struggling for sustainability, budget cuts affecting programs and staff in both the public and private sectors, ongoing regulatory requirements, and the challenge to limit or share resources while expected to ensure safe quality and efficient services to those we serve. And these are just to name a few.



As leaders and experts in the healthcare arena, our members and key speakers have risen to addressing these challenges with sharing of innovative ideas and best practices aiming to build on our diversity to shape and define the future of healthcare safety and quality. We at NYAHQ want to continue to facilitate an environment worthy of opportunities for networking, examining improvement methodologies and accelerating discussion regarding our mutual challenges. We need to engage in collaborative thinking, learn from each other and refine strategies to deploy proactive improvement methods. Hope you will take on this challenge with us.

The NYAHQ Board wants to hear from you! Please send us your suggestions to assist us in defining NYAHQ's educational platform for 2018. Some suggested topics for future programs include:

- Patient and Family Experiences
- Infection Control Practices/Best Practice
- Sepsis Management
- QHIP
- IHI
- Diagnostic Errors and RCA
- Psychiatric Patient Management

If you are not a member, I welcome you to join. Please feel free to contact me with ideas or questions at acharette@nyahq.org

Sincerely,
Annette

Feature: Rear Admiral, Jeff Brady, MD of the Agency for Healthcare Research and Quality (AHRQ)

Interview conducted by: Yemi Abioye, MPH, CPHQ

In Quality Improvement and Patient Safety, few federal agencies are as foundational and vital to healthcare than the Agency for Healthcare Research and Quality (AHRQ). A branch of the U.S. Department of Health and Human Services, AHRQ is charged with conducting research and presenting the industry with up-to-date, evidence-based resources and instruction that will assist the industry in achieving an ever higher quality, more reliable system. Recently, I had the honor of interviewing physician and Rear Admiral Dr. Jeff Brady, the Director of the Center of Quality Improvement and Patient Safety at AHRQ. Below is the interview.



NYAHQ: Good morning! Thank you for granting us this interview. To start, what inspired you to get into the area of Quality Improvement and Patient Safety?

Dr. Brady: It wasn't one event. It was my observations of healthcare processes, and the many opportunities I saw for improvement that inspired me. Early in medical school, during my clinical clerkships, I noticed how many tasks that occur during health care delivery weren't optimal. Some of the care we provide isn't as well-designed and as efficient as it could be. These unnecessary workflow challenges also have the potential to impact the quality of care patients receive. Like others in the field, these collective experiences ultimately inspired me to

focus on health care safety and quality. There is an increasing awareness that well-designed care processes, including important aspects such as improved health care information technology, can greatly improve work flow, minimize clinician burden, and enable and support safer, higher quality care for patients.

NYAHQ: In your opinion, how has the field developed in the last 15 years?

Dr. Brady: One way the field has developed is that key leaders in health care quality and patient safety have become recognizable and integral parts of healthcare organizations. From the C-suite, to vice presidents, to chief medical and chief nursing officers, to front-line clinicians – professionals in these roles all recognize the importance of quality improvement and patient safety to their organizations. Substantial resources are now dedicated to ensuring care is high-quality and safe. There is clearly more work to do, but quality and patient safety are established and recognized priorities at all levels within health care organizations.

NYAHQ: For you, what has been the most exciting development in quality improvement and patient safety?

Dr. Brady: The most exciting development has been the change in expectations about safe care, and the realization that we can change and improve. No longer do we have an approach of, “We are doing the best that we can, and we will address problems as they come up.” Now, we have a more proactive approach with a focus on prevention and avoiding harm that was previously considered an inevitable consequence of care for some patients. And it’s not just a change in the expectations of clinicians, but also in the understanding of patients and families themselves. These changes in expectations and the hard work that has been done by many to study and better understand the problems through ground-breaking research have propelled progress. Many others have worked to apply what we are learning about patient safety, and those changes in care have led the country to achieve gains in reducing harms from resistant problems such as Central Line-Associated Bloodstream Infection (CLABSI), medication errors, and other patient safety events. This shared success and what it has meant for our patients is very compelling.

NYAHQ: Where do you think the field will be in 5 to 10 years?

Dr. Brady: We still have a lot to do in terms of better understanding why these problems occur and, most importantly, how to prevent them. Health care is very complex, but our field is getting better at applying new knowledge about the risks and weaknesses in our systems so we can strengthen processes and keep patients safe. I see this progressive cycle of research, learning, action, and change as being the driving force for the next 5-10 years. Of course, good data that helps clinicians and patients make the best decisions is a critically important ingredient to this success. Additionally, we need to provide sufficient resources for quality improvement. We know from our research that it also makes good business sense to do so. Safer care is better and more efficient care in general, and we often see some collateral gains from improvements in patient safety. Along with the primary goal of keeping patients safe, preventing waste and saving money are key benefits.

NYAHQ: Are there any new or expanding initiatives that we should look out for in the future from the AHRQ?

Dr. Brady: Right now, on the cutting edge of quality improvement and patient safety is the topic of improving diagnoses. Reducing diagnostic errors, along with other important priorities such as decreasing healthcare-associated infections and improving antibiotic stewardship, hold much promise. Successfully addressing these problems should help substantially advance our quest for safer, higher quality care.

NYAHQ: What advice would you give others entering the field?

Dr. Brady: Recognizing the important role that health care research plays in achieving safe care is a fundamental challenge. Other topics on the cutting edge of medical research such as

prevention of cancer and heart disease enjoy wider awareness and appreciation for their more obvious potential to improve patients' lives. Research about how to actually improve the processes of care delivery can be as critical to patients. AHRQ plays a large role in bringing the work of the health care research community to actual practice, and we also seek to foster greater awareness of this important function to the critical implementation pathway from research to practice. This chain from research discovery to clinical practice is only as strong as its weakest link. Safe, high-quality care requires that all links are strong and connected, including the health care delivery link, which helps realize the many miracles that modern healthcare can provide for patients.

NYAHQ: Thank you for giving us knowledge and insight into the work of the AHRQ.

Dr. Brady: Thank you.

For more information on Rear Admiral, Dr. Jeff Brady and the AHRQ's various initiatives, please visit: [Rear Admiral, Dr. Jeff Brady's Bio](#) [AHRQ Website](#)

Upcoming Events

NYAHQ Spring Conference Friday, June 1st 2018

Agenda: **"Healthcare Quality, the Multidimensional Approach"**

Westchester Medical Center

Maria Fareri Children's Hospital - Conference Room A
100 Woods Road, Valhalla, NY
(Please stay tuned for registration info)

National Association for Healthcare Quality Conference NAHQ Next - Annual Conference 2018

If you're new to healthcare, NAHQ Next will help you gain a deeper understanding of quality and give you insights for advancing your career. If you're an experienced pro, NAHQ Next will help you stay on top of quality-related topics and teach you about tools designed to help you excel in your evolving role as an industry leader. Be prepared to be a leader in healthcare quality and advance the profession.

Join us November 5-7, 2018 in Minneapolis, MN!

[Registration open – please visit the national site at www.NAHQ.org](http://www.NAHQ.org)

2017 Year in Review

NAHQ CPHQ Review Courses:

May 11th and 12th 2017 - 25 attendees

October 5th and 6th 2017 - 33 attendees

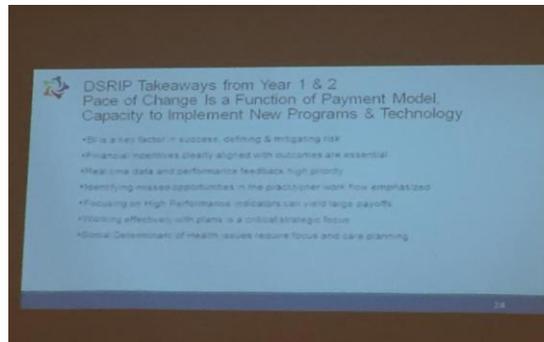
Educational Conferences:

HANYS-Pinnacle Nominees and Award Winners in Quality and Patient Safety

April 7th 2017 - 34 attendees

The Enduring Pursuit of Quality

October 13th 2017 - 32 attendees



NYAHQ Welcomes New Members

Janine Carbone, WMC
Kirsten Duprez, NSUH
Patricia Griffin, Montefiore MC
Felicia Olt, 1199 SEIU
Sandra Schau, MJHS
Jeremy Segal, NYC HHC

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Mission

The mission of the New York Association for Healthcare Quality is to promote quality throughout the health care delivery system through education and dissemination of information.

Vision

The New York Association for Healthcare Quality will be the leader and expert in healthcare quality in New York State. Our membership influences policy and practice at the state and national level, sharing innovative ideas and building on our diversity, to shape and define the future of healthcare quality.

New York Association for Healthcare Quality | www.nyahq.org/

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