



# Maryland Association for Healthcare Quality

October 2007, Issue 26

## In This Issue

- Presidents' Message
- Announcements
- Report from NAHQ Convention
- NAHQ Quality Week
- Membership Application form
- Conference Brochures
- MAHQ Board of Directors

## President's Message

Robyn Barringer RN MS CPHQ

As we leave summer behind and move into fall, we continue on our journey to complete our goals before the end of the year. We have a Board of Directors that is dedicated and working very hard to accomplish this.

In April we recruited an Education Chairperson, Misa Ewing. Misa has done an outstanding job of identifying an important topic, finding speakers and developing the program for the November 9<sup>th</sup> conference, "Patient Safety: Putting All the Pieces Together." She has engaged patient advocates as well as experts in the field of patient safety including two members of our Board. This should be a very exciting program, and we look forward to seeing you there.

Many of you expressed an interest in a CPHQ review course, and we are rolling out our first course on Saturday, November 10 (see the enclosed brochure). Last year the National Association for Healthcare Quality (NAHQ) offered a "Course in a Box" for either a one-time course or a three-year rental. This course includes slides, a DVD of statistical methods and follows the outline for the CPHQ exam. The course is based on the content of the Q-solutions book and it is recommended that you purchase the book if you are taking the examination. This course, while designed for the CPHQ exam, is being offered for 7.5 CEUs. This is a great way to accrue CEUs! This course is not limited to participants planning to take the exam, it is great for an overall review and for those individuals who are not in quality but would like to learn more about it.

Janet Spinks, Member-at-Large, has single-handedly taken on the responsibility of the CPHQ Review course. The MAHQ Board rented the course for three years, and Janet is already planning future sessions. After the November 10<sup>th</sup> program at Good Samaritan Hospital in Baltimore, Janet plans to take the course to the western part of the state, and later to the Eastern Shore. The Board is very grateful that she has volunteered for this project and we now have an opportunity to provide educational programs in other parts of the state. While Janet has agreed to do this course by herself, we would like to find a back up in the event that Janet might need some relief. If you are interested in teaching the course or would like to learn more about it, please contact Janet directly at [spinksj@msn.com](mailto:spinksj@msn.com).

With the return of fall comes the MAHQ annual election. We are looking for dedicated, dynamic people to fill a number of positions. Our Board is very active and we need individuals who can attend most every meeting and assist with our various projects and conferences. We try to make it a group effort and not put the whole burden on one person. The Board of Directors is making calls to the members now recruiting candidates for President-elect, Secretary and three Members-at-Large. With the exception of the President-elect, this is a two-year term. The President-elect has a three-year commitment as President-elect,

President and Past President. As a nominee, you are asked to complete a short biography so that your information can be included with the ballot. Please consider running for one of these offices. We need your support and welcome new ideas.

We have started our membership drive for 2008. As you may see on the application form, our fees have gone up from \$30 to \$35. This is the first increase in dues in over ten years! We are making some changes within the organization and are going to provide you with more electronic access in the next year for dues and registration for conferences. As a result, the Website and electronic payment systems require maintenance fees or a charge for handling; we need to offset these charges. We are making the change now to meet the expenses occurring in the next year.

As an organization, we are always looking for new members. If there is someone new in your organization or you have a friend or colleague in quality who is not a member, send them a membership form. Refer them to [www.mdahq.org](http://www.mdahq.org) for more information on the history of the MAHQ and other information.

The next few months should prove to be very busy for all of us both in our work and personal life. I look forward to seeing you at the conferences, having you renew your membership and choosing to run for office.

## **ANNOUNCEMENTS**

## **ANNOUNCEMENTS!!!**

Annual Election Season is here! Please consider running for office or joining a committee! The Board of Directors wants YOU! We need your input, ideas and energy! Great networking and learning opportunities abound at Board of Directors' meetings! Board meetings are open to all members. Contact any Board member (see last two pages) for meeting dates and times.

Annual Membership Drive Season is also here! We hope you will renew your membership for 2008. Please encourage your colleagues to join MAHQ as well. An application form is enclosed for your convenience.

Brochures for two MAHQ conferences are enclosed.

MAHQ has approved our November 9th Conference "Patient Safety: Putting the Pieces Together" for 5.8 CPHQ CE hours and the November 10th CPHQ Study Course for 7.5 CPHQ CE hours.

# National Association of Healthcare Quality 32<sup>nd</sup> Annual Educational Conference Boston MA

## Speed Bumps and Stop Signs: Your GPS to Dashboard Design

Submitted by Sally Morris, RN, BSN, CPHQ  
MAHQ Leadership Council

Jean Dols, PhD, RN, CNAA-BC CHE of the Christus Health System in Houston Texas presented an engaging presentation on “Speed Bumps and Stop Signs: Your GPS to Dashboard Design”.

She identified five components of a good dashboard:

- The indicator is FOCUSED and represents an organizational priority.
- The indicator is CLEAR, your audience knows precisely what you are measuring.
- It is PICTORIAL.
- It can be understood AT A GLANCE.
- The data represents an area where CHANGE IS POSSIBLE, and you are empowered to INFLUENCE the change.

Dr. Dols noted leadership must support the choice of indicators. Each indicator must align with the institutional core values and priorities and the strategic plan. It must be evidence based.

A numeric goal must be determined for each indicator. If possible an external benchmark (best practice) should be determined. The progress in meeting the goal is color coded, with colors chosen to indicate exceeding the goal, meeting the goal, and not meeting the goal. Percentages of exceeding or not meeting the goal are frequently assigned to the corresponding color marker. To demonstrate progress over time in meeting the goal data should be trendable. Companion control charts simplify data analysis and trending.

The dashboard should focus on the return on investment and this focus will change based on your audience, e.g., clinical area, medical staff. Board of Trustees, etc.

Dr. Dols organizes and tracks each indicator on the dashboard by recording key elements to ensure these elements are identified. The elements are: indicator, definition of the indicator, goal, benchmark, calculation (number, percentage, per 1000 cases etc.) N source of data, and reporting frequency.

## **NAHQ Quality Week**

**A message from the NAHQ Office National Association for Healthcare Quality**

**4700 W. Lake Avenue  
Glenview, IL 60025-1485**

National Healthcare Quality Week is just around the corner, taking place October 21-27, 2007. Always the third full week in October, 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.

In honor of National Healthcare Quality week, NAHQ is providing a helpful 2007 activity planning guide with exciting celebration ideas providing a downloadable 2007 poster and 2007 logo for use on any promotional materials offering an enhanced logo and enlarged 2007 poster (30 X 40 inches!) for the serious party planners sponsoring free online CEUs, for the entire month of October to all NAHQ members. (CEUs are available at [www.nahq.org](http://www.nahq.org) and can be used toward your CPHQ recertification).

Looking for more? Don't forget to visit NAHQ's web site for more information and additional Healthcare Quality Week celebration ideas!

**On behalf of MAHQ, NAHQ and the Healthcare Quality Certification Board, THANK YOU for all the work that you do, and for your ongoing commitment to healthcare Quality!**

**BOARD OF DIRECTORS  
MARYLAND ASSOCIATION FOR HEALTHCARE QUALITY  
PO Box 703 Arnold, MD 21012  
10/11/07**

<p><u>PRESIDENT</u> Robyn Barringer, RN, MS, CPHQ 8353 Cypress Mill Road Baltimore, MD 21236-5574 Home: 410-933-1471 Work: 410-528-7828 Fax: 301-470-5802 <a href="mailto:robyn.barringer@carefirst.com">robyn.barringer@carefirst.com</a></p>	<p><u>PRESIDENT-ELECT</u> Josephine Howard, RN, MS 15907 North Thames Court Accokeek, MD 20607-2050 Home: 301-292-4802 Work: 301-618-2749 Cell: 301-641-7922 Fax: 301-618-2375 <a href="mailto:jocarhoward@comcast.net">jocarhoward@comcast.net</a></p>	<p><u>PAST PRESIDENT</u> Nisha Madhavan, RN, MS, CCRN 7503 Surratts Road Clinton, MD 20735 Cell: 301-755-7215 Pager: 301-553-0127 <a href="mailto:Nisha7400@aol.com">Nisha7400@aol.com</a></p>
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<p><u>MEMBER AT LARGE</u> Vacant</p>	<p><u>MEMBER AT LARGE</u> Brigid Krizek, RN, MGA, CPHQ 2403 Glenmore Terrace Rockville, MD 20850 Home: 301-424-6385 Work: Fax: <a href="mailto:krizek@aol.com">krizek@aol.com</a></p>	<p><u>MEMBER AT LARGE</u> Janet Spinks, RN, BSN, MS, CPHQ, CAAMA 8335 Layton Court Frederick, MD 21704-8034 Home: 301-874-1841 Cell: 301-639-3443 Fax: 301-874-1841 <a href="mailto:spinksj@msn.com">spinksj@msn.com</a></p>
<p><u>MEMBER AT LARGE</u> and <u>LEGISLATIVE CHAIR</u> Camille Dobson, MPA, CPHQ 1409 Burton Avenue Lutherville, MD 21093 Home: 410-453-0225 Work: 410-786-7062 FAX: 410-786-5882 <a href="mailto:Camille.Dobson@cms.hhs.gov">Camille.Dobson@cms.hhs.gov</a></p>	<p><u>MEMBER AT LARGE</u> Mary Whittaker, RN, CPHQ 6683 Loch Hill Road Baltimore, MD 21239-1645 Home: 410-828-0245 Work: 443-849-3807 or 443-610-1420 Fax: 443-849-8896 <a href="mailto:mwhittaker1@comcast.net">mwhittaker1@comcast.net</a></p>	<p><u>EDUCATION CHAIR</u> E. Misa Ewing, RN, MSN, MBA 650 Quail Run Court Arnold, MD 21012 Home: 410-757-5443 Work: 443-481-1371 Fax: 443-481-6108 <a href="mailto:mewing@aahs.org">mewing@aahs.org</a></p>
<p><u>MEMBERSHIP CHAIR</u> Sally Morris, RN, BSN, CPHQ 200 Riverhouse Lane Queenstown, MD 21658 Home: 410-827-8533, Cell: 443-891-4274 Work: 443-481-4140 Fax: 443-481-4151 <a href="mailto:smorris@aahs.org">smorris@aahs.org</a></p>	<p><u>NEWSLETTER CO- CHAIR</u> Inca Schultz Cox, RN, BS, CPHQ, CCM 2618 Chestnut Woods Court Reisterstown, MD 21136 Home: 410-683-4837 Work 410-528-7066 Fax: 410-683-1497 <a href="mailto:Inca.Cox@carefirst.com">Inca.Cox@carefirst.com</a></p>	<p><u>NEWSLETTER CO-CHAIR</u> Barbara Shoemaker, RN, CPHQ 13909 Molly Berry Road Brandywine, MD 20613 Home: 301-888-1326 Work: 301-856-8384 Cell: 301-717-6368 <a href="mailto:barbarashoemaker@southernmarylandhospital.com">barbarashoemaker@southernmarylandhospital.com</a></p>
<p><u>WEBMASTER</u> Judy Doland, RN, BS 4430 Cobalt Drive Harwood, MD 20776 Home: 410-867-4339 Work: 410-224-8144 Fax: 410-266-6144 <a href="mailto:judydoland@comcast.net">judydoland@comcast.net</a></p>	<p><u>EDUCATION COMMITTEE MEMBER</u> Brenda Code, LPN, BSME, MBA 7403 Kathydale Road Baltimore, MD 21208 Home: 410-653-5249 Work: Fax: <a href="mailto:brenda_code@yahoo.com">brenda_code@yahoo.com</a></p>	<p><u>MEMBERSHIP COMMITTEE MEMBER</u> Cheri Wilson, MA, MHS© 211 Gaitner Place Abingdon, MD 21009 Home: 443-512-0258 Work: 410-502-3901, Pager: 410-283-1401 Fax: 410-614-9981 <a href="mailto:cwilso42@jhmi.edu">cwilso42@jhmi.edu</a></p>



*Directions:*

*Maritime Institute of Technology  
692 Maritime Boulevard  
Linthicum Heights, MD 21090  
410-859-5700*

**Northbound** From BWI Airport – from airport ramp, take I-195 to the Baltimore/Washington Parkway (MD-295 North). Continue to West Nursery Road Exit. At the end of the exit, bear right onto Nursery Road. Go to first traffic light and turn left onto International Drive. Go to first street and turn left onto Aero Drive. Proceed 2 blocks and through the gate onto the Institute's property. Follow signs to Parking Lots A or D. The conference will be held in Building 4, Room 111-113. Enter through Building 3 or 4.

**Southbound** From North via Beltway – I-695 (South), I-83, I-70, I-95 – Take Baltimore beltway (I-695 South toward Glen Burnie). Take exit 7 South, Baltimore/Washington Pkwy (MD-295) to the West Nursery Road Exit (first exit south of the I-695 Baltimore Beltway). At the end of the ramp, turn left at the light onto West Nursery Road. At the third light (International Blvd) turn left. Go to the first street and turn left onto Aero Drive. Proceed 2 blocks and through the gate onto the Institute's property. Follow signs to Parking Lots A or D. The conference will be held in Building 4, Room 111-113. Enter through Building 3 or 4.

Mail registration to:  
MAHQ  
P.O. Box 703  
Arnold, MD 21012

**PATIENT SAFETY:  
PUTTING ALL THE  
PIECES TOGETHER**

**FRIDAY**

**November 9, 2007**

**8:00 AM – 3:30 PM**

**Maritime Institute of Technology**



*Sponsored by*

*The Maryland Association  
for Healthcare Quality*

*Approved for 5.8 continuing education hours for  
CPHQ recertification by HQCB*

**Wendy A. Kronmiller, Esq.**

Director of the Office of Health Care Quality (OHCQ), within the Department of Health & Mental Hygiene

**Elizabeth Shapiro, M.S. CRNP**

Pediatric Nurse Practitioner, Patient Safety Advocate

**Dr. William C. Wright, B.S., MS, Ed.d**

Retired College Dean and State Magistrate, Patient Safety Advocate

**Vivian B. Miller B.A., CPHQ, CPHRM, LHRM**

Research Project Manager, Maryland Patient Safety Center

**M. Brigid Krizek, RN, MGA, CPHQ, CPHRM**

Director of Quality and Patient Safety, American College of Obstetricians and Gynecologists

**Cheri C. Wilson, M.A.**

Patient Safety Analyst, The Johns Hopkins Hospital

Objectives:

Participants will be able to...

1. Explain the interventions that have improved patient safety.
2. Describe a technique that could prevent an adverse event from occurring.
3. Provide an overview of the 2008 National Patient Safety Goals for all healthcare entities.
4. Describe patients' expectations of care-givers in the delivery of safer healthcare.
5. Develop techniques that facilitate patient communication with their health care team.

**PATIENT SAFETY: PUTTING ALL THE PIECES TOGETHER**

Agenda

7:30 — 8:00 am	Registration & Continental Breakfast
8:00 — 8:15 am	Welcome - Robyn Barringer, MAHQ President
8:15 — 9:15 am	Key Note Speaker: Patient Safety Activities of the Office of Health Care Quality – Wendy Kronmiller
9:15 — 10:00 am	Health Care Quality: Quality Health Care. Are They the Same Thing? – Elizabeth Shapiro
10:00 – 10:15 am	Break
10:15 – 11:00 am	Involving Patients in Their Own Care as a Patient Safety Strategy - Dr. Wright
11:00 — 12:15 pm	So, You're Saying This Could Have Been Prevented? - Vivian Miller
12:15— 1:00 pm	Lunch Provided
1:00 – 2:15 pm	Patient Safety Foundation and Applications - Brigid Krizek
2:15 — 2:30 pm	Afternoon Break
2:30 – 3:15pm	An Overview of the 2008 National Patient Safety Goals - Cheri Wilson
3:15-3:30 pm	Wrap-up, Adjournment, Robyn Barringer

Contact person:

E. Misa Ewing

[mewing@aahs.org](mailto:mewing@aahs.org)

Check out our website:

<http://www.mdahq.org>

**PATIENT SAFETY: PUTTING ALL THE PIECES TOGETHER**

November 9, 2007

Maritime Institute of Technology

Registration

MAHQ Members (Includes MAHQ, DCAHQ, DAHQ and VaAHQ)	\$80.00
Non-Member	\$95.00

**For new members only:**

Discounted 2008 MAHQ Annual Membership with Conference  
\$20.00 (from regular \$35.00)  
(to be paid on-site at the door)

On-site registration is available on a first come basis. Space is limited and pre-registration is recommended. At the door, conference cost is an additional **\$20.00** for both MAHQ members and non-members.

MAHQ is a 501(c) (3) Federal Tax exempt Association

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Total Fees: \_\_\_\_\_

**Mail registration and check to:**

MAHQ

P.O. Box 703

Arnold, MD 21012

*Directions:*

**Good Samaritan Hospital  
5601 Loch Raven Boulevard  
Baltimore, MD 21239  
410-532-8000**

Good Health Center Conference Room A - located on the 2nd floor above the Emergency Department. Free parking is available in the Emergency Department Parking Garage which is below the ED building.

**From the Northeast**

Take I-695 to Loch Raven Boulevard, South. Alternatively, take either Harford Road, Perring Parkway or Belair Road South, make a right onto Northern Parkway and then a left onto Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

**From the Northwest**

Take I-695 to I-83 South. Exit onto Northern Parkway, East. Turn right at Loch Raven Boulevard. Cross over Belvedere Avenue and take a left into the hospital driveway.

**From the South**

Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

**From BWI Airport**

Take I-195 west (exit from airport). Follow to I-95 North (toward Baltimore). Take I-95 North through the Fort McHenry Tunnel to Exit 60, Moravia Road. Moravia turns into Cold Spring Lane after Harford Road. Proceed on Cold Spring and turn right (north) onto Loch Raven Blvd. After you pass Woodbourne

Avenue and St. Matthew's Catholic Church, take a right into the hospital driveway.

Mail registration to:  
MAHQ  
P.O. Box 703  
Arnold, MD 21012

## **CPHQ STUDY COURSE**

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**SATURDAY**

**November 10, 2007**

**8:00 AM – 5:00 PM**

**Good Samaritan Hospital**



*Sponsored by*

*The Maryland Association  
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CPHQ recertification by HQCB*

## Healthcare Quality Management: Review and Study Session (8 am–5 pm)

### Objectives:

1. To introduce and review concepts of health care quality methods, information management, application strategy and leadership, change management and innovation, and continuous readiness relating to the health care delivery and management. (Outline for CPHQ Exam)
2. To set forth a study strategy for the exam.

This workshop is designed to help those who are planning to take the CPHQ examination to focus their study.

This is an excellent course to learn about the realm of quality measurement in organizations.

The book *Q Solutions* is strongly recommended in preparation for the exam. *Q Solutions* may be ordered in advance online at: <http://www.nahq.org> or by calling 800/966-9392.

### Please note:

***Completion of the Healthcare Quality Management: Review and Study Session does not guarantee a passing grade on the examination, but it will help you focus your study.***

Janet Spinks RN, MS, CPHQ, CAAMA  
Spinks & Associates LLC  
Health Care Consultant

Continental breakfast and afternoon snack provided.

## CPHQ Study Course

### Agenda

- 8:00– 8:30 am Introduction/Test Taking Tips
- 8:30–10:15 am Foundation, Techniques and Tools
- 10:15–10:30 am Break
- 10:30–11:00 am Foundation, Techniques and Tools
- 11:00–12:00 pm Using Data for Improvement: The Toolkit (Disk 2)
- 12:00–1:00 pm Lunch (on own)
- 1:00–2:15 pm Strategy and Leadership
- 2:15–3:00 pm Continuous Readiness
- 3:00–3:15 pm Break
- 3:15–4:15 pm Change Management and Innovation
- 4:50–5:00 pm Wrap-up/Evaluation

### Contact person:

Janet Spinks, RN, MS, CPHQ, CAAMA  
Email: [spinksj@msn.com](mailto:spinksj@msn.com)

### Check out our website:

<http://www.mdahq.org>

## CPHQ STUDY COURSE

November 10, 2007  
Good Samaritan Hospital

### Registration

Registration \$175.00

2008 MAHQ Annual Membership  
\$35.00 (paid on-site at the door)

MAHQ is a 501(c) (3) Federal Tax exempt Association

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Employer: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Total Fees: \_\_\_\_\_

On-site registration is available on a first come basis. Space is limited and pre-registration is strongly recommended.

### Mail registration and check to:

MAHQ  
P.O. Box 703  
Arnold, MD 21012