



Maryland Association for Healthcare Quality

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PRESIDENT'S MESSAGE

Robyn Barringer RN MS CPHQ

Now that we have gotten through the holidays, it is a good time to reflect on our journey as an organization through 2007. It was a very active and full year. The Board of Directors developed a list of goals at the beginning of the year, and accomplished five of the six goals by year's end. Let's review these goals and accomplishments.

Our first goal was to recruit and develop an education chairperson. During the April education program, we identified Misa Ewing, a relatively new MAHQ member, for the position. She kindly accepted the position and has worked very hard since that time. Her team will expand in 2008 with Janet Spinks finishing her term as Member-at-Large and moving to the education committee.

We successfully realized our second goal: to develop educational programs. Our first program took place in April. We had an interesting program on Pay for Performance and personal publishing. We explored Pay for Performance from a consumer, National and State perspective. In addition to the program, we held our Annual meeting and hosted a visit from then NAHQ President-elect Thom Smith. In November, our education chairperson Misa Ewing coordinated her first program. It was a wonderful success! The program, "Patient Safety: Putting all of the Pieces Together" was quite diverse with presentations from a patient's perspective, prevention of occurrences, interventions that have improved patient safety, and an overview of the 2008 National Patient Safety Goals. We had over 50 attendees at this program. This is the highest attendance we have had in many years!

In conjunction with our annual elections, we asked you to complete a short survey to identify your needs and learn what we as a Board can do to meet these needs. It was our goal to develop this survey and get your feedback. The Board is still in the process of analyzing the results and determining actions. If you did not take the survey and would like to complete one, please visit the MAHQ Web site at www.mdahq.org.

The day after our November program, Janet Spinks launched our first certification review program. We rented the "Course in a Box" review course from NAHQ that contained Power Point slides and a DVD on data analysis. This course was offered for continuing education credits. The course is open to anyone needing credits and those who want a refresher in quality, or who are new to quality. Janet is in the process of revising the course and is taking it on the road for 2008. This has been a mammoth undertaking, and we are grateful for Janet's dedication and devotion.

In the first issue of the newsletter, Camille Dobson provided an overview of the important bills and issues discussed and passed in the Maryland Legislature. It is our intent to keep our members informed of the legislation proposed and passed. Camille is able to sort through the issues and make it easier on the rest of us. Since Camille is a Member-at-Large on the Board of Directors, her overview will continue in 2008.

Unfortunately, we were not able to complete our final goal: to increase MAHQ membership by 10%. We offer honorary membership to individuals who are presenters at our programs; send out membership applications with program flyers; and offer a membership application on our Web site. We also depend upon you to recruit members and talk to your co-workers

about the benefits of membership. If you have not already done so, please renew your membership for 2008.

The Board has attempted to expand the organization's use of technology in 2007. Judy Doland and her husband Jerry maintain the MAHQ Web site and have done a little fine-tuning this year. Also along the technology line, we conducted our last two Board meetings in 2007 via telephone conference call. These calls allowed us more freedom of time and location. Except for a few people, one could call in from the comfort of home or a swim meet. These activities are only the tip of the iceberg; there are one or two things planned for the future.

It has been my pleasure to serve as your President in 2007. However, I did not act alone. I had an active, supportive and wonderful Board of Directors. These are volunteer positions and everyone has many professional responsibilities and family obligations. The Board members give their time and energy, and I appreciate their dedication and devotion. I am confident that the momentum that was started in 2007 will continue through 2008 under the competent leadership of Josephine Howard and the Board of Directors.

MAHQ MEMBERS PUBLISH JOURNAL ARTICLE

Three Performance Improvement professionals at St. Mary's Hospital in Leonardtown, Maryland authored an excellent article that has been published in the National Association for Healthcare Quality's "Journal for Healthcare Quality" January/February 2008 issue. If you have not already read the article, you will not want to miss it. It can be found on page 31 of the above-mentioned issue.

Kudos to Joan Gelrud, Helen Burroughs and Joanne Koterwas for composing this scholarly article. More kudos to them and to all of their colleagues at St. Mary's Hospital for significantly decreasing emergency visit turnaround times, while increasing patient satisfaction.

Ms. Burroughs and Ms. Gelrud have been MAHQ members for some time. Ms. Burroughs has served on the Board of Directors.

ANNOUNCEMENTS

MAHQ is planning an educational offering for early May 2008.

Tentative plans call for a CPHQ review course to be offered in the Spring, in western Maryland. Contact Janet Spinks at: spinksj@msn.com for more information.

NAHQ 33rd Annual Educational Conference September 14-17, 2008 at the JW Marriott Desert Ridge Resort in Phoenix, Arizona.

BOARD MEETINGS OPEN TO MEMBERS

Board of Directors' meetings are held monthly, ten months of the year. Meetings are usually held on the third Thursday evening of the month in rotating locations, for the convenience of the Board members. Some meetings are now conducted via teleconference. We welcome the attendance and input of the general membership. Contact any Board Member for information and directions.

**The National Association of Health Care Quality 32nd
Educational Conference
September 9–12, 2007
Boston, MA**

Submitted by Barbara Shoemaker, RN, CPHQ, MAHQ/NAHQ
Leadership Council

James Conway
Keynote Speaker
Institute of Healthcare Improvement (IHI)

James Conway is an incredibly compassionate man who is passionate about patient safety and the delivery of quality patient care. People in the audience were visibly moved by a number of his true stories as well as motivated to go back to their facilities and to strive and to continue to make a difference.

Mr. Conway began by offering a sincere "Thank you" to the NAHQ membership. "Thank you for the unbelievable contribution NAHQ made in the 100,000 lives solution and for the 5 Million Lives Campaign. Thank you, from a very grateful healthcare executive."

He continued by telling the story of a Boston Globe Reporter, the wife of one of "our staff people", who died as a result of a medical error at the institution where, he, James Conway was an administrator, the job he held prior to taking his current position at IHI. This is when he said that it is unequivocally important to have a vision. There is an unmistakably clear national vision: care that is reliably safe, effective and patient centered. There should be no needless deaths, no needless pain, no helplessness, no unwanted waste and no waiting for staff, for patients nor for families.

An outside consultant contracted by the IHI conducted a national survey. Patients and families voiced their expectations. 100% of the time, patients and families expect:

1. To be listened to, taken seriously and respected as a care partner
 - To have my family/caregivers treated the same
 - To participate in decision making at the level I choose
2. To always be told the truth
 - to have things explained to me fully and clearly
 - To receive an explanation and an apology if things go wrong
3. To have information communicated to all my care team
 - To have my care timely and impeccably documented
 - To have these records made available to me if requested

At this point, Mr. Conway told the stories of Sorel King's daughter, Josie and a single mom who is an RN with two children. Those of us in Maryland are very familiar with Josie King's death due to a number of medical errors. One of the children of the single mother had grand mal seizures while a patient in the hospital and died...a victim of a horrendous medical error. No one listened to the mothers. In the case of the Boston Globe reporter, no one listened to the adult patient.

Patients want their specialists to communicate with their primary care. Children's Hospital of Cincinnati is including parents in rounds. Patients and families expect to have coordination among all members of the healthcare team. Patients and family members have said, "If nothing else, you listen to me, you communicate with me and you respect me."

The IHI is looking at resource use in the last 6 months of life. Are you? How do we deliver the care? ENOUGH ALREADY!

Accountability is moving across the company at Dana Farber, the outpatient chemo clinic at Mass General. The OIG, the Dept. of Justice, the US and the State's Attorney's Office (Boston) along with Dana Farber have jointly submitted a draft regarding quality in healthcare.

According to Mr. Conway, we see enormous improvement where board and senior leadership are committed and involved in setting up and monitoring quality programs. The Joint Commission's standards and updates are focusing on governance and leadership. Moody, Standard & Poors have realized that quality, safety and risk issues are the most important issues related to success.

"So, the agenda that I first spoke of is out there and is accelerating! The Board of Trustees is ultimately responsible for quality in their facilities. When presenting reports and graphs to trustees, i.e.; mortality rates, give them the whole numbers per month, the impact and the improvement in numbers, not percentages and these fancy graphs they do not understand."

At TGI/Solucient, one of the Top 100 Hospitals:

- The CEO is held accountable for quality and safety goals.
- The board participates in the development of explicit criteria to guide medical staff credentialing and privileging.
- The board quality committee annually reviews patient satisfaction scores.
- The board sets the board agenda for quality.
- The medical staff is involved in setting the agenda for the board's discussion surrounding quality.
- The Board spends more than 25% of its time on quality issues.
- The senior executive's compensation is based, in part, on QI performance.

"In closing, I ask you to bring people who know quality on the board and develop the culture that allows process to be discussed. Look at yourself against the highest standard, Toyota, not the average. Set a specific aim to reduce harm this year. Put a human face on harm data. Tell stories. Engage with patients and families. Train and educate all staff across the board and develop executive accountability."

DID YOU KNOW.....

Maryland Association for Healthcare Quality (MAHQ) is an Organizational Affiliate of Maryland Nurses Association (MNA)! We began this partnership with MNA nearly two years ago.

MNA created the status of Organizational Affiliate to facilitate opportunities to increase unity and promote collaboration within the profession (of Nursing) to ensure support for the work done on behalf of all nurses and quality patient care.

For consideration as an organizational affiliate, the applicant organization must:

1. Maintain a mission, purpose and functions which are harmonious with that of MNA
2. Have a governing body and membership composed of a majority of registered nurses
3. Remit an annual fee

Benefits of this status include:

- Dedicated space (approximately one-half page) in "The Maryland Nurse"
- MNA membership rates for MNA sponsored continuing education offerings including the annual convention
- Invitations to special events
- Opportunities to co-sponsor events with MNA
- Representation with voting privileges on the MNA Legislative Committee
- Conference/meeting space at MNA Headquarters as available secondary to MNA scheduling
- Opportunity to request time on the agenda to present items to the MNA Board of Directors
- Opportunities to share convention space
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Contractual services can be negotiated with MNA for maintenance of membership and/or mailing lists, mailbox and phone answering services, bookkeeping services, mailing of newsletters or other regular publications to include postage and labeling and lobbying services with the MNA lobbyist.

Other organizations affiliated with MNA include Psychiatric Advanced Practice Nurses of Maryland, Maryland Association of School Health Nurses, Maryland Association of Nurse Anesthetists, Maryland Council of Public Health Nursing, Washington County Health Department Directors, Chesapeake Bay Chapter American Association of Critical Care Nurses, Nurse Practitioner Association of Maryland, Seneca Valley of Maryland Association of Occupational Health Nurses.

RESOURCES

Go to www.mhhc.org for Core Measures.

Go to www.mc-shrm.org and then to News and Events for Legislative updates

Go to www.mdahq.org for Member Survey and more

MAHQ SURVEY

The MAHQ Member Survey is posted on the MAHQ Website at www.mdahq.org. If you have not already done so, please take a few moments to complete the survey, as we on the Board would like very much to know what type of information, educational programs, etc. you would like from our organization. We welcome suggestions.

NAHQ WEBSITE

Did you know that if you go to the NAHQ Website, you can enter programs and conferences that you have attended and the associated CEUs and a running tally of CEUs will be kept on the website for you?

To keep track of CEUs and to recertify, go into the NAHQ Website at www.nahq.org. This is the home page. There is a blue bar going across the page with categories on them; click on Certification. When you click on this topic, it takes you to the website for the Certification Board. There is a message from the Certification Board Chairperson on the right hand side with information on recertification and tracking of CEUs. If you don't care to read this section, click on Recertification from the column on the left. This will tell you that you can recertify and also track your CEUs. Click on the recertification phrase and it will take you to another screen to log in with user name and password.

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