

NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY

NCAHQ Newsletter

September 2020

Message from the Board

We are nine months into such an unprecedented year that will forever be remembered for how quickly our lives changed (personally and professionally) and the establishment of the 'new normal'. As I write this, NC remains in phase 2 of re-opening, and many HealthCare Quality Professionals continue to work remotely while some are working in person at their regular work location. So many people are wondering if we will ever return to the way things were before 2020. But despite all the healthcare and economic challenges, we as Healthcare Quality Professionals have bonded over the obstacles and have risen to the challenge to continue our vital and necessary work, even if conducted remotely. Who would have predicted that in 2020, many of us would become Zoom experts! But **HealthCare** Quality must continue. We all want to provide the best quality care for our patients and that is still our end goal, no matter how we achieve it – virtually or in person.

Needless to say, 2020 is an interesting time to come in as a new President for NCAHQ! As many of us feel the financial and economic impact of the pandemic, the NCAHQ board has focused on providing a value to our members.

(continued on Page 2)



Ruth Pierce MBA, MHA, RN,
CCRN, CPHQ
2020—2021 NCAHQ President

In This Issue

- Message from the Board
- Benefits of NCAHQ Membership
- Educational Offerings
- Membership Spotlight
- Board Member Contact Information



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
- Free NCAHQ Educational Webinars
- Reduced rates at NCAHQ conference
- Professional networking
- Membership e-newsletter
- Membership directory
- Collaboration with the National Association for Healthcare Quality (NAHQ), tying North Carolina professionals with quality professionals across nation
- 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
 - Marketing/Public Relations
 - Awards and Recognition
 - Nominating/By-Laws

[Join Now!](#)

Find out more about volunteering on a committee on our [Committee Page](#)

Message from the Board

(Continued from Page 1)

Considering all conferences have been cancelled, many of us are facing challenges to obtain the necessary requirements for healthcare quality certification renewals, such as CPHQ. This is particularly true since we had to cancel our NCAHQ 2020 Annual Educational Conference this past spring.

So in attempts to address the challenging question of how NCAHQ will provide value, education and networking opportunities to our members, I am pleased to announce that we (NCAHQ) have entered into a Tri-State Partnership with Arizona and Oregon's HealthCare Quality Associations in an effort to offer more webinars and educational opportunities to our members. Our new NC/AZ/OR HealthCare Associations partnership will provide monthly webinars available to all three state organization members.

Yes, that will be 12 webinars and at least 12 CPHQ hours in one year! We unofficially started in August with opening our NCAHQ August webinar to Oregon and Arizona members. We will soon be posting information on our website for the upcoming September and October webinars conducted by Arizona and Oregon. We as a board ask for patience as we work through this new partnership and the logistical issues. As true Quality professionals, we are using this as a PDSA cycle!

During these unprecedented times, I am grateful to be a member of this organization and to work with so many experts in healthcare quality. As the President of the NCAHQ, I look forward to working with our Board of Directors as we work through these unprecedented times and build on the foundation set by our previous leaders. As a team, we will strive to continue providing value to our members and explore new manners in which to grow.

Thank you for allowing me the opportunity to serve you over the next year!

Ruth Pierce MBA, MHA, RN, CCRN, CPHQ
2020-2021 NCAHQ President

Educational Resources During COVID 19

NAHQ (National Association for Healthcare Quality) <https://nahq.org/>

Offering a CPHQ practice exam for free

Advisory Board <https://www.advisory.com/>

Webinars on-demand, plethora of quality and COVID resources

Healthcare Innovation <https://www.hcinnovationgroup.com/>

Whitepapers, pop health

Wake AHEC <https://www.wakeahec.org/cehome.htm>

Novel Coronavirus Disease (COVID-19) Resources

IHI (Institute for Healthcare Improvement) <http://www.ihl.org/>

COVID resources: stories, data, telemedicine, innovation, and virtual learning series every Friday with Dr. Berwick

NC AHEC <https://www.ncahec.net/>

One place for all healthcare educational needs, lots to browse within the site

ANA <https://www.nursingworld.org/>

Educational Offerings

- See back page for our first tristate educational event! Go to the NCAHQ website to register!
- Charlotte AHEC Accreditation Update Conference
October 22, 2020 0900—1530 Live Webinar
For further information and to register go to:
<https://www.charlotteahec.org/continuing-professional-development/event.cfm?eventid=63882>

Save the Date

- CPHQ review course in 2021, in collaboration with NAHQ
- NCAHQ Annual Conference April 12-13, 2021—more information available on the website

Eastern & Western Regional Spotlights

Eastern Region—Candace Gentry candace.gentry@duke.edu

Hi, I have been a long time member and this is the first year I have had the privilege to serve on the BOD of NCAHQ. I have spent my career in the Durham market at Duke Regional Hospital. I am so excited to join you and represent the Eastern Region. I have over 25 years in healthcare with roughly ten years in quality, safety and peer review. My last few years, I have served as Director of Strategic Initiatives in hospital administration. I would like ideas from you to get more out of your NCAHQ membership. I am making plans for educational offerings, collaboration, and would like to learn from each other about solutions to healthcare quality. Healthcare quality is growing and changing so rapidly, I am happy we will be able to share successes. I will use any information or ideas from you to support a quarterly “meet and greet” and idea-exchange for our Eastern Region. I welcome other ideas how to make this the best year ever! If you could change one thing in your organization, what would it be? Thank you for allowing me to serve you.— Candace

Western Region—Wanda Garland (wtgarland@novanthealth.org)

Hi all! I've been a long time member and am currently in my fourth year on the BOD for NCAHQ. I've been in Quality/Clinical Excellence for 22 years in the Charlotte market as an RN for Novant Health.

The western part of the state is quite diverse in regard to healthcare services, from large healthcare systems in the metropolitan areas to the rural 25 bed critical access hospitals. Each has both unique and shared challenges. If you are interested in networking with other healthcare quality professionals either via Zoom or in person for educational offerings, idea exchange and problem solving, or want to get more out of your NCAHQ membership, let me hear from you! I want to know who you are, how you are involved in healthcare quality, and whatever needs, issues or successes you want to share. I'll use the information to create an educational webinar or video “meet and greet” with your neighbors in the western part of the state.

Thanks, Wanda

The NCAHQ committees need your help! We have several committees including but not limited to: Bylaws & Nominations, Awards & Recognitions, Education and the Conference Planning team. Normally there is a sign up sheet at our annual conference to recruit new members to the valuable committee work that is done each year. Covid –19 cancelled our conference last year and as a result our committees are struggling with enough members to carry out the duties of each committee. NCAHQ is an entire volunteer organization from the president to the newest member and we should all strive to make it the best it can be.

Please consider joining a committee today and lending a hand—you will average about five hours per month. That is not too much to give is it? The conference planning committee is in the current most dire need as they require several people to help lighten the load for each person involved. Whether our conference this year will be in person or virtual (depending on the Covid crisis) NCAHQ would like to provide it's members with the best conference yet and that requires assisting hands.

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

Healthcare Professionals Dedicated to Delivering the Best Care

Newsletter Articles

Please send any newsletter ideas or articles to Ruth Pierce at rpierce@gmail.com

Marketing/Public Relations Committee:

Debi Hill
Wanda Garland
Debbie Priebe
Candace Gentry
Ed Dunlow

Upcoming Board Meetings

- September 25 @ 1200—1330 by Zoom
- October 23 @ 1200 –1330 by Zoom

Board meetings are open to any member interested in attending. Contact Ruth Pierce at rpierce720@gmail.com for more information.

2020-2021 Board Member Contact Information

President

Ruth Pierce, MBA, MHA, RN, CCRN,
CPHQ
E-mail: rpierce720@gmail.com

President Elect

Debi Hill MSN, MHA, RN
E-mail: dhill@carolinaeasthealth.com

Immediate Past President

Tina Schoen MBA, BSN, RN, NEA-BC,
CPHQ,
E-mail: tina.schoen@atriumhealth.org

Treasurer

Shellie VonCannon, MSN, RN
E-mail: svoncannon@novanthealth.org

Recording Secretary

Amanda Steeves, MPH, RN
Email: Amanda.m.steeves@gmail.com

Membership Secretary

Laurie A. Beasley, RN, MSN, NE-BC
E-mail: Laurie.Beasley@atriumhealth.org

Education Chair

Amy Petrillo BSN, RN-BC, CPHQ,
CPPS
Email: apetrillo.ncahq@gmail.com

Conference Planner

Tina Schoen MBA, BSN, RN, NEA-BC,
CPHQ,
E-mail: tina.schoen@atriumhealth.org

Conference Planner Elect

Danielle Kendall, MHA
Email: Danielle.Kendall@lashgroup.com

Website Manager

Deborah Priebe, RN, MSN, CNOR
E-mail: Debbie.Priebe@harnetthealth.org

Website Manager Elect

Sue Smith MHA, BA, RN, CPHQ
Email: ssmith2@novanthealth.org

Awards/Recognition Coordinator

Jennifer Lane CphT
E-mail: Jennifer.a.Lane@Centene.com

Nominations/By-Laws Chair

Miki Glass, RN, MSN, NE-BC, CPHQ
E-mail: miichal.glass@atriumhealth.org

Member-at-Large—East

Candace Gentry, MHA, BSN, RN,
CPHQ
E-mail: candace.gentry@duke.edu

Member at Large—West

Wanda Garland, RN, CPHQ
Email: wtgarland@novanthealth.org

OREGON ASSOCIATION FOR HEALTHCARE QUALITY (**ORAHQ**),
ASSOCIATION FOR HEALTHCARE QUALITY OF ARIZONA (**AZAHQ**) &
NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY (**NCAHQ**)
PRESENT:

“Introduction to Health Equity”

**SPEAKER: U. MICHAEL CURRIE MPH,
MBA**

U. Michael Currie currently serves as Vice President and Chief Health Equity Officer for UnitedHealth Group. He completed his undergraduate studies at Morehouse College. He received his MPH from George Washington University and his MBA from Johns Hopkins University.

Michael has led the coordination of health equity efforts for UHG since June 2010. He is responsible for the development and execution of enterprise efforts, initiatives and interventions to identify health disparities, as well as the enhancement or implementation of programs, services and strategies to address identified health disparities.

ORAHQ CONTACT

PHONE:
(206) 409-7115
Cindy Hamilton, MA CPHQ Secretary,
ORAHQ
WEBSITE:
www.orahq.org
cindy.hamilton@uhc.com

WHEN AND HOW

**Friday, September 25, 2020, 11:30-1:00 pm
PDT, 2:30-4:00 EDT**

**Program Fee: FREE for NCAHQ, OrAHQ & AzAHQ Members
\$35 for Non-Members**

REGISTER HERE: <https://orahq-healthequity.eventbrite.com>

SPEAKER OBJECTIVES

- Describe the evolution of Health Equity
- Describe the barriers to healthcare and how we can improve outcomes
- Maternal health

CEU CREDITS

OrAHQ has applied for 1.5 CEUs through the National Association for Healthcare Quality (NAHQ).

By attending Introduction to Health Equity, offered jointly by ORAHQ, AZAHQ and NCAHQ, participants may earn up to 1.5 ACHE Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have it considered for ACHE Qualified Education hours should list their attendance when they apply to the American College of Healthcare Executives for Fellow advancement or recertification. Participants are responsible for maintaining a record of their ACHE Qualified Education hours.



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HEALTHCARE QUALITY



Registration closes September 24