



Maryland Association for Healthcare Quality

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PRESIDENT'S MESSAGE

Josephine Howard, RN, MS

Summer Greetings to all Maryland Association of Healthcare Quality members!

This has been a busy and exciting year for MAHQ and I look forward to the continued growth of our organization. I have the honor of working with a group of dedicated volunteers who comprise the MAHQ Board of Directors. The Board is working diligently to provide educational opportunities that that will support the professional growth of our membership and provide networking opportunities.

To further our efforts for Maryland healthcare quality professionals to know and support each other the MAHQ board plans to sponsor a "Meet and Greet" at the NAHQ Annual Conference, in Phoenix. More information will be dispersed by email soon.

The Spring Conference entitled "Transparency in Healthcare: Bringing Quality and Cost in Focus" proved to be very informative to attendees. Also presentations were later shared with the membership on our website. The MAHQ board is busy planning an exciting Fall Conference scheduled for November 10th. The conference topic is "Safety-Walking the Tightrope to Quality."

In keeping with the board's goals to provide educational opportunities to quality professionals in outlying areas of the state, board member Janet Spinks has made arrangements to present a one-day CPHQ review course in Cumberland on September 26th, kudos to Janet. In response to many inquiries regarding a CPHQ review Course in the Baltimore area. We are coordinating plans for a 1.5-day CPHQ review course in the Baltimore area this fall.

Thanks to President-elect/Webmaster Cheri Wilson, our website is up to date and the PayPal for electronic payment of membership and conference fees has worked well. I also want to thank other board members whose roles require many hours of volunteer time; Sally Morris, Membership chair; Katie Berry, Treasurer; Sandy Reinhard, Secretary and Newsletter Chair; Robyn Barringer, Co-Newsletter Chair and Barbara Shoemaker, Newsletter Committee Member. Also my sincere thanks to Camille Dobson, Member at Large and Legislative Chair; Misa Ewing, Education Chair; Janet Spinks, Education Committee Member and Members at Large, Maureen McGinty, Mary Gruver-Byers, Brigid Krizek, Mary Whittaker, and Terri Kapetanovic.

We have seen a 10% growth in our membership this year. We want to recruit more members. Maintaining a strong organization requires the assistance of dedicated members. As we move from summer to fall we have an exciting National election pending. Concerns about safe, quality, accessible health care are high on the agenda. The fall also leads us into the annual MAHQ election season.

We are looking for dedicated and dynamic persons to fill board positions and committee membership. Your contribution of time and expertise will help advance the cause for Quality in Healthcare and provide support for the professionals working in a quality or related role.

We will continue to explore ways to provide services to meet our member needs. Enjoy the rest of your summer and I hope to meet you at the NAHQ Annual Conference.

ANNOUNCEMENTS

The Agency for Healthcare Research and Quality's 2008 (free!) Conference: Promoting Quality...Promoting Change, September 7-10, 2008
<http://www.blsm meetings.net/2008ahrqannual/>

NAHQ 33rd Annual Educational Conference September 14-17, 2008 at the JW Marriott Desert Ridge Resort in Phoenix, Arizona. MAHQ will host a "Meet and Greet" event during the Conference. More information will be provided in time for you to include this in your Conference plans.

MAHQ's CPHQ Study Course is scheduled for Friday, September 26. It will be held at Memorial Hospital and Medical Center in Cumberland, Maryland. Visit our web site for brochure and to register. www.mdahq.org

2008 National Healthcare Quality Week is scheduled for October 19-25.

MAHQ's Fall Conference entitled "Safety-Waking the Tightrope to Quality" is scheduled for Monday, November 10 at Anne Arundel Medical Center in Annapolis. More information and brochure will be forthcoming.

MAHQ membership renewal reminders will be sent to members by December 1 for 2009 membership.

MEET AND GREET AT NAHQ CONFERENCE

MAHQ is planning a "Meet and Greet Reception" for MAHQ members at the National Association for Healthcare Quality Annual Conference in Phoenix, Arizona, next month. The Reception will be held on Monday evening, September 15, following the State Leadership Networking Session. Details of the exact time and location will follow.

Please let us know if you will be attending the Conference so that we may send you an invitation to the Meet and Greet Reception.

We are also eager to extend this invitation to all Healthcare Quality Professionals from Maryland who are not MAHQ members. If you are aware of such a colleague who will be attending, please let us know at this address: smorris@aaahs.org

We hope to see you in Phoenix!

Sally Morris, MAHQ Membership Chair

WHO'S "SAFE SURGERY SAVES LIVES" CONFERENCE

Submitted by MAHQ Member Jane Geer, BSN, RN, CPHQ

"I had no idea"! Talk about running amongst the elite of the healthcare world! There, in Washington DC on a blistering afternoon in late June, sat little ole me in the auditorium of the "Pan American Health Organization"...in the midst of bureau chiefs for various international health ministries and organizations. Thank goodness that a couple fellow MAHQ folks, e.g., Cheri Wilson from Johns Hopkins, made me feel less a vagabond, as they also had gathered to applaud this unique and far-reaching effort.

I attended the World Health Organization (WHO) offering because it was an opportunity to see first-hand what is going on globally in quality care, as well as to network. I had already read a couple articles about the surgical guidelines and was at least vaguely familiar with the checklist that is divided into thirds: (1) "before the induction of anesthesia" or "sign in" (2)"before the skin incision" or "time-out", and (3)" before the patient leaves the operating room" or "sign-out".

It was truly an international gathering, and why I didn't more fully expect that situation I'm not sure. Regardless, it was heartening to see the response from so many diverse countries and organizations within each of those countries supporting and promulgating this concept toward enhanced safety for patients undergoing surgery.

Going forward, it matters not whether an individual lives, or is visiting, in a third world nation such as India, or in a country like Great Britain, whose healthcare research and 'think tanks' rival those of the USA. These internationally-accepted "safe surgery" guidelines are there for all across the globe to use, and are further organized so that any particular hospital/municipality can modify and make 'their own', according to their local practice.

To demonstrate that the WHO took all this quite seriously, the auditorium was hooked into real-time computer-generated videos of each of the eight pilot sites, ranging from the St. Francis Hospital in Tanzania, to a teaching hospital in Toronto, Canada, to the Philippines' General Hospital in Manila. The communication centered about their respective experiences instituting the guidelines, and how skeptics were made believers. It was amazing to be able to hear first-hand from the various principals, and was especially gratifying to know that outcomes data were already proving the increased safety for patients, as told by fewer incidents and/or sentinel events, as well as increased patient satisfaction scores.

The list of endorsing organizations was daunting, particularly as I had no idea of the scope or even existence of many who had offered their backing. One that I did recognize was "Operation Smile, Inc."

All in all, it was quite an afternoon to be able to acknowledge that *sometimes*, we, as citizens of the world and not simply the USA, are actually able to participate in bringing such diverse peoples and cultures together, and to work successfully toward improved healthcare for the good of everyone everywhere. As a matter of fact, if hospitals in places like Delhi, India and Ifakara, Tanzania are adapting these 'best practice'-type surgery guidelines, I would hope that each and every facility in these United States is doing no less.

I'm excited that the "World Organization for Patient Safety", an arm within WHO, has already embarked on more projects of similar nature. If you care to read more about the above or future plans, log onto www.who.int/patientsafety/en/

2008 NATIONAL HEALTHCARE QUALITY WEEK

National Healthcare Quality Week is October 19-25, 2008! Join in the Spirit! Join NAHQ in observing this special week by engaging in recognition and celebratory activities at your institution. National Healthcare Quality Week celebrates the work of quality professionals in healthcare and highlights their influence in achieving improved outcomes of patient care and healthcare delivery systems to administrators, allied health professionals, and the public. Invite greater recognition of the impact of quality in healthcare through special events during this designated week. Special events increase exposure and heighten awareness of the contributions that quality professionals make year-round. More information, posters, activity planning guides, logos, and products available at <http://www.nahq.org/hqw/>

DID YOU KNOW.....

.....That you will receive a complimentary registration to a MAHQ Conference when the article you submit for Newsletter publication is accepted? MAHQ reserves the right to decide upon acceptable submissions. Please email your submission to Newsletter Co-Chairperson Sandy Reinhard at sandyr@friend.ly.net

BOARD MEETINGS OPEN TO MEMBERS

Board of Directors' meetings are held monthly, ten months of the year. Meetings are usually held on the fourth 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, at all meetings. Contact any Board Member by email for information and directions. Verify the location and time on the morning of the meeting.

Next meeting scheduled for 6:00 PM on Thursday, August 28 at the Savage Mill Rams Head Tavern Dining Room.

MARYLAND ASSOCIATION FOR HEALTHCARE QUALITY BOARD OF DIRECTORS 2008

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