

Association Excellence

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Objectives

- Sharpen knowledge of NAHQ within the healthcare quality arena
- Promote leadership and professional development among healthcare quality professionals
- Gather information about the challenges for healthcare quality professionals
- Strengthen the relationship between National and the State Associations



About NAHQ

- Vision
To realize the promise of healthcare improvement through innovative practices in quality and patient safety.
- Purpose
To improve healthcare quality across all points of care through education, certification, and advocacy.



NAHQ Value Proposition

NAHQ equips healthcare professionals for success in implementing improvements in quality outcomes and patient safety, navigating the changing healthcare landscape, and serving as the voice of quality.

NAHQ provides cutting edge education, tools, and resources as well as the distinguished CPHQ certification credential and the prestigious FNAHQ fellowship designation. NAHQ is influencing and shaping the future of the healthcare quality profession on behalf of the individuals doing this important work.

NAHQ's more than 12,000 members and certificants are working in every area of healthcare, ensuring that each engaged individual has the opportunity to connect with and learn from a diverse and varied group of professionals and benefit from NAHQ's unique collective body of knowledge.



Code of Ethics & Standards of Practice

- Intended to assist healthcare quality professionals in professional conduct and efforts to improve healthcare quality for all
- Available at
www.NAHQ.org/QualityCommunity



2013 NAHQ Board of Directors



Strategic Pillars

Professional Development

- Creation & promotion competency platforms & expand educational opportunities

Commitment to Innovation

- Focus on delivering innovative products and services with proven value and effectiveness

Leverage External Relationships

- Enhance strategic relationships that support overall membership and program development



Strategic Pillars

Enhance Communication

- Develop new and expanded communication platforms for our customers to increase value

Association Excellence

- Demonstrate performance that exemplifies association best practices



Quality Community

- The Quality Universe
- Call to Action
- Healthcare Reform
- Principles of Innovation
- IHI Dr. Heller Memorial
- Quality Profession
- Education
- State Affiliates



Quality Universe

- Qualitative research on acute care sector
- Potential size of the market
- Potential areas to target for membership growth
- Align the work of the teams with growth opportunities



Call to Action

- First NAHQ national position paper
- First major work with a consortium of partner organizations
- Call to Action scheduled for release during Quality Week
- Lessons learned – plans for future work



Healthcare Reform

- Purpose: To assist healthcare quality and patient safety professionals in their leadership roles for the various aspects of healthcare reform
- Identify key issues
- New page sharing articles, tools and resources at NAHQ.org



Government Relations

- Assessment process in 2012
- Government Relations Team will work with firm to address major advocacy issues that affect NAHQ members and the healthcare quality community at large



External Relations

- External Advisory Council
- ASHRM, AHIMA, NAPH, NAMSS, IHI, AHA, NQF, JC TJC
- PTAC & NQF Teams
- CMS Innovation Advisory Panel
- Partnership for Patients



13 Principles of Innovation

- Purpose: To inspire a culture of innovation with quality
- Available to the public soon

Foundational Principles

1. Make innovation a part of the Culture
2. Take risk
3. Be our own critic
4. Build the innovator group
5. Limit constraints. Cultivate creativity
6. Awareness of future
7. Diminish risk by allowing for adequate time

Criteria for Innovation Evaluation

1. Lead the customer to a superior alternative
2. Maintain Focus
3. Add measurable value
4. Think differently. Execute differently
5. Keep the customer in mind
6. Strive to create win-win



IHI Dr. Heller Memorial

- Dr. Heller Memorial
 - Nearly 700 NAHQ members have registered for IHI Open School
 - Dr. Heller Memorial Scholarship awarded for the first time in 2012



Quality Profession

- Career Center at NAHQ.org/career
- Products
- Journal for Healthcare Quality*
- E-News
- Healthcare Quality Week at NAHQ.org/hqw



Education – Annual Conference

- October 6-9 2013
- Louisville, KY
- CE for conference sessions + preconference sessions
- Exhibits & Posters
- NETWORKING!
- CPHQ Review Course
- Details at NAHQ.org/conference



State Leaders' Summit

- Purpose
 - To strengthen the relationship between NAHQ and the State Associations
 - To provide State Associations with the tools to effectively run and improve a membership organization
 - Networking with peers



State Leaders' Summit



State Associations

- State Leaders' Handbook
 - Provide a tool for new and current state leaders
 - Include templates and sample policies that might be found valuable to a leader
- State Leader Resource Page



Leadership Development

- Leadership Development Model
- Leadership Development Commitment



Leadership Development Model



- Defines competencies
- Provides Career Path
- Model was focus of article in recent *JHM* issue. NAHQ members can read for free.



Leadership Development

- New Team
- Purpose:
 - To develop a sustainable succession plan for NAHQ



Professional Development

- CPHQ Credential
- Team Service
- Subject Matter Experts (SME) Program
- Fellowship Program
- Networking



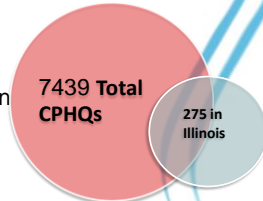
The CPHQ Credential

- Elevates the profession
 - Quality professional as a distinct discipline in healthcare
 - Defines a specific body of knowledge and skills
 - Key credential in the job market
- Professional recognition of the individual
 - CPHQ considered an important accomplishment



The CPHQ Credential

- 4% of CPHQs in Illinois
- Exam revisions:
 - Reintroduction of US-based requirements back into the exam content as of January 2013
 - Competitive credential
 - Comprehensive
 - Aligned with NAHQ vision

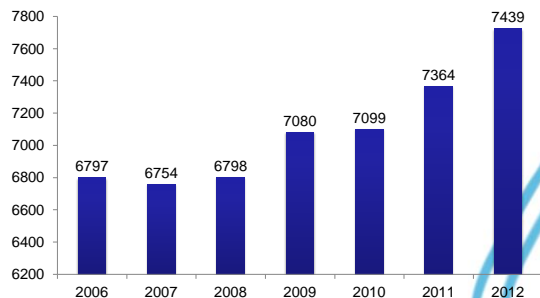


Preparation Materials

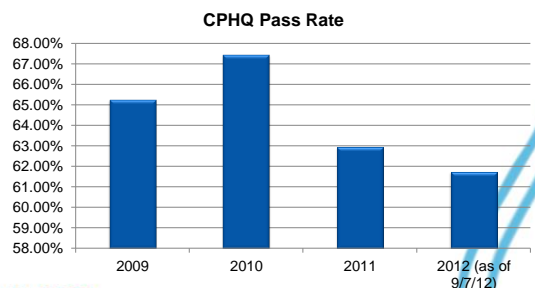
- Self Assessment
- CPHQ Review Courses
- Q Solutions 3rd edition



Total CPHQs



CPHQ Statistics



NAHQ Team Service

- 12 Standing Teams
 - State Leaders
 - Professional Recognition
 - Conference Planning
 - Conference Papers & Posters
 - Leadership Development
 - Fellowship
 - Government Relations
 - Healthcare Quality Foundation
 - JC PTAC
 - SIGs
 - Finance
 - JHQ Editorial Board
 - HQCC



Subject Matter Experts (SME)

- Purpose
 - To develop a pool of quality experts in collaborative relationships with other organizations and development of NAHQ products, articles, and presentations in the identified areas
- May be contacted to provide feedback, be a source or speaker, etc.
- Sign up on Quality Volunteer Board



SME Areas

- Quality and Patient Safety
- Clinical Practice Setting
- Management and Leadership
- Accreditation and Certification
- Medical Staff Services
- Case/Care Management
- Information Management and Technology
- Regulatory/Legislative/Legal



Fellowship Program

- Purpose
 - To recognize those who have made outstanding contributions to the Healthcare Quality Profession
- Pursuit of Fellowship demonstrates dedication to excellence and commitment to leadership
- Recognition of outstanding leaders in the association benefits not only those granted Fellowship status, but also those seeking role models in the healthcare quality field.



Honorary NAHQ Fellowship



James Conway,
MS LFACHE FNAHQ
(hon)

Adjunct Faculty, HSPH
Principal, Pascal
Metrics Inc.



NAHQ Fellowship



Sarah Pavelka,
MHA OTR/L CPHQ FNAHQ
Iowa Quality Center
Marion, IA



Networking

- Mobile App
- Special Interest Groups (SIGs)
 - Launched 2 new SIGs in 2011
 - Ambulatory Care/ Care Integration
 - Accreditation and Regulation
- Social Media
 - Facebook
 - LinkedIn
 - Twitter

FOLLOW US ON 



Healthcare Quality Foundation

- Individual Grants
 - Certification Grants
 - Leadership Development Grant
 - Career Development Grant
 - New Quality Professional Grant
 - Tell your state members to apply!
- State Educational Grant
 - \$1500 to assist with your state educational program
 - Awarded in January and July



Healthcare Quality Foundation

The HQF Team and 2012 Grant Winners thank you for donating!



2012 Grant Winners

Career Development Grant

Pam Carroll-Soloman, MJ RHIA
CPHQ LSSBB

Certification Grants

Alyson Flood, BSN
Jemmy Thomas, MHA
Debra Hyde, RN BSN
Hugh Morgan, CMPE
Puja Patel, MHA MBA
Deborah Silberstein, BSN
Judith Ann Smith, Pharm D BCOP
FCCP FISOPP

New Quality Professional Grant

Joanna Hilburn, RN BSN



Professional Recognition

- State Association Excellence Award
 - Gold, Silver or Bronze Level
 - Education Subcategory
 - Newsletter/Website Subcategory



Professional Recognition

- Individual Awards
 - Rising Quality Star
 - Luc R. Pelletier Healthcare Quality Award
 - Claire Glover Distinguished Member Award



State Association Role

- Relationship
 - Represents the grassroots of quality
- Communication
 - State Leaders Team
- Illinois affiliate involvement with NAHQ
 - 4% of the total NAHQ membership
 - Volunteerism
 - Apply for an award



State Association Role

- How can NAHQ help you?



For More Information

National Association for Healthcare Quality

- 4700 W. Lake Ave.
- Glenview, IL 60025
- Toll Free 1(800) 966-9392
- Fax 1(847) 375-6490
- www.nahq.org



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THANK YOU!

