

Letter from the President
Veronica Hunko, MA, BS, RN, CPHQ



As I end my term as President of the NY Association for Healthcare Quality I would like to share with you some exciting events that are unfolding within the New York State Chapter. The time has never been more important to network with your colleagues nationally and locally. Over the past few years NYAHQ has presented nationally renowned speakers at our local conferences and is committed to continuing this level of local conference and networking opportunities to meet the needs of our members and their CPHQ education requirements.

Some recent events have included:

- ***Regional conferences*** both upstate in various locations and downstate New York including NYC, Brooklyn and Long Island, regarding care transitions, medication safety, communication and other quality and patient safety related topics. All conferences have been approved for CPHQ CEUs.
- NYAHQ hosted a hugely successful ***CPHQ Review Course*** in the downstate area and a Data Management Session presented by Sandra Murray. We also hope to schedule another session in the upstate region during the Fall/Winter season and will also be hosting an information table at the Long Island Health Network Symposium – Discover Your Rhythm in the New Beat of Healthcare - to be held on October 4th, 2012 - so stay tuned for more info.
- The ***NYAHQ LinkedIn Group*** has launched, and we are proud to offer this additional networking opportunity to all. The group will feature relevant discussion about healthcare quality trends and issues, and will also feature job postings from time to time.
- The NYAHQ is also an affiliated chapter of NAHQ and an active participant and supporter of its activities. So remember to cast your vote as a NAHQ member. To that end we are particularly proud to note that our former Board and current member, ***Lenard (Len) Parisi, RN, MA, CPHQ, FNAHQ*** was ***on the ballot for the NAHQ President Elect this year! Good Luck to Len!***

We hope to see you at NAHQ's 37th Annual Educational Conference "A Blueprint for Change", September 20th, 2012.

*Healthcare Quality is my passion; I thank you for the opportunity to serve as your President. I am most grateful for the outstanding support and contributions of all the Board members and I join you in welcoming your **new elected President, Barbara Nealand** and would encourage our newest Board members to continue to take an active role in the organization. The Board members are a constant source of knowledge and expertise and a highly professional group of "quality" individuals who I am sure will continue to grow the organization as the world of Quality moves on to the next "Road Ahead"!*

NYAHQ BOARD OF DIRECTORS

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Angelina M. Roche, BPS, RN, CPHQ
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NYAHQ

JOIN TODAY

Business Updates

State Compliance Report: NYAHQ is proud to be affiliated with the National Association for Healthcare Quality. NAHQ is universally recognized as the leading resource for healthcare quality professionals and is their essential connection for leadership, excellence and innovation in healthcare quality.

Through our partnership, NYAHQ can offer its membership added benefits, including an expansive resource center, continuing education opportunities, eligibility for grants and awards, and more. To learn more visit www.nahq.org.

As an affiliate of NAHQ, the Association's 2011 State Compliance Report, was completed and sent to the NAHQ National Office in March 2012 along with the current by-laws and list of state members. Our State and dual membership is 88 NYAHQ State members and 55 of the State members also belong to NAHQ thereby meeting the Affiliated State requirements (dual membership = minimum of 25 percent or greater than 100 members of state membership belong to NAHQ).

[LinkedIn](#)

On behalf of the *New York Association of Healthcare Quality*, we invite you to join the **NYAHQ Group on LinkedIn**. The group will undoubtedly be robust with discussions among your quality colleagues with issues pertinent to New York State, other national "hot topics" within our profession, as well as job postings. You will be soon receiving a message from *LinkedIn*, inviting you to join the group. Please take a moment to join!

<http://www.linkedin.com>

WE'VE MOVED!

AS OF JULY 31, 2012 OUR NEW ADDRESS IS -

NYAHQ

150 VETERANS MEMORIAL HIGHWAY

SUITE 409

COMMACK, NEW YORK 11725

Financial Update

Total Income and Expense Report for 2011

Total Income from Educational Offerings and membership dues was \$17,042.15.

Total Expenses (Banking, Educational conference planning, Mailing, Conference Calls, Management fees, Webinar and Website maintenance for 2011 was \$12,187.40.

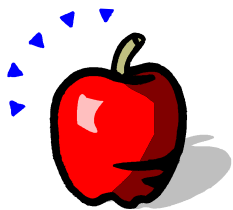
Net gain for 2011 was \$4,854.75.

Total Assets as of 5/8/12, in both NYAHQ Checking and Savings accounts is \$39,064.32.

Healthcare Quality's "Big Apple" Action Teams

NYAHQ seeks interested Healthcare Quality Professionals to become part of our New York Action Teams!

We are shining up the "Big Apple" in Healthcare Quality!!



Become a "Big Apple" Action Team member

The Board of Director's Standing Action Teams

- Education Conference Planning
- Newsletter – "Send out the word"
- Membership - Networking – "Meet and Greet"
- Web management team to improve member services and Communication

Looking forward to hearing from the New York talent! Contact Debbie Goldman to be on a team at dgoldman@nyahq.org or call **631-864-1960**

CPHQ Review Course in NYC Received Great Success



This past June, NYAHQ in collaboration with NAHQ sponsored a hugely successful CPHQ review course at Long Island University in Brooklyn, New York, with over 100 attendees. Per NAHQ this was the largest attendance ever at a review session. As an added value, we had the opportunity to have the half day statistics section presented live by the well known, dynamic speaker Sandra Murray, who has presented at many of the Annual NAHQ conferences. We hope to continue sponsoring the CPHQ review course in different locations in New York as long as there is a demand, so that all our members can take advantage of the session to help achieve their CPHQ certification.

Upcoming Conferences

37th Annual NAHQ Conference "A Blueprint for Change" September 20-23, 2012

Are you going to the National Association for Healthcare Quality's (NAHQ) Annual Education Conference this September 20-23 in Tampa?

We hope so! This year's event, titled "A Blueprint for Change," promises to be filled with valuable information you won't want to miss. NYAHQ will be planning a get-together for all New York attendees! We hope to see you.

Summary:

As a result of this conference, attendees will be able to meet the following objectives:

1. Identify strategies for leading healthcare improvements.
2. Examine emerging trends and outcomes in healthcare.
3. Apply evidence-based methods to improve performance.

Location:

Tampa Convention Center
Tampa, Florida

Price:

NAHQ Members*:
\$599 Early Bird (on or by August 22)
\$724 Regular Rate
Nonmembers*:
\$724 Early Bird (on or by August 22)
\$975 Regular Rate
*Please view brochure for additional discount

CEUs:

Opportunities to earn more than 15 CE hours.

A Collaborative Approach to Diabetes Care Meeting Patient Demand While Reducing Costs and Reducing Readmissions October 10-12, 2012 Buffalo, NY

Don't miss the pre-conference workshop led by The Joint Commission "Implementing the Core Requirements to Achieve Disease Specific Care Certification"

Please see page 13 for list of speakers, presentation topics, and registration detail.

NYAHQ 2012 ANNUAL EDUCATIONAL CONFERENCE

(Downstate New York)

Quality and Safety -The Road Ahead

Winthrop University Hospital, Dr. Martin Spatz Conference Center



LIGHTS...
CAMERA...
ACTION!





NYAHQ 2012 ANNUAL EDUCATIONAL CONFERENCE (Upstate New York) **Quality and Safety -The Road Ahead**

University of Rochester Medical Center, Class of '62 Auditorium

**LIGHTS...
CAMERA...
ACTION!**



TOPICS PRESENTED

- The Quality Measure Tsunami - Where Should We Focus our Efforts?
- Diving into the Reduction of Hospital Acquired Infections: A Springboard to Discuss Prevention Strategies
- Collaboration – the Key to Improving Patient Safety and Outcomes Across the Continuum and Outcomes.
- New York State Partnership for Patients Initiative
- Patient Centered Pharmacy Services at the Time of Hospital Discharge

Testimonials from NYAHQ Conference Attendees



Patricia Elliot-LaRode
Associate
Director,
Nursing PI
Kings County
Hospital Center

Leveraging Data to Advance Performance –

NYAHQ, Quality & Safety: The Road Ahead, 4/13/12, Winthrop University Hospital

The Conference on “The Road Ahead” was one of the best conferences I have attended in a while. The information provided by all speakers was both insightful and resourceful. I found the presentation on Leveraging Data to Advance Performance, given by Deborah Larkin-Carney, RN, BSN, MBA, to be the most resourceful because it speaks to what I do on a daily basis. Ms. Carney’s presentation was delivered with the confidence of someone thoroughly familiar with the subject, in a manner that was both entertaining and informative. Highlights for me included:

- Understanding the critical role a hospital’s performance plays under the Value Base Purchasing Program. (Rewarded for being good and for improving outcomes).
- The importance of implementing six sigma and lean in the Quality Management/Performance Improvement paradigm.
- To be careful how we set our goals. Are we saying it’s ok to have 3% infection rate, or do we really mean 0% infection rate?
- Learning how to identify common and special cause variations.
- Utilizing benchmark data in reporting.

I highly recommend an encore presentation of “The Road Ahead” Conference. For those planning on becoming CPHQ certified, it’s a great review program



Charmaine Thomas,
BSN, MBA, BA
Associate
Executive Director
Clinical Operations
Lincoln Medical &
Mental Health
Center

Executing and Sustaining Improvement Strategies: Challenges and Opportunities – NYAHQ, Quality & Safety: The Road Ahead, 4/13/12, Winthrop University Hospital

Monica Santoro, BSN, CPHQ, CPHRM, FASHRM, presented the topic of Executing and Sustaining Improvement Strategies: Challenges and Opportunities. She explains some of the difficulties healthcare facilities have been experiencing with making changes and sustaining them including:

- Challenges of Execution and how to overcome them
- IHI’s Framework for Execution which focuses on three areas:
 - Achieve Strategic Goals
 - Build Capability
 - Manage Local Improvement
- Kotter’s Eight Steps of Change
 - Create Urgency
 - Form a Powerful Coalition
 - Create a Vision for Change
 - Communicate the Vision
 - Remove Obstacles
 - Create Short-term Wins
 - Build on the Change
 - Anchor the Change in Corporate Culture

and the Quality Innovation Model 4A : Awareness, Accountability, Ability, Action.

Healthcare facilities continue to implement Best Practices Initiatives to improve quality of care and patients perception of care but still struggle with sustaining their practices.

e-SOURCES



New York State

Greater New York Hospital Association
Healthcare Association of New York State
New York State Department of Health
Western New York Hospital Association

<http://www.gnyha.org>
<http://www.hanys.org>
<http://www.health.state.ny.us>
<http://www.wnyha.com>

National

American College of Medical Quality
American Health Quality Association
American Medical Association
American Society of Healthcare Risk Management
American Society for Quality - Healthcare Division
Centers for Disease Control
Consumer Coalition for Quality Health Care
Department of Health & Human Services
Institute for Healthcare Improvement
Joint Commission on Accreditation of Healthcare Organizations
Leapfrog Group
National Association of Healthcare Quality
NCQA
National Health Information Center
National Institutes of Health
Quality Healthcare.org
Consumers Advancing Patient Safety (CAPS)
Partnership for Patient Safety (P4PS)
Speakup Campaign of Joint Commission
<http://www.jcaho.org/accredited+organizations/speak+up/speak+up+iniatives.htm>
Institute for Family Centered for Care
National Patient Foundation
Healthcare Quality Certification Board

<http://www.acmq.org>
<http://www.ahqa.org>
<http://www.ama-assn.org>
<http://www.healthcare.org>
<http://www.healthcare.org>
<http://www.cdc.gov>
<http://www.consumers.org>
<http://www.dhhs.gov>
<http://www.ihl.org>
<http://www.jcaho.org>
<http://www.leapfroggroup.org>
<http://www.nahq.org>
<http://www.ncqa.org>
<http://www.health.gov/nhic>
<http://www.nih.gov>
<http://www.qualityhealthcare.com>
<http://www.patientsafety.org>
<http://www.p4ps.org/>
<http://www.familycentered.org>
<http://www.npsf.org>
<http://www.cphq.org>

Job Postings

Vice President, Performance Improvement and Clinical & Academic Affairs

Premier Medical Center in NY. Excellent opportunity to drive change and operations improvements throughout this financially and clinically strong organization.

- Reports to the Executive Medical Director and has administrative responsibility for the medical staff operations, graduate medical education programs and the quality management/patient safety programs. The goal is to bring on board a seasoned and experienced VP who will direct the staff's ability to mine and analyze available data and lead the integration of quality more effectively with Hospital Operations leaders.
- Bachelor's degree in Health Care, Hospital Administration or a related field, advanced degree preferred; superb interpersonal/communication skills coupled with the leadership, vision, knowledge and skills to facilitate organizational success.

Contact: Karen Gordon, 973-605-1000 or email kgordon@fpysearch.com.

Kings County Hospital – Associate Director, Quality Management

Kings County Hospital has a rich legacy for its pioneering role in medicine. Today, with over 625 beds, our hospital remains on the cutting edge of technology and provides the most modern procedures with state-of-the-art equipment. Built in 1831 as a one room infirmary for publicly supported care of the sick, Kings County Hospital Center continues to be a leading healthcare facility whose mission is to provide care to everyone regardless of their ability to pay. The hospital provides a wide range of health services, and specialties are offered in all fields of modern medicine. More than 200 clinics provide a wide array of ambulatory care services.

Position Details:

The Associate Director, QM will serve as a facilitator to Medicine/Neurology Clinical Council and PI Committees; collect/submit data for CMS Core Measures via Premier; prepare and review graphs and data from Core Measures; assist with PCA, NYPORTS and Sentinel Events investigation; collect and enter data for Core Measures including review of all discharges for: Heart Failure, AMI and Pneumonia; prepare quarterly reports and graphs for Departmental reviews of Core Measures; review and prepare records for HHC Quality Assurance Board Report; maintain PI files of Core Measure data and submission of records; conduct new employee orientation; back-up administrator for Q-net; represent AED of Quality Management; facilitator for CQI projects; Assist with JCAHO preparation; other duties as assigned.

Qualifications:

Registered Professional Nurse or Physician with strong clinical background. Knowledge of PI, CMS Core Measures, Quadramed preferred.

1. A Master's Degree in Art or Science with a specialization in Hospital Administration, Health Care Administration, Administrative Medicine or in Public Health when conferred for a program in hospital administration from an approved college or university; and,
2. Four years of administrative experience and background at responsible management and administrative levels; or,
3. An equivalent combination of training, educational background and experience in related fields and educational disciplines; and,
4. Knowledge of fundamentals of hospital organization, administration and standards, regulations and laws applicable to hospital operations. Knowledge of principles of business and personnel administration, management functions and support service functions and ability to direct and supervise personnel. Note Job ID #7718 and send resume to:
Central Brooklyn Health Network, Human Resources Department, 451 Clarkson Avenue Room T-125, Brooklyn, NY 11203. Attn: Recruitment Unit. Fax: 718-245-2008 .

Or apply online at for Job ID#7718: <http://employment.nychhc.org>

Job Postings

Sheridan Memorial Hospital, Sheridan, Wyoming, Director of Quality.

Location:

Sheridan Memorial Hospital is located at the foot of the scenic Big Horn Mountains near Big Horn National Forest and Yellowstone National Park. It offers a wide array of outdoor activities ranging from hunting, golfing, skiing, snowmobiling, and hiking to fishing and polo. It is ideal for the outdoor enthusiast, but it also houses a vital arts community. In addition, Sheridan has some of the highest ranked public schools in the country and no state income tax.

Position Details:

This key Director will have the opportunity to build a robust Quality, Safety, Informatics, Case Management, Risk Management, and Infection Control program that provides for safe clinical practice and outcomes, and high patient satisfaction results. Sheridan Memorial Hospital is devoted to creating and living a culture of excellence, honesty and integrity, continuous improvement, efficiency, effectiveness, and team work.

Qualifications:

- Registered Nurse; Master's degree preferred
- Strong leadership skills with experience leading across boundaries
- Well versed in process and project management
- Diverse clinical background with a systems perspective
- Strong platform skills and experience presenting to medical staffs and Boards

Inquiries?

Contact Patricia McCollum, Executive Recruiter, MSA Executive Search at (816) 795-1947 or patricia.mccollum@IHStrategies.com.

Regional Director of Quality, Arizona

Our client is one of the largest healthcare systems in Arizona and is changing the face of healthcare with state-of-the-art medical care. Don't miss this great opportunity!

Competitive compensation, superb benefits and relocation assistance!

Position & Qualifications:

Regional Director of Quality will establish and enforce policies, procedures, standards and objectives. Other responsibilities include: Providing education to medical staff, hospital staff and Governing Body around quality management initiatives; Facilitating performance improvement activities and CQI activities; Acting as resource person to the administrative team, Hospital CEOs, Hospital CNOs and department managers and medical staff; Performing clinical risk management functions in coordination with the Directors of Risk Management; Partnering with System Directors for Infection Prevention, Performance Improvement, Medical Staff Support Services for clinical integration activities; Assisting hospital leaders with preparation for medical staff committees; Oversight responsibility for all regulatory body surveys, i.e., TJC, State Licensing Review, CMS Validation surveys; Maintaining oversight responsibility for all performance improvement activities conducted.

Registered (RN) in the state of Arizona or eligible for reciprocity preferred; Past nursing experience required; Bachelors of Science degree in Nursing required; Master's degree preferred; CPHQ preferred, not required; Five years' experience in acute care hospital quality initiatives with three years of supervisory experience required; Previous experience in performance improvement activities.

All inquiries will be handled in complete confidence. Contact our offices or forward your resume today!

Erica Strahl | recruitment specialist

Galileo Search

telephone: (770) 522.4948 ext. 102; toll-free: (800) 680.6130 ext. 102

email: estrah@galileosearch.com



A COLLABORATIVE APPROACH TO DIABETES CARE

Meeting Patient Demand While Reducing Costs and Reducing Readmissions
October 10th-12th 2012 Buffalo, NY



Don't Miss Our Pre-conference Workshop Led By The Joint Commission
"Implementing the Core Requirements To Achieve Disease Specific Care Certification"

Key Issues To Be Discussed

CASE MANAGEMENT DELIVERY MODELS: THE FOUNDATION OF
HEALTHCARE REFORM

SMOOTHING THE TRANSITION FROM HOSPITAL TO
HOME: HOW TO PREVENT READMISSION'S IN PATIENTS
WITH HYPERGLYCEMIA

GUIDELINES TO EFFECTIVELY MANAGE PERIOPERATIVE GLYCEMIC
MANAGEMENT

MULTI DISCIPLINARY APPROACH TO TREATMENT OF HIGH RISK
PATIENTS

EVIDENCE BASED TEAM APPROACH TO IMPROVING DIABETES
CARE

ACCOUNTABLE CARE: PREPARING FOR POPULATION HEALTH
MANAGEMENT AND VALUE BASED REIMBURSEMENT

THE ROLE OF TRANSLATIONAL RESEARCH IN IMPROVING
QUALITY OF CARE FOR DIABETES

DIABETES & TELEMEDICINE: SUCCESS IN SOUTH GEORGIA
USING SOCIAL MEDIA TO IMPROVE OUTCOMES

STRATEGIES FOR IMPROVING MEDICATION ADHERENCE WITHIN
COMMUNITY PHARMACIES

Speakers Include

Jane Jeffrie Seley
Diabetes Nurse Practitioner
New York Presbyterian/Weill Cornell

Toni Cesta
Sr. VP, Operational Efficiency &
Capacity Management
Lutheran Medical Center

Caroline B. Isbey
Associate Director
The Joint Commission

Carol Manchester
Diabetes Nurse Specialist
University of Minnesota Medical Center

Janice Zgibor
Program Director
CDC Prevention Research Center
University of Pittsburgh

Michael Edbauer, CMO
Catholic Medical Partners

Janice L. Pringle, PhD
**University of Pittsburgh, School of Pharmacy,
Program Evaluation & Research Unit**

Kerstin Liebner
Senior Outcomes Specialist
Carolina's HealthCare System

Mohammed K. Ali
Assistant Professor, Rollins School
of Public Health
Emory University

Sandra O'Keefe
Program Manager, Chronic Disease Education
Massachusetts General



For more information contact Gia Bosch Program Director at (414) 255-9525 or gbosch@currentadvantage.com

*Please join us in congratulating
fellow New Yorker*

Len Parisi, MA RN CPHQ FNAHQ

*who has been elected to the
President Elect position of NAHQ*



SHARE YOUR NEWS!!

This is your newsletter. Please e-mail successes and/or lessons learned, announcements of promotions, new positions, upcoming events to:

**Kim Lau at kla@mjhs.org
Tel: 718- 759-4561**

**Barbara Nealand@siuh.edu
Tel: 718-226-8604**

**“Job Postings” ----- Send postings to
dgoldman@nyahq.org**

