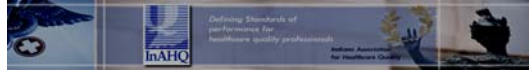




## Indiana Association for Healthcare Quality Run for the **GOLD**

Presented by: Carolyn Townsend, MSN, RN,  
CPHQ, WHNP-BC, CNE President-Elect  
Bonnie Tuttle, RN, BSN, CPHQ



## Session Objectives

At the end of this session participants will be able to:

- Describe the strategic planning process utilized by InAHQ;
- Relate strategic planning to the NAHQ Gold Award criteria;
- Discuss successful methods to increase communication with members; and
- Discuss strategies to maximize leadership development.

2



### The InAHQ Strategic Plan

- Based upon the InAHQ Mission:  
The mission of the Indiana Association for Healthcare Quality is to be the vital link in the continuous improvement of healthcare by promoting quality improvement through communication, education, and collaboration with healthcare quality management professionals and other organizations.

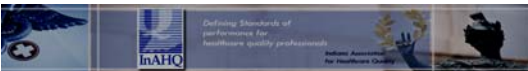
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### The InAHQ Strategic Plan

- **The long range goals of the association include:**
  - Defining standards of performance for healthcare quality professionals and promote continuing education necessary to attain and maintain those standards.
  - Continuing to conduct an annual meeting and educational conference responsive to the needs of the membership.
- NAHQ Gold Award criteria

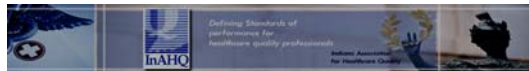
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### The InAHQ Strategic Plan

- Review/Revision
  - Updated annually at the Board Retreat (usually July)
  - Reviewed quarterly at each Board meeting
  - Presented at annual meeting during the Educational Conference
  - Graphically measured
  - Available on our website [www.inahq.com](http://www.inahq.com)
- Roles and responsibilities
  - Continuous process
  - Assigned responsibilities

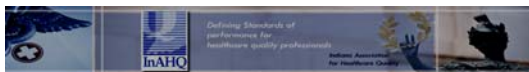
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### The NAHQ State Award for Excellence

- A portion of the InAHQ Strategic Plan
  - Criteria reviewed annually for inclusion. Close attention to criteria to ensure criteria is fully addressed.
  - Responsibility assigned to Past-President for completion of report
    - Resources utilized within InAHQ for compilation
    - Standardized Regional reports of meetings with CEUs to ensure all required data is collected.

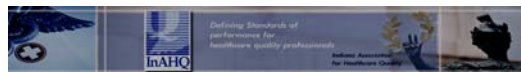
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### The NAHQ State Award for Excellence

- Software requirements:
  - Adobe Acrobat
  - Large capacity upload source such as You Send It or Move It. Document is too large to send by most email programs (6-13 MB). NAHQ can not directly accept by email, but can retrieve it from a web-based program.
- Continuous process of data collection with plans for web-based data repository for ease of storage and retrieval and continuity.

7



### Leadership and Marketing

- All Board members are involved with the process of review, revision, and data collection
- Communication:
  - QTIPS: quarterly newsletters includes:
    - board reports;
    - Upcoming events;
    - important healthcare happenings; and
    - includes NAHQ board bullets

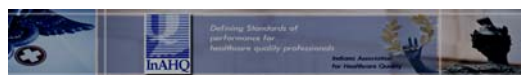
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### Communication: Continued

- Board Bullets: contains brief highlights of each board meeting.
  - sent out to members within 1 week of board meeting to keep them apprised of InAHQ board activities.
  - adopted by NAHQ

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### Communication: Continued

- Member blast mail:
  - Job postings
  - Indiana Hospital Association news
  - New member reference materials
  - Urgent updates
  - Quality posters

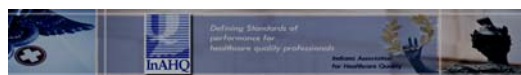
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### Communication: Continued

- Website: [www.inahq.com](http://www.inahq.com)
  - Listing of regional education offerings with CEUs
  - Member listing
  - Indiana healthcare blog  
<http://indianahealthcarequality.blogspot.com>

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### Collaboration

- Shared educational events
- Liaisons with organizations committed to similar goals, strategies, and outcomes
  - Indiana Hospital Association (IHA) Ex-Officio board member
  - Health Care Excel (HCE) Ex-Officio board member
  - Indiana Rural Health Association (IRHA)
  - IHA Patient Safety Center
  - Indiana Society for Healthcare Risk Management (ISHRM)
  - ASQ

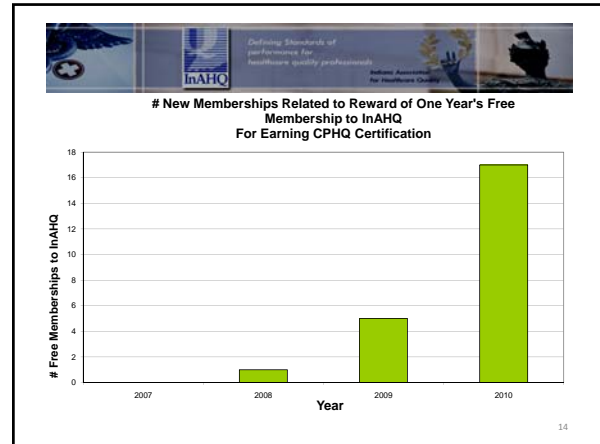
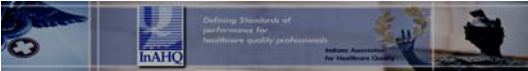
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### Education/Professional Development

- CPHQ
  - 2 study sessions per year with national facilitator
  - Free 1 year membership for new CPHQs
  - 2 scholarships for attendance at workshop or for test fees
- Annual Conference
  - 2 day conference each spring
  - 4 Keynote speakers and 9 breakout speakers
  - Annual Membership Meeting

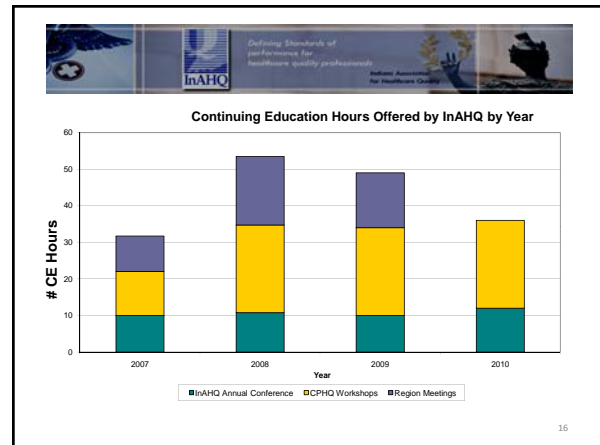
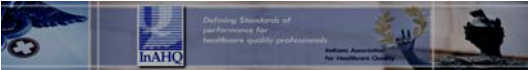
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### Education/Professional Development

- CEUs
  - Offered at most regional meetings
  - Fees paid by InAHQ; not out of regional funds
  - Hotlinks on website for NAHQ
  - Orientation to all new region representatives on CEU process and required reporting

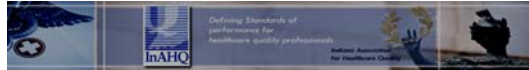
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### Education Topics

- Annual member survey for interest
- Conference, workshops, and regional meeting evaluations analyzed and reported
- Standardized region report form and CEU application available on website
- Webinar capabilities for educational opportunities being finalized to facilitate member involvement without excess travel
- Publishing/Presentations
  - Actively encouraged
    - part of member survey
  - QTIPS-standing reminder

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### Leadership Development

- Active email list including healthcare facilities who do not have InAHQ members
- Member ladders
- Annual Board self-assessment and review of findings
- NAHQ leadership training by incoming President and President-Elect

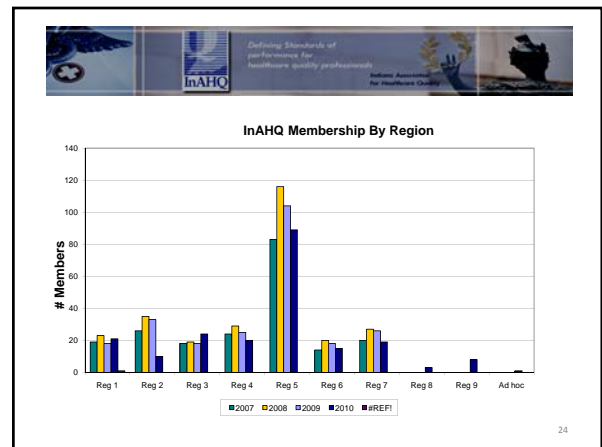
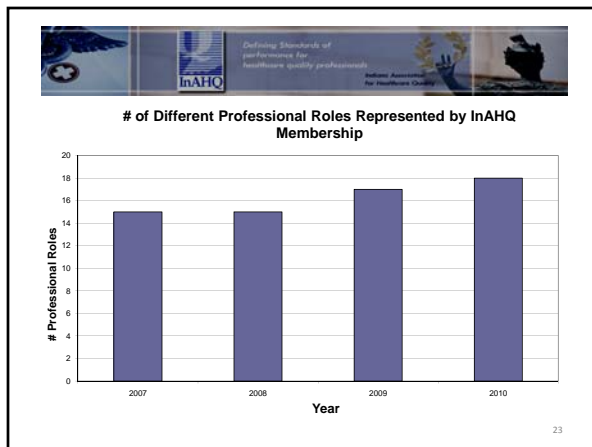
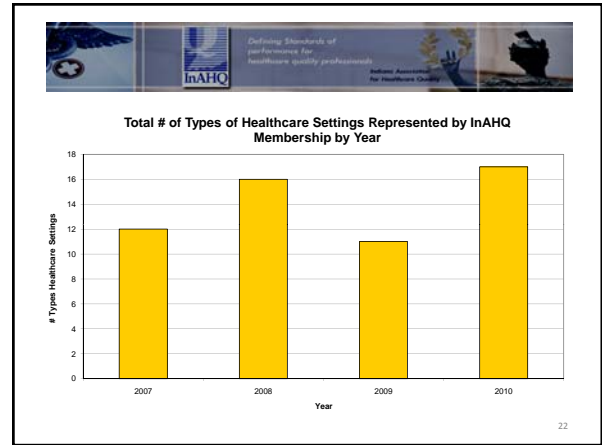
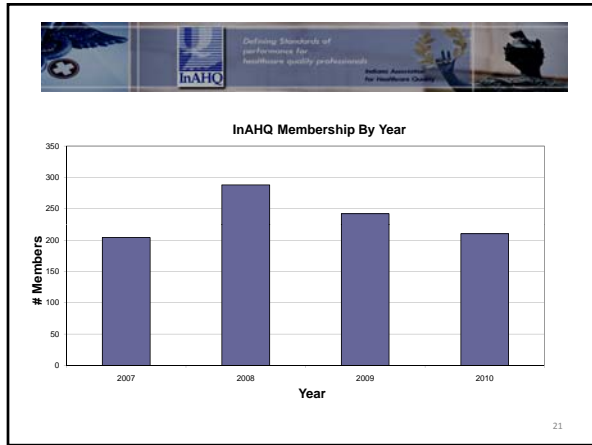
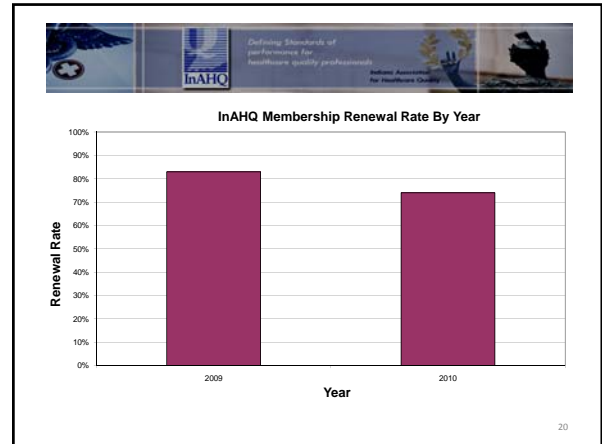
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### Leadership Development

- Succession planning for leadership positions
- Annual member survey for “value added” activities which promote healthcare quality
- Identify characteristics of InAHQ members:
  - Employment settings
  - Types of healthcare settings represented
  - Types of professional roles represented

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### Leadership and Marketing

- Responsible budget, annually approved by board and InAHQ members
- Growth oriented to support Strategic Plan

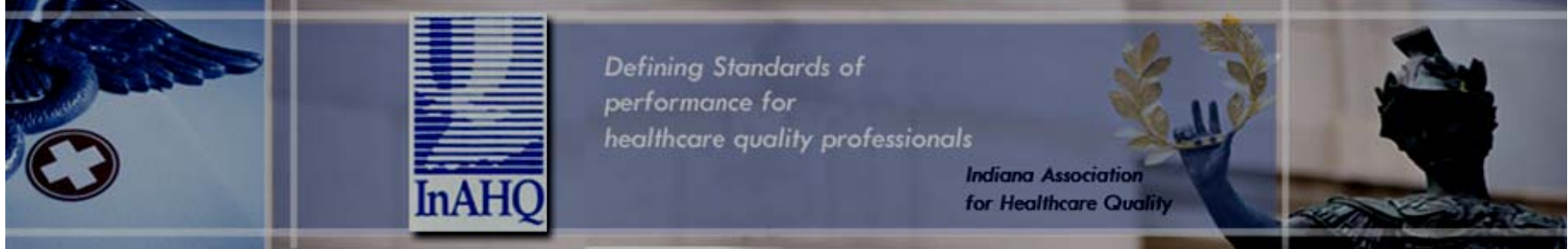
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Questions??

Thank You

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## InAHQ STRATEGIC PLAN 2010-2011

### **PURPOSE**

- ◇ Collaborative gathering of like-minded individuals to provide a structured framework promoting patient safety, quality improvement, and transparency
- ◇ Resource for members to provide a forum for exchange of ideas, knowledge and “best practices”
- ◇ Serve as the leading resource for quality information for national, state and local healthcare professionals

### **HISTORY**

- ◇ Formed 1978 by 16 members of NAQAP; Named Indiana Association of Quality Assurance Professionals (IAQAP)
- ◇ First conference May 1979
- ◇ In 1992: Name changed to Indiana Association for Healthcare Quality
- ◇ Board of Directors - President, President -Elect, Secretary, Treasurer, Past President, 9 Regional Representatives, 9 Team Leaders

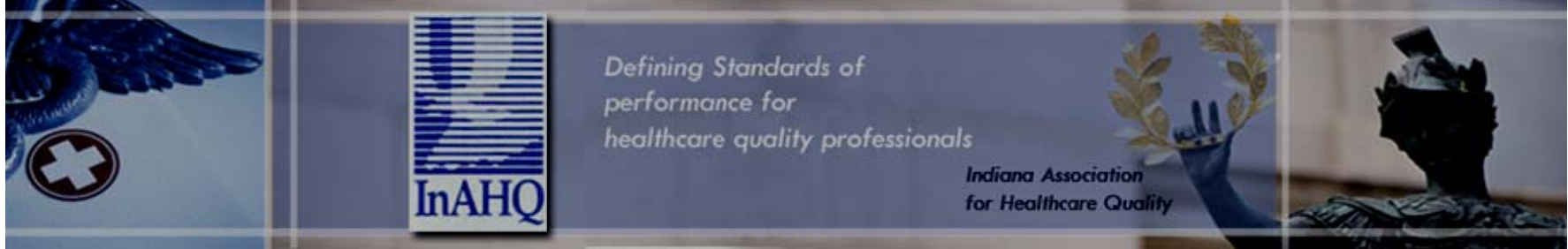
### **1. COMMUNICATION**

Goal: Communicate effectively through multiple media avenues

Objective (measures)

#### A. Board Bullets

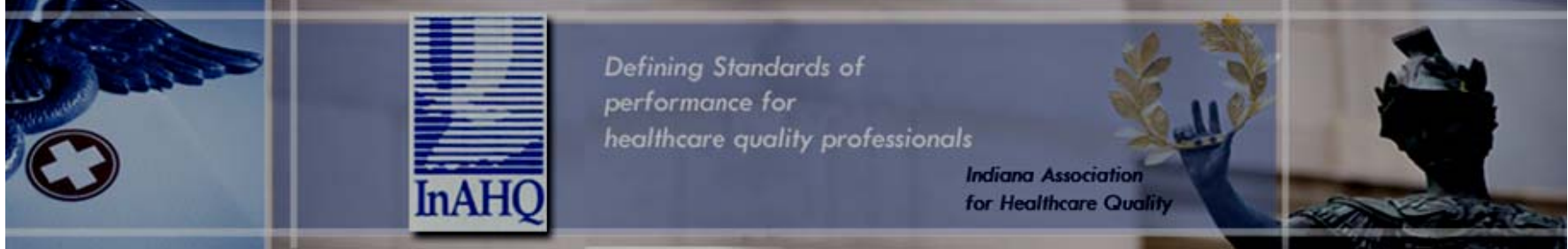
Action Steps	Leader	Due Date	% Completed
1. Board member to complete board bullets	Treasurer	quarterly-ongoing	
2. Review bullets at end of each meeting for input	Board	August 2006-ongoing	
3. Bullets blasted to membership and sent to Web Master for inclusion on website one week after each meeting	President-Elect	August 2006-ongoing	
4. Gather feedback from membership regarding bullets to determine if they add value per member survey	Per Member Survey President	March 2011	



B. Member Mail		
1. Indiana Hospital Association news blast emailed	Treasurer	Ongoing
2. Job postings in Indiana and surrounding states forwarded by email	Treasurer	Ongoing
3. New member reference material emailed	Marketing	
C. Q-Tips Newsletter		
1. Blast e-mail requesting news items for publication one month before QTIPS due	Q Tips Editor	February 2007 and ongoing
2. Update & post section on "Meet your Board"	President	1/4 each quarter
3. Post NAHQ News & Board Bullets	President	Ongoing
4. Continue to include board reports	Q Tips Editor	Ongoing
D. Website		
1. Provide listing of Region educational offerings with CEUs and contacts	President Elect	
2. Maintain and grow an Indiana healthcare quality blog <a href="http://indianahealthcarequality.blogspot.com">http://indianahealthcarequality.blogspot.com</a>	Legislative team	Ongoing
E. Quality Posters		
1. Develop 2 quality posters per year: July 4, October (Quality Week)	Treasurer	June 1, 2010 Sept 15, 2010 - Quality Week
2. Blast Email to InAHQ members and state associations (NAHQ List Serve)	Treasurer/Pres	As above

## **2. COLLABORATION**

Goal: Network with external organizations to facilitate enhanced educational opportunities

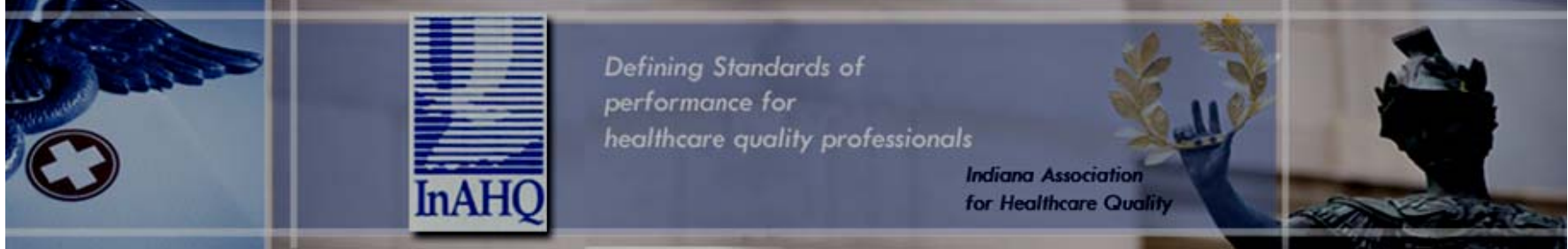


Action Steps	Leader	Due Date	Completed
A. Network with other state organizations and liaisons to determine interest. 1. Investigate and plan one shared event with partners	President and Past President	October 2009	
B. Identify, facilitate and maintain relationships with organizations and individuals committed to similar goals, strategies, and outcomes. 1. IHA- Ex Officio Board Position 2. HCE-Ex Officio Board Position 3. IRHA Indiana Rural Health Association 4. IHA Patient Safety Center 5. ISHRM Board 6. ASQ?	President, President Elect, & Past Pres. Marketing  Marketing	Ongoing  One /year  One /year Apr. or Nov.	

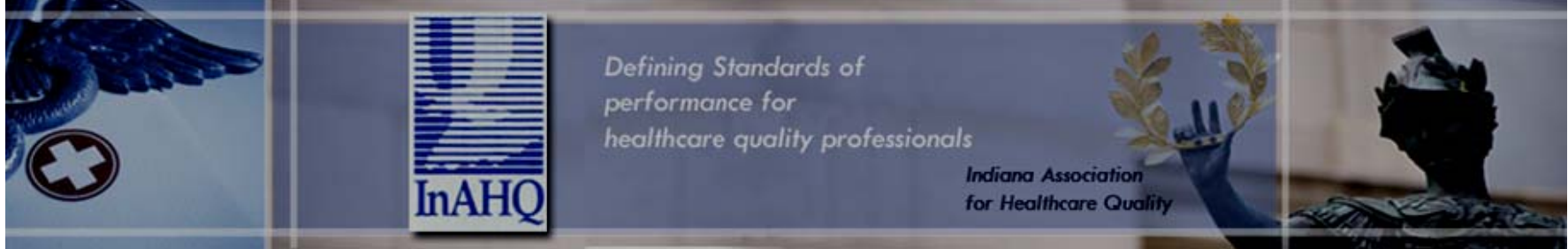
### **3. EDUCATION/PROFESSIONAL DEVELOPMENT**

Goal: Establish at least one new area for education, as well as measure and report on current activities to membership  
Objective (measures)

Action Steps	Leader	Due Date	% Completed
A. CPHQ 1. Provide 2 study sessions per year	Ed Team	March 2011 October 2011	
2. Analyze evaluations of attendees and provide report to board	Ed Team	Ongoing after each session	
3. Provide scholarship for attendance to the CPHQ workshop and to NAHQ annual conference	Board	Annually	InAHQ annual conference
4. Provide free one year membership to those successfully completing the CPHQ exam	Credentials	Ongoing	See InAHQ metrics



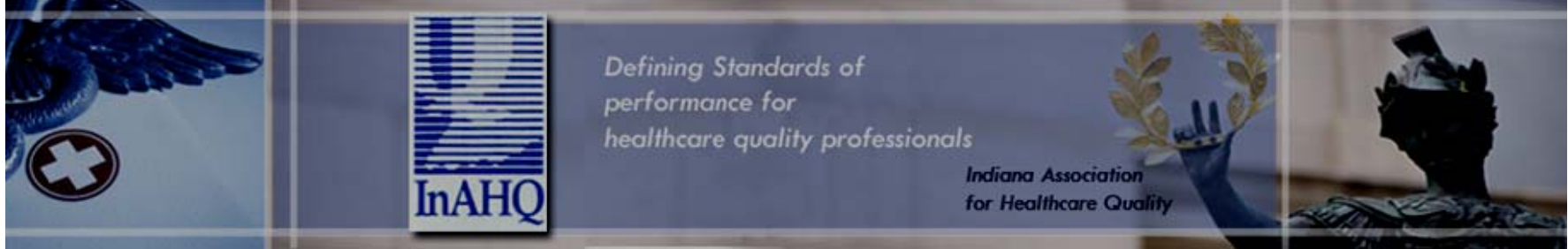
<b>B. CEUs</b>			
1. Provide CEUs when possible at each Region meetings	Region Rep	Each Region Rep	
2. Provide orientation to all new board members on the CEU application process. Place link on InAHQ website To NAHQ CE application	Board	July	July 2010
3. Advertise CEU hotlinks for NAHQ.	Treasurer		
4. List CEU topics on website.	President Elect and Secretary	Current	100% Current
<b>C. Education Topics</b>			
1. <b>Annual member survey</b> educational and training topics analyzed and findings presented to Board and Education Team.	President	January – March, 2011	
2. Conference evaluations analyzed and results presented to Board of Directors.	Ed Team Leader	July 2010 - 1 <sup>st</sup> full BOD meeting after annual conference	
3. Maintain and update standardized Region report form, sign in sheet, evaluation form & CEU application (including education information)	Past President	January 31, 2011	
4. Provide webinar capabilities for educational offerings	President and Past -President	Jan-March 2011	
<b>D. Publishing/Presentations</b>			
1. Encourage state membership publications	President		
a. Blast email benefits to InAHQ for GOLD			a. Jan-Mar, 2011
b. Q-TIP article – Q-tips standing reminder			b. Jan-Apr, 2011



#### 4. LEADERSHIP DEVELOPMENT

Goal 1: Continuously identify and develop leaders in quality.

Action Steps	Leader	Due Date	Completed
1. Maintain and update quality emailing lists in regions (to healthcare facilities who are not members of InAHQ)	Credentials Team	April 10, 2011	
2. Invite to region meetings additional healthcare facilities and non-members	Region reps	Ongoing	
3. Ladders Blast e-mail timeframe for ladder application Timeframe of service Decision Tree	Marketing Team Leader	January 1, 2011	
4. Monitor effectiveness of region distribution and develop mentoring for representatives of new regions	Board	Jan-Mar, 2011	
5. InAHQ Succession Planning- review criteria for officers	Board/Nominating	February 28, 2011	
6. Annually complete Board self-assessment and review findings	President/Past President	2011	
7. Attendance of NAHQ Leadership training by two members As available	Board	April 2011	
8. Develop process for and award 2 scholarships for attendance at CPHQ workshop or registration for CPHQ test	Board	May, 2011	
Goal 2: Member Recruitment/Retention			
1. Survey members (through annual member survey) that have orientation to determine if "value added" or monitor through attrition.	President	Ongoing	
2. Region reps to follow-up on non renewing members	Region Reps	Ongoing	
3. Identify employment settings of members	Credentials Team	March 15, 2011	



- a. Total types of healthcare settings represented
- b. Total types of professional roles represented

## 5. FISCAL PLANNING

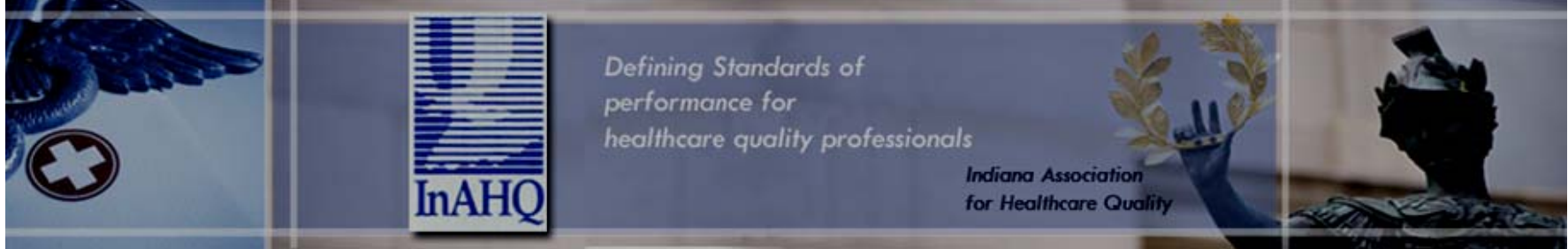
Action Steps	Leader	Due Date	Completed
1. Communicate reporting documents in graphic format	Treasurer	January 20, 2011	

## 6. METRICS

Goal: Utilize metrics for tracking graphically InAHQ performance

### Communication

	2007	2008	2009	1 <sup>st</sup> Q 2010	Q2 2010	Q3 2010	Q4 2010
1. Number of IHA updates emailed	24	24	8	8			
2. Number of job postings emailed	12	15	32	13			
3. Number of Q-TIPS Published	3	3	3				

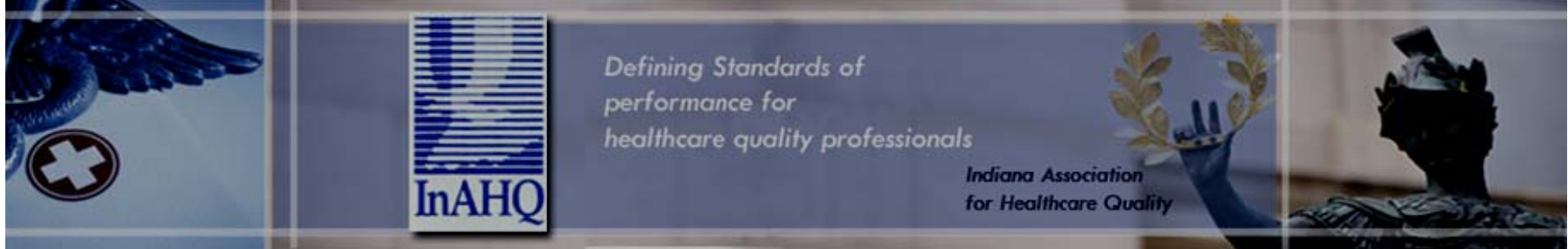


## Collaboration

	2007	2008	2009	2010
1. Total membership to date	204	288	242	210
a. State	I. 19	I. 23	I. 18	1. 21
b. Region	II. 26	II. 35	II. 33	II. 10
	III. 18	III. 19	III. 18	III. 24
	IV. 24	IV. 29	IV. 25	IV. 20
	V. 83	V. 116	V. 104	V. 89
	VI. 14	VI. 20	VI. 18	VI. 15
	VII. 20	VII. 27	VII. 26	VII. 19
				VIII. 3
				IX. 9
				Ad Hoc 1
2. Total types of Healthcare setting represented	12	16	11	17
3. Number of different professional roles represented	15	15	17	18
4. Number of shared events	NA	2	0	0

## Education/Professional Development

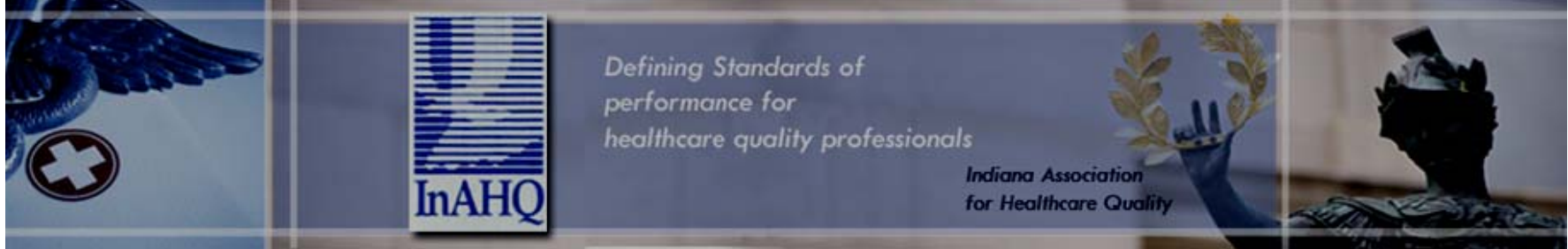
1. Total CEUs offered	Conf. – 10.0 CPHQ - 12.0 Region - 9.75	Conf. – 10.75 CPHQ – 24.0 Region - 18.75	Conf. – 10 CPHQ – 24 Region – 15	Conf. – 10.25 CPHQ – 24 Region –
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2. Total CPHQ study sessions	2	2	2	2
3. Number of New CPHQs & percent of InAHQ members passing exam	7 Passed 4 InAHQ 57%	25 Passed 21 InAHQ 84%	34 InAHQ passed	
4. Number of InAHQ membership publications	2	0	3	4
5. Number of first-time attendees to annual InAHQ Conference	NA	NA	26	22

**Leadership Development/Recruitment & Retention**

1. Number of new Memberships related to free CPHQ Memberships	0	1	5	17
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2. Number of members giving presentations, as reported	8	8	2
3. Number and percentage of new members on teams	NA	14 of 30 47%	6
4. Membership rate change	NA	Inc. 40%	-16%
5. Renewal rate	NA		83%

**Fiscal**

Checking  
Account Balance  
Investment  
Account Balance



Defining Standards of  
performance for  
healthcare quality professionals

Indiana Association  
for Healthcare Quality



# InAHQ Tips

2011 Issue No. 2

The Indiana Association for  
Healthcare Quality's  
Newsletter

[www.inahq.com](http://www.inahq.com)

*An Affiliated State with the National Association of Healthcare Quality*

## PRESIDENT'S REPORT

March 4, 2011



I am so excited about the InAHQ educational conference slated for May 5 & 6 at the Marten House Hotel and Conference Center in Indianapolis. We have some great keynote speakers slated: Ridley Barron, Donald Lighter, Jennifer Wolf-Pearce, and Andrew Janning. We also have some partying to do as we celebrate winning the NAHQ Gold Award for state excellence as well as our two individual NAHQ award winners, Jeanette Spradlin and Natalie Webb. In addition, we get to celebrate one of our members (Betty Brown) serving as President Elect of NAHQ this year. Don't miss the conference; it will be quite a party!

The Board is in the process of selecting a web conferencing provider in order to make regional educational offerings available statewide. We have narrowed our search to two providers and are at the stage of trialing the two products. ReadyTalk was trialed quite successfully at the Region VII meeting on February 10, 2011 and MultiPoint will be trialed with a region meeting in March. The Board will be making a determination on the provider prior to the annual conference.

An upgrade to our website has begun utilizing the services of programmer Mike Hamilton. The major improvements will be in updating and calculating member ladders and providing the means for payments to be accepted on the website for membership, workshop and conference fees using PayPal. This work should be completed this spring. Once again, I would like to congratulate the Marketing Team on all of their wonderful work this year. They have made such remarkable headway in accomplishing all of their goals lined out in the strategic plan for the year.

The NAHQ State Leadership Summit will be held April 29-30 at the Hilton Rosemont in Rosemont, Illinois (near Chicago). InAHQ will be sending 2 Board members to attend this summit. This is the first year since the inception of the summits that the dates for the summit do not conflict with the dates of the InAHQ spring conference. We are very excited to be able to send our top leaders to this year's summit.

Respectfully submitted,

*Karen Varda*  
*InAHQ President*

### Submit Your Application: NAHQ Wants to Recognize You



Enhance your resume and gain funds to offset your registration and travel expenses to the [36<sup>th</sup> Annual Educational Conference](#) in Sacramento, CA. Each year, NAHQ presents a number of awards which strive to recognize outstanding achievements in the healthcare quality field. Join the long list of distinguished award winners and apply for a NAHQ award today:

- [Claire Glover Distinguished Member Award](#): Recognizes a dynamic and passionate member who has made significant contributions to the healthcare quality profession. **Jeanette Spradlin, RN CPHQ** of InAHQ was honored with this award in 2010.
- [Luc R. Pelletier Healthcare Quality Award](#): Recognizes a recipient who has developed a performance improvement project, program or initiative that has improved organizational improvement.
- [Rising Quality Star Award](#): Recognizes a NAHQ member who has shown significant participation in the organization and profession to promote healthcare quality. **Natalie Webb, RN, CPHQ** of InAHQ received this award in 2010.

For more information and to apply, visit [www.NAHQ.org](http://www.NAHQ.org). Please contact Suzanne Sletto, NAHQ staff, [ssletto@nahq.org](mailto:ssletto@nahq.org) for any questions.

## PAST PRESIDENT'S REPORT



Two candidates have been approved for submission to membership for the 2011-12 board. They are: Bonnie Tuttle, President-Elect and Patti Julius, Secretary.

Respectfully submitted,  
*Natalie Webb, RN, CPHQ*

## PRESIDENT-ELECT REPORT

InAHQ Policies and Procedures are being reviewed and revised. This process will be completed prior to the annual meeting in May.

Respectfully submitted,  
*Carolyn Townsend, MSN, RN, CPHQ, CNE, WHNP-BC*



## TREASURER/FINANCE REPORT



### Finances:

The checking account has been balanced through January with no discrepancies. The November NAHQ discrepancy, noted in the January report, has been repaid to InAHQ. The February statements have not been received.

### Reports:

Draft Budget for 2011 was approved at the January 2011 Board Meeting.

All bills and reimbursements have been paid to date with no exceptions.

The grant monies from Purdue for 2010 conference and the reimbursement from NAHQ for Betty Brown's conference registration (d/t being elected) have been received and deposited.

Keep the Blast E-mail information coming. Typical turn-around time from receiving the info to sending it out is less than 6 hours, unless I am out of the office.

*Respectfully Submitted.*

*Amy L. Miles*  
*Treasurer / Finance Team Chair*

## EDUCATION TEAM REPORT

March 4, 2011

The Speakers have been finalized and brochure has been sent to printers. Brochures will be sent to hospitals as soon as brochures are finished. CEU application is in the process of being completed. Ribbons will identify board members and planning committee members in lieu of corsages. This is approximately 1/3 the cost of flowers.

*Linda Gaul, RN*  
*Education Team Chair*

**Save the Date for the 2011 InAHQ Annual Conference**  
**May 5-6, 2011**

Lily Conference Center at the Marten House Hotel  
Indianapolis, IN



*Education Chair: Linda Gaul*  
*Education Co-Chair: Eileen McInnes*

## CREDENTIALS TEAM REPORT

March 4, 2011

Our total membership stands at 224 as of March 1, up 10 from our last report in January. About 1/3 of our members have sent their renewals in. We have 10 new members since January 1, 2011. Additionally for 2011, we have 6 free memberships based on attainment of their CPHQ credential.

The Credentials team is about to get ramped up for the annual educational conference. This year we plan to do all CEU certificates by email after the conference. We will not have expenses for the certificate creation and won't have to worry about certificates not being picked up at the end of the conference.

*Respectfully submitted,*

*Bonnie Tuttle, RN, BSN, CPHQ*  
*Credentials Team Co-Chair*

## LEGISLATIVE TEAM REPORT

Submitted March 3, 2011

### [IndianaHealthCareQuality.BlogSpot.Com](http://IndianaHealthCareQuality.BlogSpot.Com)

- It is intended that the chair will start actively recruiting more contributors who work in the hospital setting since the chair now works in the payor setting and will thus have diminishing awareness of the provider side of the industry.
- Despite a lesser number of blog entries, traffic appears to be sustaining itself. This is likely due to previous posts still being present and indexed in the various internet search engines.
- The following are the most frequent key word searches on the various search engines that brought traffic to the blog (in order of most frequent)
  1. rounding to influence
  2. cms national strategy for quality improvement in health care
  3. hospital infection rates indiana
  4. indianahhealthcarequality.blogspot.com
  5. munro cl, grap mj, jones di, mcclish dk, sessler cn. chlorhexidine, tooth brushing and preventing ventilator-associated pneumonia in critically ill adults. american journal of critical care. 2009 sep; 18(5):428-437.
  6. aha response to the proposed rule, hospital value based purchasing
  7. cms value based purchasing 2013
  8. community hospital of bremen hcahps
  9. hcaps for terre haute regional hospital
  10. indiana healthcare quality

*(If you type in "rounding to influence" in Google, our blog is the third item listed!!!).*

### **State Baldrige Award**

The *Ohio Partnership for Excellence* is a Baldrige based award program. They have expressed an interest in expanding their scope into Indiana. They already have relationships established with several Indiana hospitals. Rather than taking on the work to establish our own program, there was consensus with the InAHQ group to explore establishing a relationship with Ohio. Several other organizations (IHA, VHA) are interested in this possible relationship with Ohio as well. The first exploratory meeting with Ohio is in late March 2011.

*Respectfully Submitted,  
Ed Lee*

## InAHQ BOARD BULLETS

March 4, 2011

- The Future of Nursing: Campaign for Action is a Robert Wood Johnson Foundation initiative to ensure that the healthcare workforce can deliver high quality; patient-centered care to every American announced the selection of 10 new Regional Action Coalitions (RACs). These long term partnerships have been convened to move key health care workforce-related issues forward at the local, state and national levels. **Indiana is one of the selected states.** Additional information is available at <http://thefutureofnursing.org/>.
- Terry Whitson, ISDH Assistant Commissioner of Health has proposed mandatory 100% infection reporting for acute care facilities. A meeting is scheduled for May, 4, 2011 from 2-3:30 P.M. for discussion.
- According to the February 17, 2011 Federal Register, there is a new Medicaid proposed rule that would direct the Secretary of Health and Human Services to issue Medicaid regulations effective as of July 1, 2011 prohibiting Federal payments to States for any amounts expended for providing medical assistance for health care-acquired conditions. It would also authorize States to identify other provider-preventable conditions for which Medicaid payment would be prohibited. For further information see: <http://www.gpo.gov/fdsys/pkg/FR-2011-02-17/pdf/2011-3548.pdf>.
- **Scholarship Award Process:** The draft of a proposed InAHQ Scholarship program was reviewed. This program will award two InAHQ members a complementary attendance for the InAHQ sponsored CPHQ workshop or the fee for taking the CPHQ exam or registration for InAHQ's Annual Conference.
- **Cardigans:** The board selected Cobalt Blue Cardigans which are available through Lands End for the InAHQ cardigans to be made available for purchase.
- The next CPHQ Workshop has been scheduled for October 7-8 at Fairbanks Hall (IU Health) with Susan Mellott.
- The board is comparing 2 web conferencing providers: Multi Point & Ready Talk. Region VII recently trialed Ready Talk at their region meeting. Multi Point will be trialed at a Region Meeting prior to a final selection of provider.
- A "Rising Star" award is being developed. PLEASE SUBMIT DESIRED CANDIDATES to Linda Ostermeier at [linda.ostermeier@franciscanalliance.org](mailto:linda.ostermeier@franciscanalliance.org)
  - The candidate must be active in the organization
  - The candidate must have been a member for 1 – 5 years



## Indiana Association for Healthcare Quality Scholarship

### Purpose

To award financial assistance to two InAHQ members who have actively contributed to the healthcare quality profession at the state level or have not yet obtained the Certified Professional in Healthcare Quality (CPHQ).

### Amount of Scholarship

Your choice of complimentary fee for InAHQ sponsored CPHQ Workshop or the fee for taking the CPHQ exam or registration for InAHQ's Annual Conference.

### Eligibility Criteria

1. Open to all quality professionals who are members of InAHQ in good standing, excluding current InAHQ officers and honorary members.
2. The applicant must be currently working in the healthcare quality field.
3. Those applying for the scholarship for the CPHQ Workshop or exam should not yet be a Certified Professional in Healthcare Quality (CPHQ) at the time of scholarship submission.

### Deadline

Scholarship applications for the 2011 cycle must be received by April 8, 2011.

Applications may be submitted via email to Karen Varda at [kvarda@stmarys.org](mailto:kvarda@stmarys.org).

Mailed applications should be sent to Karen at:

Karen Varda  
Quality Department  
St. Mary's Medical Center  
3700 Washington Avenue  
Evansville, IN 47750

Please note that incomplete applications **will not** be considered. The InAHQ Board will review completed applications and score them based on criteria.

### Notification

The scholarship recipients will be notified by May 2, 2011 and will be recognized in the QTIPS newsletter and at the annual conference.

For questions about this scholarship, contact Karen Varda: [kvarda@stmarys.org](mailto:kvarda@stmarys.org) or 812-485-7927.



### **Membership Renewal Reminder**

**It is that time of year again....  
Time to renew your InAHQ membership!!**

**Please fill-out the membership application on the website:  
[www.inahq.com](http://www.inahq.com)  
and mail your \$40.00 annual dues to the address indicated on the  
website.**

***THANK YOU!!!***

## **REGION REPORTS**

### **REGION I REPORT**

**DATE / TIME of MEETING:** Monday, February 28, 2010 at 12:30-2:30 p.m. Central Time  
**NEXT MEETING DATE & TIME / LOCATION / TOPIC:** Franciscan St. Anthony Health-  
Crown Point Marian Education Center - Room C, 1201 South Main Street, Crown Point  
Indiana 46307

***“Raising the Bar Update: Taking Indiana’s Quality and Safety Efforts to Scale”***

**Betsy Lee RN, MSPH  
Director, Indiana Patient Safety Center**

*This activity was submitted to the National Association of Healthcare Quality for 1 CPHQ  
CE credit*

**REGION II REPORT**

**DATE / TIME of MEETING: Friday April 22, 2011 / 11:00 AM – 2:00 PM**

**NEXT MEETING LOCATION / TOPIC: Tipton Hospital, 1000 South Main Street, Tipton, IN**

***Clinical Documentation Improvement***  
**Presenter: Denise Tinkel, RRT, MHA, CPHQ**  
**Manager CDI Practice**

Please bring your Med Rec forms as well as your discharge forms to share.

*This educational activity has been approved by the National Association of Healthcare Quality for 2 CPHQ CE credit.*

*Please RSVP Jessica Pullen (574-753-1774) or [jpullen@logansportmemorial.org](mailto:jpullen@logansportmemorial.org) by April 8,*

Submitted by

*Jessica Pullen, Region II Co-Representative*

*Donette McKeever, Region II Co-Representative*

**REGION III REPORT**

**DATE / TIME of MEETING: March 28, 2011 9:00-11:00 a.m.**

**NEXT MEETING LOCATION / TOPIC: St. Joseph Hospital, Assembly Room, 700 Broadway, Fort Wayne, IN 46802**

***“Culture of Patient Safety Survey-Using Results to Drive Outcomes”***

***Presenter: Bridget Dolohanty-Johnson MSN, APRN, BC***

***VP of Patient Care Services, Parkview Whitley Hospital***

*This activity has been approved by the National Association of Healthcare Quality for One CPHQ CE Credit.*

***Please RSVP to Patti Brown at: [pbrown@cameronmch.com](mailto:pbrown@cameronmch.com) or (260) 665-2141 ext. 2305 by March 24, 2011***

Respectfully submitted,

*Patty Brown, Region III Co-Representative*

*Beth Gardner, Region III Co-Representative*

**REGION V REPORT**

**DATE / TIME of MEETINGS:**

Wednesday, April 6<sup>th</sup>  
Wednesday, June 29<sup>th</sup>  
Wednesday, August 31<sup>st</sup>  
Additional dates TBA

*Region Representatives:*

*Ann Bumb, Region V Co-Representative*  
*Cindy Dirker, Region V Co-Representative*  
*Nancy Wilson, Region V Co-Representative*

**REGION VII REPORT**

**REGION / TEAM:** Region VII

**CEU'S:** 1.0

**DATE / TIME of MEETING:** February 10, 2011 @ 2:00 CDT

**TOPIC:** "An Overview of Tri-State Business Group on Health's Initiatives"

**REPORT:** Julie Girten, RN, BSN, CPC, CPHQ Executive Director, Tri-State Business Group on Health, presented a comprehensive review of the services offered by the Tri-State Business Group on Health.

**NEXT MEETING DATE & TIME / LOCATION / TOPIC:** Tentative Meeting: Late March, Early April Topic: A Basic Understanding of "Meaningful Use"

Respectfully submitted,

*Theodora Gunnarsdottir, Region VII Co-Representative*  
*Felicia Hagan, Region VII Co-Representative*



**2011 Board of Directors Prepared to Lead**

The **NAHQ Board of Directors** gathered in Chicago in December to finalize 2010 business and begin discussions of plans for the future. Following their abbreviated meeting, several NAHQ volunteers joined board members for two days of formal strategic planning. The 2011 board is now looking to move NAHQ into the future with a focus on partnerships, improved and expanded education, and valuable tools for healthcare quality professionals.

2011 President **Susan Goodwin, MS RN FACHE CPHQ FNAHQ**, is ready to take on the challenges for the coming year, saying, “We will be seeking ways to hear from...our members, certifiants, and customers, regarding what you see as the future of the healthcare quality profession and how we might best align the work of the association to meet your needs.” Goodwin currently serves as the assistant vice president of HCA Hospital Corporation of America in Nashville, TN.

**Betty Brown, MBA MSN RN CPHQ FNAHQ**, participated in her first meeting as the new president-elect, a 3-year role that includes a 1-year term as president and will include a 1-year term as immediate past-president in 2013. Brown is the chief quality/patient safety officer with Parkview Hospital in northeast Indiana. She has been actively involved in NAHQ as part of the PTAC Rapid Response Team and Nominating Team. She has also been involved in the Indiana association as a board member.

**Linda Scribner, BA CPHQ**, transitioned into the position of Immediate Past President, a role that also sees her sit on the Healthcare Quality Certification Board (HQCB). NAHQ is the only organization to offer the Certified Professional in Healthcare Quality (CPHQ) through its certifying arm, HQCB. Scribner is the director, clinical outcomes management, at Methodist Dallas Medical Center in Dallas, TX. She has been a NAHQ member for 20 years.



## 2010-2011 BOARD CONTACT INFORMATION

<b>President</b>	<b><i>Karen Varda</i></b>	St. Mary's Medical Center 3700 Washington Avenue Evansville, IN 47750 <b>Phone: 812-485-7927</b> <a href="mailto:kvarda@stmarys.org">kvarda@stmarys.org</a>
<b>President-Elect</b>	<b><i>Carolyn Townsend</i></b>	Indiana University Health 340 West 10 <sup>th</sup> Street FS3101-01 Indianapolis, IN 46206 <b>Phone: 317-963-3278</b> <a href="mailto:ctownsen@iuhealth.org">ctownsen@iuhealth.org</a>
<b>Secretary</b>	<b><i>Patti Julius</i></b>	Indiana University Health Tipton Hospital 1000 S. Main Street Tipton, IN 072 <b>Phone: 317-675-3278</b> <a href="mailto:pjulius1@iuhealth.org">pjulius1@iuhealth.org</a>
<b>Treasurer/Finance</b>	<b><i>Amy Miles</i></b>	St. Mary's Medical Center 3700 Washington Ave. Evansville, IN 47750 <b>Phone: 812-485-7887</b> <b>Fax: 812-485-7862</b> <a href="mailto:ALMiles@stmarys.org">ALMiles@stmarys.org</a>
<b>Past President</b>	<b><i>Natalie Webb</i></b>	VHA 8900 Keystone Crossing Indianapolis, IN <b>Phone: 317-818-8015</b> <a href="mailto:NWebb@vha.com">NWebb@vha.com</a>

## ***CALENDAR OF EVENTS***

### **Region II Meeting**

April 28<sup>th</sup> 11:00 a.m. to 2:00 p.m.  
Tipton Hospital, Tipton, IN

### **INAHQ Annual Conference**

May 5-6, 2011  
Lilly Conference Center at the Marten House Hotel  
Indianapolis, IN

### **CPHQ Review Course**

October 7-8, 2011  
Indiana University Health  
Indianapolis, IN

## **EDITORS CORNER**

We encourage and invite InAHQ members to submit newsworthy items such as promotions, certifications, accreditation news, etc. about members and their places of employment. Please submit to Pam Pethtel at [pamala.pethtel@wishard.edu](mailto:pamala.pethtel@wishard.edu).

Remember to send your region reports to the Board prior to each BOD meeting date so we provide you with timely and accurate information.

*Pam Pethtel*