

## Special points of interest:

- Annual conference
- Making the most of your membership
- NAHQ news

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## Elections

Elections for the 2014-2015 NCAHQ Board will take place on-line February 15<sup>th</sup> – February 28<sup>th</sup>. Below are our candidates:

President-Elect

**Yvonne Acker**

Treasurer

**Tammy Woerner  
Tina Schoen**

Secretary

**Martha Musselman  
Catherine Fenyses**

Conference Planner Elect

**Amy Harris**

Web Manager Elect

**Debbie Priebe**

Nominations/Bylaws

**Swati Bhardwaj  
Connie Sidberry**

Association of Excellence

**Janice Horner**

Please go on-line February 15<sup>th</sup> to vote and read their bios.



**Happy New  
Year from  
NCAHQ!**

## Make the most of your membership

If you're like most, you start every January with a list of things to improve in the year ahead. And like most, you probably move on by February. But this year, NAHQ wants to make it easy to achieve your professional resolutions for 2014. Check these items off your list to make the most of your membership and advance your professional development this year! *Note: A NAHQ user-name and password are re-*

*quired to access these benefits. Don't worry if you haven't created log-in credentials before, it's easy and free!* **Join a SIG:** NAHQ's special interest groups (SIGs) provide an online forum where you can ask questions, access resources, and save time by learning from your peers. Sign up for a SIG in just 3 minutes!

**Register for and Take IHI Open School Courses:** Did

you know NAHQ members can take Institute for Healthcare Improvement (IHI) Open School courses for free as part of the Dr. Heller Memorial? Just register through NAHQ's special portal and select any Open School course. You can even earn CPHQ CE credit!

\*Continued at the bottom of page 2.

# 2014 Annual Conference

## *“Leading and Sustaining Engagement”*

**April 3-4, 2014** Friday Center, Chapel Hill, NC

The annual conference brings together local and national experts to discuss effective ways to lead and sustain engagement in a changing healthcare environment.

This year we will have a Healthcare Reform Panel Discussion and a Networking Event at the Marriott:

Catch up with old friends, meet new colleagues, enjoy complementary light hors d'oeuvres and have some *fun!*

Please use our online Registration:

<http://www.ncahq.org/education/annual-education-conference>

**Early Bird registration ends February 14th!!**

## NCAHQ Calendar of Events

Upcoming NCAHQ Events

**Webinar, February 26 from 12pm-1pm:** *Leading and Facilitating a Learning-from-Defects Process* with Shelby Lassiter, BSN, RN, CPHQ, CIC

Cost: \$15/members, \$20/non-members

Register and pay on-line by February 21st at [www.ncahq.org/education/events-conferences](http://www.ncahq.org/education/events-conferences)

## Membership Continued

**Get JHQ Online:** All members receive a complimentary print subscription to the *Journal of Healthcare Quality (JHQ)*. But you don't have to wait for print—[read past, present, and even future articles online for free!](#) You can also register to receive email alerts when new articles are published online, or sign up to receive [e-Table of Con-](#)

[tents alerts](#) for every journal issue. **Earn Free CPHQ CE:** NAHQ offers members free CE opportunities throughout the year. Currently, members can earn free CE with the [CE article in every issue of JHQ, IHI Open School courses](#) available through the Dr. Heller Memorial, and our new [conference e-posters](#). Don't miss out on any benefits. Visit the [Mem-](#)

[ber Resources](#) page at [www.NAHQ.org](http://www.NAHQ.org) to see all of the advantages membership provides and make a resolution to make the most of your NAHQ membership this year!



# National News from NAHQ

## A Vector of Measurement

Susan Bryant, MS CPHQ

As a recipient of the 2013 [Healthcare Quality Foundation Career Development Grant](#), Susan attended NAHQ's 38th Annual Educational Conference with her

grant funds. Visit [www.NAHQ.org/hqf](http://www.NAHQ.org/hqf) to learn about 2014 grant opportunities. Over the years, I've been exposed to control charts through numerous continuous quality improvement and Six Sigma training sessions. In the organization where I work, we at times have used control charts on key organizational metrics,

but have found most people struggle to interpret them. Like many organizations, today we routinely use dashboards showing a variety of key metrics against a goal, often designating a green, yellow, or red status against a goal. So Sandra Murray's session on October 7, 2013, at the 38th annual NAHQ conference, titled

Sandra Murray presents at the 38th Annual Educational Conference

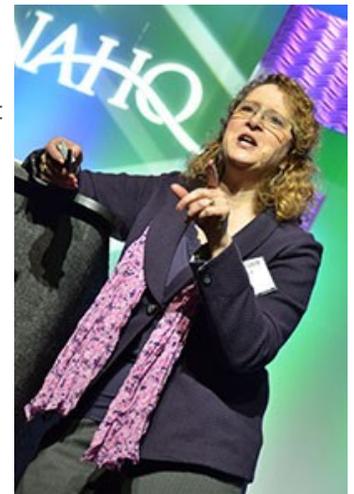
"Please No More Green, Yellow, and Red!", caught my eye.

The dashboard view typically displays green for metrics at goal, yellow for those not at goal but near goal, and red for items not at goal and not near goal. Murray's session illustrated the flaw of the dashboard view and how it can lead to erroneous conclusions.

Murray's session illustrated the flaw of the dashboard view and how it can lead to erroneous conclusions.

She recommended **vector measures**, which take the measures from the dashboard and place each of them on appropriate She-whart control charts and then displays the vector of measurement charts on one

page to allow for analysis for possible trends and interconnections. A vector is an engineering concept that describes both magnitude and direction.



She illustrated how to review data points in a control chart to identify common or special causes. Software available today can flag these within the control chart for you. **Common causes** are those inherent in the process. With common causes, the process is seen as stable and predictable. The action

required to address a common cause would be a redesign of the process. **Special causes** are not part of the process all the time, but rather arise because of special circumstances. In this case, the process is unstable and unpredictable. To address a special cause, one must learn more about the cause and take appro-

priate action. Murray reviewed rules for identifying special causes, such as when a single point falls outside of the control limit, eight or more points fall in a row above or below the center line, six consecutive points show an increasing or decreasing trend, and others. or decreasing trend, and others.



## North Carolina Association for Healthcare Quality

Healthcare Professionals Dedicated  
to Delivering the Best of Care.

### MISSION

To promote excellence, professionalism and  
continuous improvement in healthcare quality.

### VISION

To be the recognized leaders in healthcare  
quality in North Carolina.

<http://www.ncahq.org/>

[Join our LinkedIn Group](#)



## Newsletter Articles

Have you presented on Quality or Safety in your facility or community? Do you have pictures of how you celebrated National Quality Week? Please send any newsletter ideas or articles to Nakisha Boulware Reid, MBA, MHA  
[nreid@novanthealth.org](mailto:nreid@novanthealth.org)

### Marketing/PR Committee

Nakisha Boulware Reid, MBA, MHA - Chair/Newsletter Content  
Lisa Kelley, MSN, RN, ONC - Newsletter Format

## Looking for Volunteers

The following committees are looking for volunteers.  
Please contact the chairs below.

### Marketing/PR Committee -

Nakisha Boulware Reid, MBA, MHA, Chair  
[nreid@novanthealth.org](mailto:nreid@novanthealth.org)

### Nominations/Bylaws Committee -

Nakisha Boulware Reid, MBA, MHA, Chair  
[nreid@novanthealth.org](mailto:nreid@novanthealth.org)

# Board Member Contact Info

### President (2012-2014)

Lana Brunk, RN, MA, CPHQ  
Email: [lbrunk@vidanthealth.com](mailto:lbrunk@vidanthealth.com)

### Secretary (2012-2014)

Janice Horner  
Email: [janicehorner@gmail.com](mailto:janicehorner@gmail.com)

### Website Manager (2013-2014)

Swati Bhardwaj, MHA  
Email: [sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org)

### President-Elect (2012-2014)

Nakisha Boulware Reid, MBA, MHA  
Email: [nreid@novanthealth.org](mailto:nreid@novanthealth.org)

### Membership Secretary (2013-2014)

Beverly Venters  
Email: [bventers@vidanthealth.com](mailto:bventers@vidanthealth.com)

### Website Manager-Elect (2013-2014)

Susan Davis, RN  
Email: [susan.davis@harnetthealth.org](mailto:susan.davis@harnetthealth.org)

**Immediate Past President (2012-2014)** Vacant

### Conference Planning Team Leader (2013-2014)

Yvonne Acker, RN, BSN, CPHQ  
Email: [yvonne.acker@duke.edu](mailto:yvonne.acker@duke.edu)

### Association Excellence (2012-2014)

Suzie Rakyta, RN, MHA, CPHQ  
Email: [sxrakyta@novanthealth.org](mailto:sxrakyta@novanthealth.org)

### Treasurer (2012-2014)

Tammy Woerner, BSIE, ME, CPHQ  
Email: [twoerner@harnetthealth.org](mailto:twoerner@harnetthealth.org)

### Conference Planning Team Leader-Elect (2013-2014)

Lori Taylor, CPHQ  
Email: [lori.taylor@sanofi.com](mailto:lori.taylor@sanofi.com)

### Nominations/By-Laws Chair (2012-2014)

Nakisha Boulware Reid, MBA, MHA  
Email: [nreid@novanthealth.org](mailto:nreid@novanthealth.org)