

NCAHQ News

**A publication of the North Carolina Association for Healthcare Quality –
Healthcare professionals dedicated to delivering the best of care**

April 2015

Message from the Board

Amy Nordo, Conference Planner

Time is such a precious resource that to volunteer my time, I have to fully believe in the organization. Participating in the NCAHQ Conference Planning team for the past two years has been one of the best choices I have made, both professionally and personally.



The team consists of some of the brightest and best healthcare quality professionals from across the state. They each bring their own strengths and visions to the team. In the natural progression of teams, I would say this team is definitely in the performing stage. The 2015 Annual Education Conference was a great representation of what can be accomplished when each individual is working at the top of their ability. The efforts of Yvonne Acker, Tina Schoen, Carolyn Dorner, Lori Taylor, Beverly Venters, Sue Steffes, Martha Musselman, George Johnson, Lana Brunk, and Tammy Woerner produced this year's conference that exceeded all the previous conference benchmarks.

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NCAHQ Calendar of Events

NCAHQ/VAHQ Educational Webinars:

'Disasters' Effect on Quality of Care Delivery'
Karin Kerby, Coordinator and Safety Officer,
Inova, Loudoun Hospital
May 29, 2015 – 12:00PM to 1:00PM EST
Registration information coming soon!

Educational Conferences and Courses:

NAHQ National Quality Summit

'Leading Care Transitions: Improving Quality & Safety
Across the Healthcare Continuum'
April 23-24, 2015
Philadelphia, Pennsylvania
[Register now!](#)

NAHQ Introduction to Healthcare Quality Course

May 8, 2015
Chicago, IL
[Register now!](#)

Upcoming NCAHQ Board Meetings:

- May 1, 2015 – 12:00PM to 1:00PM EST via conference call
- May 29, 2015 – 10:00AM to 3:00PM EST at Wake Med Cary
- July 10, 2015 – 12:00PM to 1:00PM EST via conference call
- August 7, 2015 – 12:00PM to 1:00PM EST via conference call
- September 4, 2015 – 12:00PM to 1:00PM EST via conference call

Board meetings are open to any member interested in attending. Contact Yvonne Acker at Yvonne.Acker@duke.edu for more information.

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This year's conference had more attendees, more sponsors and more poster presenters than ever before. Only a high functioning team could accomplish this. It was the greatest privilege to volunteer my time to participate with this team.

The unexpected benefit of being a part of this team has been the personal experiences that I have gained. I moved to North Carolina for my job and knew no one except my family that moved with me. I have developed strong personal relationships with my team mates. They have been there to cheer me on through a layoff. To help me to make connections and to encourage me when career opportunities arose that would be helpful to me. Now I have my dream job, a great team of professionals to support me and another year to look forward to developing the 2016 NCAHQ Annual Education Conference that will be held April 21st and 22nd.

We have room on our team for you if you are interested in working at the top of your ability and being part of something truly special.

Best regards,

Amy Nordo, RN, CPHQ, LNC
NCAHQ 2016 Conference Planner
E-mail: Amy.Nordo@duke.edu



*NCAHQ 2015 Conference Planning Team –
From left to right from front row to back row:
Amy Nordo, Martha Musselman, Lana Brunk, Tina
Schoen, Lori Taylor, Carolyn Dörner, Sue Steffes,
Tammy Woerner, George Johnson, Yvonne Acker
and Beverly Venters.*

Benefits of NCAHQ Membership

Joining NCAHQ is a great way to honor your commitment to healthcare quality, stay connected with professional peers and remain actively engaged in your career.

Benefits include the following:

- Statewide educational offerings with opportunities to earn CPHQ credits
- Reduced rates at NCAHQ conferences
- Professional networking
- Membership e-newsletter
- Membership directory
- Affiliation with the National Association for Healthcare Quality (NAHQ), tying North Carolina professionals with quality professionals across the nation
- Opportunity to serve as a NAHQ Delegate
- Voting on NCAHQ Board of Directors
- Opportunity to serve on the NCAHQ Board of Directors
- Opportunity to participate on one or more committees including:
 - Education
 - Conference Planning
 - Website
 - Marketing/Public Relations
 - Awards
 - Nominating/By-Laws

[Join NCAHQ now!](#)

Find out more about volunteering on a committee on our [website](#).

NCAHQ 2015 Annual Education Conference Highlights

'Transforming the Future of Healthcare and Quality'

The NCAHQ 2015 Annual Education Conference on March 26-27, 2015 at the Friday Center in Chapel Hill was a great success! This year's theme, 'Transforming the Future of Healthcare and Quality', brought together nearly 150 healthcare quality professionals from across the state to learn from national and local experts about effective strategies to transform the future of healthcare and quality. In addition, there was a poster session with 16 posters representing some of the great quality improvement efforts that are going on in the inpatient and outpatient settings throughout the state.



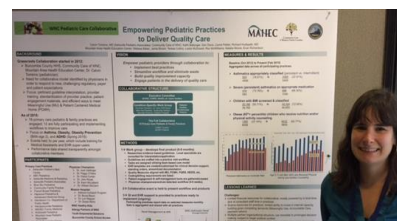
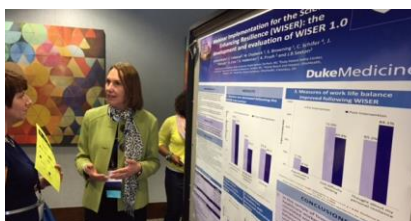
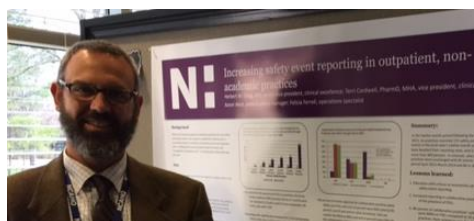
Healthcare Reform Panel with Jason Harrell (Novant) facilitating

Here are some of the great topics that were shared:

- Signature Strengths and Resilience 2.0 – Bryan Sexton, Duke University Health System (DUHS)
- Transforming Our Future: the Duke Medicine Experience – Dr. Thomas Owens, CMO, DUHS
- Your Employees Have Quit, They Just Haven't Left – Rich Schlentz
- Crossroads in Care Delivery – Brian Floyd, Executive VP, Vidant Medical Center
- Change Leadership – Dr. Deborah Manzo, NC State Industrial Extension
- Sparking Practical Insight into Our Communities – Brent Anthony, BDA Health Solutions; Dr. Don Bradley, Duke Community and Family Medicine
- NAHQ Update – Lenard Parisi, Immediate Past President NAHQ
- Population Health Management – Dr. David Cook, Novant Health Medical Group
- Update from Washington – Danielle Lloyd, Premier Inc.

In addition, there was a healthcare reform panel discussion with a lively question and answer session. We were delighted to have Dr. Brian Caveney (Medical Director, BCBSNC), Dr. James Hunter (CMO, Carolinas HealthCare System), Dr. Tom Wroth (Community Care of North Carolina), Danielle Lloyd (Premier), and Nancy Claflin (former NAHQ President and CPHQ Trainer) as our knowledgeable panelists.

Everyone was invited to attend the NCAHQ Town Hall meeting to meet the NCAHQ Board of Directors, learn about the accomplishments of the past year and participate in an interactive polling activity to give feedback about future plans for the organization. Conference participants also enjoyed networking opportunities, prizes throughout the conference and the chance to participate in a raffle that raised money for NAHQ's Healthcare Quality Foundation and the Susan G. Komen Foundation.



A special thank you to our 2015 Annual Education Conference sponsors!

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QUANTROS

Silver Sponsor

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Abstraction, Analysis and Improvement.

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Infection Control • Readmission Reduction

Bronze Sponsors



Exhibitors



CHAMBERLAIN College of Nursing

Congratulations to the nearly 40 quality and safety professionals that participated in the CPHQ Review Course prior to the conference!

The NCAHQ Board of Directors would like to wish all of you much success in your preparations for the CPHQ Certification Exam and look forward to introducing each one of you as a new CPHQ at next year's conference on April 21st and 22nd!



Check out the Job Opportunities on the NCAHQ Website at <http://www.ncahq.org/job-opportunities/jobs>.





Mission

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

Vision

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

Connect with us:

Website: www.ncahq.org



Newsletter Articles

Please send any newsletter ideas or articles to Janice Horner –

JaniceHorner@gmail.com

Marketing/Public Relations Committee:

Janice Horner

Aaron West

Kara Lyven

Let us know if you would like to join our committee!

2015 - 2016 Board Member Contact Information

President

Yvonne Acker, RN, BSN, CPHQ

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President Elect

Janice Horner, MPH, CHES, CPHQ

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Immediate Past President

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Membership Secretary

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Association Excellence Coordinator

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Nominations/By-Laws Chair

Swati Bhardwaj, MHA

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