NAHQ/ STATE
Communication, Collaboration and Connection
Sarah Pavelka, MHA OTR/L CPHQ FNAHQ

Disclosure

There is no conflict of interest. This continuing education activity does not imply that there is real or implied endorsement of any product, service, or company referred to in this educational activity nor any company subsidizing costs related to this educational activity.

Commercial Support: Flight & travel expenses were paid for by NAHQ. Other than these noted above this continuing educational activity has no commercial support.
Objectives

- Provide insight on the future of the healthcare quality profession
- Share current NAHQ work that advances the Healthcare Quality Profession
- Understand the practice issues of the profession and the professionals

Our Agenda

- Changing quality environment
- NAHQ activities to advance the healthcare quality profession
- What’s keeping you up at night?
Changing Environment of Quality
Half Century of Experience

- Medicare & Medicaid
- Professional Standards Review Organizations (PSROs) utilization and medical necessity
- Quality Improvement Organizations (QIOs)
- Managed Care
- Health Insurance Portability and Affordability Act (HIPAA)
- Deficit Reduction Act of 2005 (MICs)
- Diagnosis Related Groups (DRGs)
- Voluntary effort
- Health Information Technology (HITECH)
- Affordable Care Act (ACA)
- Medicare Modernization Act (RACs, ZPICs, MACs)
- Managed Care
- Voluntary effort
- Medicare Modernization Act (RACs, ZPICs, MACs)
- Deficit Reduction Act of 2005 (MICs)
- Diagnosis Related Groups (DRGs)
- Voluntary effort
- Medicare Modernization Act (RACs, ZPICs, MACs)
- Deficit Reduction Act of 2005 (MICs)

Emerging Competencies
QUALITY AS CORE VALUE AND STRATEGY

Scenario A: Siloed
Scenario B: Pockets of Excellence
Scenario C: Cost control
Scenario D: Transformative

Health Delivery and Payment Reform

Spotlight
Advanced & mature
Integrated
Megatrends- Healthcare is Evolving
- “Quality is everyone’s job”
- Data, data, data
- Population Health Management
- Accountability
- What other trends do you see?

Future Roles of the Healthcare Quality Professional
- Health Data Analytics
- Population Health & Care Transitions
- Performance & Process Improvement
- Quality Review & Accountability
- Regulatory & Accreditation
- Patient Safety
Future Roles of the Healthcare Quality Professional

Advisory Team
Carole Guiane-Virginia Beach, VA
Dale Harvey- Richmond, VA
Tony Heath- Lisle, IL

Population Health
Lead: Caroline Piselli- Branford, CT
Terry Allpeter-Lexington, KY
Susan Bryant- Midlothian, VA
Barb Corn- Saint Louis, MO
Linda Johnson- Salt Lake City, UT
Christine McMullan- Wading River,
Douglas Mitchell- Phoenix, AZ
Michelle Scharnott- Waukesha, WA
Jamie Sunde- Charlotte, NC
Janet Von Roeder- Fort Worth, TX
Elizabeth Wellborn- Dallas, TX
Erik Wilson, Royal Oak, MI

Data Analytics
Lead: Tricia Elliott- Arlington Heights, IL
Lead: Jason Gillikin- Grand Rapids, MI
Robert Bunting- Midland, GA
Kyung Chang- Basking Ridge, NJ
Donald Chock- Honolulu, HI
Filiz Costantini- Rockville, MD
Glynn Fraker- Villanova, PA
Elisa Horbatuk- East Setauket, NY
Stephen Homer- Nashville, TN
Jodi Johnson- Saint Petersburg, FL
Elizabeth Karoly- Whitehall, PA
Mary Lewis- Arlington Heights, IL
Kimberly Marshall- Aurora, CO
Tara Payne- Columbus, OH
Robert Rosati- Levittown, NY
Lawrence Wong- Pembroke Pines, FL

Performance and Process Improvement
Lead: Shawna Forst- Newton, IA
Lead: Nidia Williams- Providence, RI
Kathi Balsinger- Chandler, NC
Jack Boepple- Wheaton, IL
Constance Cowley- Jamaica Plain, MA
Noelle Flaherty- Silver Spring, MD
Judy Graham- Riverdale, NY
Sharon Hickman- Franklin, TN
Sally Hinkle- Mullica Hill, NJ
Pamela Kanda- Culver City, CA
Katie Lewandowski- Greenwood Village, CO
Susan Nance- Nashville, TN
Jennifer Ostile- Albuquerque, NM
April Schmidt- Burlington, CT

Self-assessment based on the body of knowledge for data analytics and population health
Webinars on each topic
Career profiles, descriptions, tips
Total CPHQ Certificants

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Professional Development

- Why CPHQ?
  - Quality professional as a distinct discipline in healthcare
  - Defines a specific body of knowledge and competencies
  - Key credential in the job market
  - Individual professional recognition

CPHQ Preparation

- Self Assessment Exam
- CPHQ Review Courses
  - Live
  - Online
- Q Solutions 3rd edition
- www.nahq.org/cphqprep for more
Introduction to Quality Course

- Launched in 2013
- Content:
  - Evolution of Healthcare Quality
  - Principles of Quality Improvement
  - Quality Improvement Methodologies
  - Using Data to Make Decisions
  - Teamwork
  - Culture & Leadership

Live Educational Courses

- Intro to Quality
  - April 22, Philadelphia, PA
  - May 8, Chicago, IL
  - August 24, Decatur, GA

- CPHQ Review
  - March 16-17, Omaha, NE
  - June 1-2, Decatur, GA
  - October 26-27, Decatur, GA

www.nahq.org/events
cpawlowski@nahq.org
External Relations

- Opportunities for Collaboration
- Safeguarding the Integrity of Healthcare Quality and Safety Systems
- Released in October 2012
- 11 Collaborating Organizations
- 4 actionable components

NAHQ’s Call to Action

- Safeguarding the Integrity of Healthcare Quality and Safety Systems
- Released in October 2012
- 11 Collaborating Organizations
- 4 actionable components
Connections

- New NAHQ Network
  - Virtual Communities
  - SIGs
  - Resource Center
- Social Media

Journal for Healthcare Quality

- The Editorial Board is responsible for managing the efforts of NAHQ's journal publication.
- 2015 Special Issue “Transitions in Care”
- 2015 Special Issue on Population Health
  - Submit today!
  - www.editorialmanager.com/JHQ
2015 Summit

- Topic: Transitions Across the Healthcare Continuum: Improving Quality and Safety
- Philadelphia, PA
- April 23-24, 2015
- Play Video
Celebrating Our First 40 Years

- Reflecting on where we've been
- Looking to the next 40 years
- Similar to HQW by supporting and celebrating the profession

Volunteer Opportunities

- Standing Teams
- Special Projects
- www.nahq.org/volunteer
What Keeps You Up at Night?

For More Information

National Association for Healthcare Quality
- 8735 W Higgins Rd Suite 300 Chicago, IL 60025
- Toll Free 1(800) 966-9392
- Fax 1(847) 375-6490
- www.nahq.org
CE Credit

- This program is pre-approved for one hour of CPHQ CE credit.

THANK YOU!
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