

NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY

NCAHQ Newsletter

June 2023

Message from the President



Dear Members & Colleagues,

As my time as President of NCAHQ ends I instinctively look back on this past year. The changes around us in healthcare—whether social, political, technological, scientific, economic, or otherwise—compel us to help each other navigate through new and increasingly complex landscapes which profoundly impact the organizations we work for, our communities we live in, and the healthcare industry at large. In many instances, we are relied on in our industry to help shape these environments & influence new frontiers in our industry. Our remarkable NCAHQ community of professionals is a network we can all count on when facing new challenges and opportunities. NCAHQ is “our” link for best in class while affording lavish opportunities to learn, teach, mentor, and share & empowers us to advocate, brainstorm, give back, meet, network and socialize with friends and colleagues all over the country.

I am particularly proud of NCAHQ’s successes over this last year and wish to spotlight our annual conference, board nominees, multi-state collaborative, and membership. In May 2023, after three long years, we had an outstanding *conference “Innovate, Influence, Improve or Ignite... What’s your Superpower?”* with 120 plus attendees in-person and virtually, engaging speakers and robust sponsors. It was fantastic connecting with so many of you and creating a day of comradery, learning and development. I personally was awestruck at the depth of questions the audience members solicited.

During conference we ushered in “Meet the Nominees” and introduced our 2023-2024 Board of Director candidates. NCAHQ is blessed to have such an admired and experienced group of individuals who wish to continue the journey NCAHQ started over ten years ago.

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- ◆ Member spotlight (Conference Committee)
- ◆ May 2023 NCAHQ Conference pictures
- ◆ Education/Multistate collaborative News



Coming up:

NCAHQ Town Hall

Zoom Meeting

TBD August or September

[https://us02web.zoom.us/](https://us02web.zoom.us/j/88387199478?pwd=Y0NOdkNwSGtleW40ejFuWjhacFp)

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Message from the President Continued

Voting is now open for our members, and we look forward to announcing the new Board in July 2023.

The Multi-State Collaborative continues to be a formidable force for both members and non-members in offering a plethora of educational opportunities throughout the year. NCAHQ is honored to be an integral partner with other states healthcare organizations and will remain an advocate.

In closing thank you Members for your continued participation and enthusiasm in our professional community. Thank you Sponsors for your incredible support. Finally, I would like to give a special shout-out of appreciation to our Board of Directors for their tireless work on behalf of & to our organization for all the resources, guidance and support they provide each and every day. Thank you all!

Warmest regards,

Laurie A. Beasley, MSN, RN,
NE-BC, CPHQ
2022-2023 NCAHQ President



NCAHQ Mission

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

NCAHQ Vision

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

Member Spotlight

This quarter we wanted to highlight the people who brought us our first in-person and virtual education conference in 3 years our **Conference Planning Committee**



Conference Committee Chair:



Danielle Kendall, MHA

Quality and Performance Improvement Manager
AmerisourceBergen

A Quality and Performance Improvement Manager for AmerisourceBergen, a Fortune 10 company that provides pharmaceutical products and business solutions that improve access to patient care. Her journey in Healthcare Quality started at Atrium Health in 2011 leading a team of clinical professionals to achieve high patient outcomes in overall wound healing and then to support the dynamic Neurosciences and Musculoskeletal service lines as an Outcomes Specialist. Danielle achieved her BS in Business Administration from West Virginia University with a minor in Communications and then achieved a Master of Healthcare Administration from Pfeiffer University. Danielle is the 2023 Conference Planner and is on the NCAHQ Board of Directors and enjoys this adjunct connection of collaborating for patient care in our area. Danielle resides in Charlotte, NC with her husband Ross and son Garrison. She enjoys spending time in the western part of the state in her family's mountain house and visiting her friends and family in Charleston, SC.

Conference Committee Chair Elect:



Lori Lovelace Elks, MSN, RN, CPHQ, CMSRN

Outcomes Specialist for the Women's Health and General Surgery Service Lines
Atrium Health

Responsible for facilitating system level quality improvement efforts, programs, initiatives for Women's Health and General Surgery Service Lines to optimize clinical outcomes through alignment of evidence-based practices for maternity patients and patients undergoing surgical procedures within General Surgery. Lori has led multiple system initiatives to improve the quality of care for maternity and surgical patients. She has been a national presenter on Maternal Health Outcomes and Eliminating Healthcare Disparities. Within her 19-year nursing career, she has served in various nursing education and leadership roles ultimately leading her five years ago to where her passion lies, Quality Management. Lori is a three-time Gardner-Webb University graduate obtaining her Master of Science degree in Nursing Administration and Nursing Education. She holds certifications in Medical-Surgical Nursing and Healthcare Quality in addition to an Education Certificate. Additionally, Lori takes pride in her role as an adjunct instructor in the Licensed Practical Program at Gaston College. She is on the Board of Directors for the North Carolina Association for Healthcare Quality (NCAHQ) leading the Conference Planning Committee, allowing the organization to promote professionalism and continuous improvement in healthcare quality through networking and collaboration within and outside the state. Lori and her husband, Brent, live in Lawndale, NC enjoying family time with their children and grandchildren, vacations to anywhere with beautiful sand and ocean, and the lake life.

Member Spotlight Continued: Our Conference Planning Committee



Kerstin Liebner, MSN, RN, CPHQ

Operations and Quality Executive
Vizient, Inc

Solutions-driven healthcare professional with documented history of planning and improving patient care outcomes and profitability. Kerstin has many years of experience in healthcare as a Registered Nurse, Nursing leader, Case Management, School nurse, Public reporting, and Quality improvement. Kerstin currently works for Vizient, Inc, connecting with health system leaders who subscribe to Vizient's clinical and operational analytics tools.



Anita Erwin, MHL, RN, CPHQ

Performance Improvement Coordinator
Atrium Health, now part of Advocate Health

Supports performance efforts within the Neurosciences and Musculoskeletal service lines at AH Cabarrus, as well as Women's Services at AH University. During her 36-year nursing career, she has worked in critical care, home health care, occupational health, faith community health, and quality. Outside of work, Anita and her husband, Mike, spend a lot of their time at the ball field cheering for two of their grandsons who play school and travel baseball.



Susan Rogers, RN, CPHQ

Senior Quality Program Manager – Regulatory & Accreditation
UnitedHealthcare Community Plan of North Carolina

A dedicated and accomplished Registered Nurse, currently serving as the Sr. Quality Program Manager- Regulatory & Accreditation at UnitedHealthcare NC C&S. As Sr. Quality Program Manager, Susan is responsible for managing the quality management program to ensure optimal outcomes that meet regulatory and accreditation requirements. With over two decades of experience in the healthcare industry, Susan has built a solid reputation as a leader in quality improvement, regulatory compliance, and accreditation.

In 2019, Susan became a member of the National Association for Healthcare Quality (NAHQ). In 2021, she joined the North Carolina Association for Healthcare Quality (NCAHQ) and became certified as a Certified Professional in Healthcare Quality (CPHQ). Outside of work, Susan enjoys spending time with her family and volunteering at local community events. Susan is a compassionate and dedicated nurse who is committed to improving healthcare quality and patient outcomes.



Tina Schoen, MBA, BSN, RN, NEA-BC, CPHQ, FACHE

Quality Director for Performance Improvement
Atrium Health, now part of Advocate Health

Tina has responsibility for corporate quality outcomes for the Atrium Health Musculoskeletal Institute, Neurosciences Institute, General Surgery, Women's Health, Adult Medical Specialties, Continuing Care and 7 acute care hospitals.

She has been in healthcare for 25 years, with almost half of that time in a variety of Leadership positions within Atrium Health. She has clinical experience in Medical-Surgical, Trauma Intensive Care and Emergency Care. She earned her BSN at James Madison University and holds a Master's in Business Administration with concentration in Healthcare Services Administration from Strayer University.

She was afforded the opportunity to be appointed as a Guest Lecturer at Wake Forest University's Graduate School of Arts & Sciences, Master's in Healthcare Leadership program. Tina is active in her professional organizations by serving as a committee volunteer with Charlotte chapter of the American College of Healthcare Executives, the Past-President of the NCAHQ and service on the NC Nurses Association Board of Directors. She is also active with her local community as a member and past board member of the Waxhaw Woman's Club, graduate of the Union County Chamber of Commerce Leadership Academy, and supporter of the Union County Arts and Sciences Council and the Union County Education Foundation.

Member Spotlight Continued: Our Conference Planning Committee



Ben Masten, MHA, MBA, CPHQ, CAPM

Outcomes Specialist

Atrium Health, now part of Advocate Health

Ben supports the Musculoskeletal Institute in Charlotte, NC. He partners with interdisciplinary teams to drive quality strategy and improve patient outcomes across the service line's growing footprint. Ben began his career in the education and non-profit sectors, working with middle school students. His healthcare journey started in the Child Life department at Levine Children's Hospital.

Ben joined the Atrium Health Corporate Quality Department to support Levine Cancer Institute as a Performance Improvement Coordinator. He facilitated initiatives focused on avoidable admissions, goals-of-care conversations, and oncology patient education. Ben also aided Atrium Health's pandemic response, providing project management support for teammate lodging, antibody testing, and COVID-19 vaccine rollout. Ben enjoys coaching, developing strategy, and building partnerships to support quality improvement engagement across disciplines. Ben holds a master's degree in Health Administration and Business Administration from UNCC and teaches healthcare quality as an adjunct professor.



Sue Ann Weddington RN, BSN, NE-BC, CPHQ

Performance Improvement Coordinator

Atrium Health, now part of Advocate Health

Sue Ann has been a nurse for 28+ years with experience in Post Anesthesia Recovery. Sue Ann served in nursing leadership for 10 years. Now working as a performance improvement coordinator she supports Atrium Health Levine Children's Hospital and Pediatric Transplant Services.

Sue Ann holds a BSN from University of North Carolina at Wilmington, and has achieved CPHQ certification. She has served on the NCAHQ planning committee since 2016.



Swati Bhardwaj, MHA, FACHE, CPPS, CPHQ

Director of Operations

Southern Atlantic Healthcare Alliance (SAHA)

Swati currently serves as the Director of Operations for the SAHA, an alliance of eight hospital systems, providing day-to-day oversight. She serves as a liaison for member hospitals facilitating networking, knowledge sharing and exploring cost savings opportunities for the membership, focusing on initiatives around regulatory compliance, revenue cycle, quality, performance improvement, patient and staff safety as well as enhancing the patient experience.

Swati has an M.H.A from The Ohio State University, is a certified Master trainer for TeamSTEPPS and has earned her certification for Train the Trainer in Just Culture. A Green Belt in Lean Training, Swati is an active member of the North Carolina Association for

Healthcare Quality (NCAHQ) and currently serves on their Board. She has earned certifications in Patient Safety, as a Certified Professional in Patient Safety (CPPS), sponsored by the Institute for Healthcare Improvement (IHI) and Healthcare Quality, as well as a Certified Professional in Healthcare Quality (CPHQ), a coveted certification through the National Association for Healthcare Quality (NAHQ), of which she is a member. Also, an active member of the North Carolina HFMA, Swati serves on the compliance council as well as on the education committee as the chapter liaison for HFMA Region IV. Swati currently serves on the NCAHQ Board as the Awards and Recognition Chair and is also a member of the Conference Planning Committee.

Swati has been a member of the American College of Healthcare Executives (ACHE) for over 20 years, and an active member of the Triangle Healthcare Executives Forum of North Carolina (THEF) for over a decade. She has served on THEF's Board since 2019, including serving as President in 2020. Swati is also a recipient of ACHE's service award and served two terms on the Regent's Advisory Committee (RAC). A Fellow of the American College of Healthcare Executives (FACHE), Swati was the 2022-23 Chair of ACHE's Asian Healthcare Leaders Community Committee and currently serves as a committee member.

Member Spotlight Continued: Our Conference Planning Committee



Andrew McMahon, MBA/MHA

Performance Improvement Coordinator
Atrium Health, now part of Advocate Health

Andrew McMahon graduated from the University of North Carolina at Wilmington with a B.S. in Biology. He then worked in a pediatrician's office in Albemarle, NC working as a medical assistant. He then earned an MBA and MHA from the University of Scranton. While a graduate student, he worked as an intern with an executive within Atrium Health's Quality Department. While a student, he also worked for Atrium Health in the pre-services department working in the ER at AH Anson and AH South Park. He then worked as the Quality Improvement Coordinator for Charlotte Community Health Clinic before re-joining Atrium Health as a Performance Improvement Coordinator covering adult abdominal transplant. On a personal note, he will be getting married in the middle of June.



Sue Ann Weddington RN, BSN, NE-BC, CPHQ

Performance Improvement Coordinator
Atrium Health, now part of Advocate Health

Sue Ann has been a nurse for 28+ years with experience in Post Anesthesia Recovery. Sue Ann served in nursing leadership for 10 years. Now working as a performance improvement coordinator she supports Atrium Health Levine Children's Hospital and Pediatric Transplant Services.

Sue Ann holds a BSN from University of North Carolina at Wilmington, and has achieved CPHQ certification. She has served on the NCAHQ planning committee since 2016.



Also thank you to the other members of the Conference planning committee not mentioned above.

Leah Lewis

Thank you to our 2023 Conference Sponsors!!

This Conference is supported in part by our generous SPONSORS

Gold Sponsors



Bronze Sponsors



2023 Education Conference Pictures



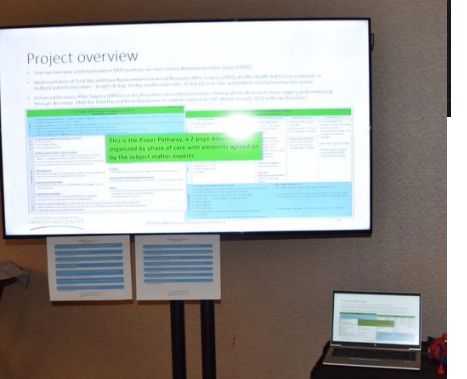
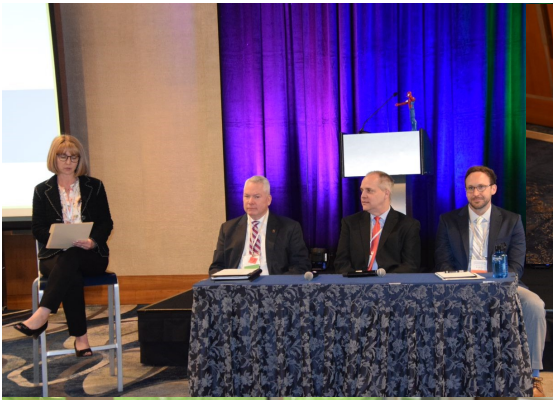
Benefits of NCAHQ Membership

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:

- Multi-State educational offerings with opportunities to earn CPHQ credits (Free with Membership)
- Reduced rates at NCAHQ conference
- Professional networking
- Membership e-newsletter
- Membership directory
- Voting on NCAHQ Board of Directors
- Opportunity to participate on one or more committees
- Opportunity to serve on the NCAHQ Board of Directors





Congratulations to our NCAHQ Quality Award Winners

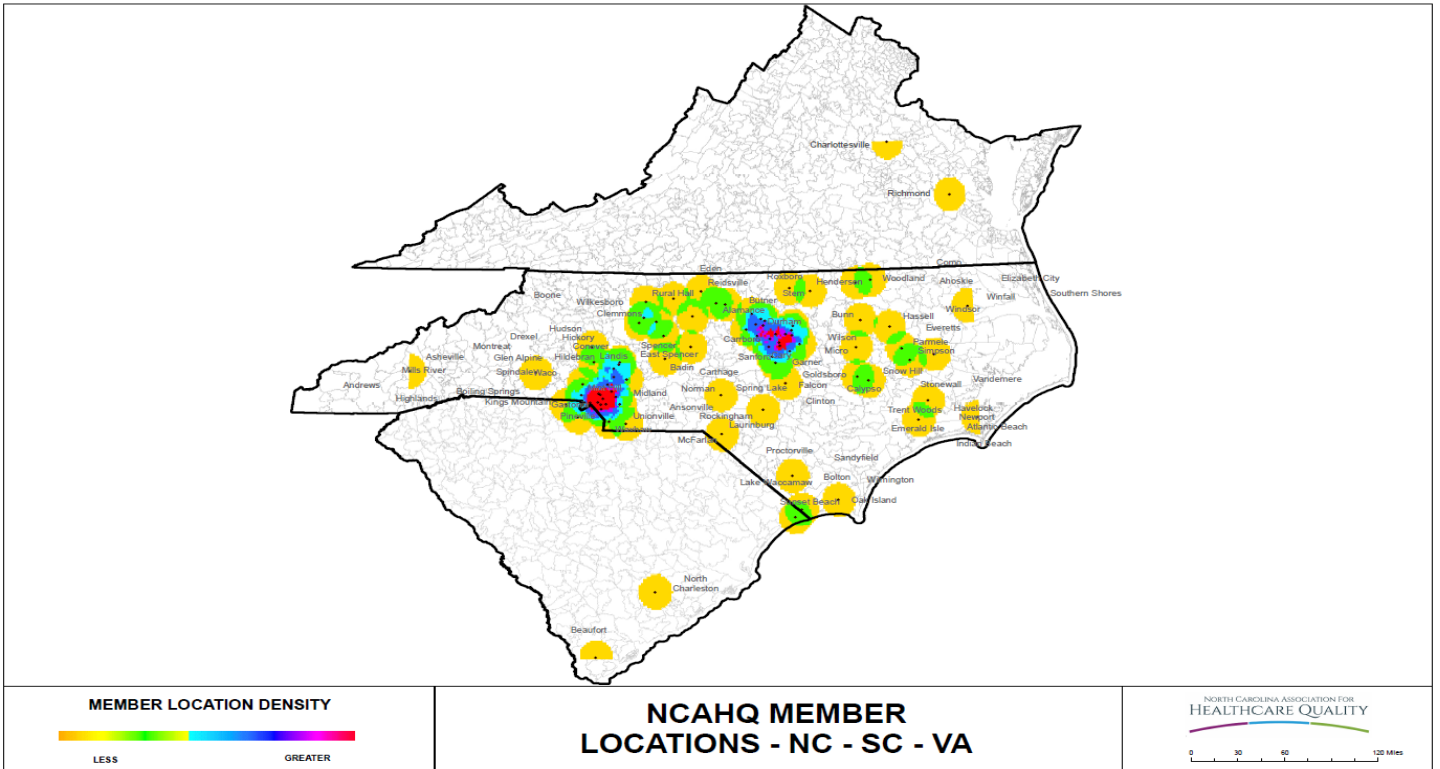


2023



2020

Membership Map:



Upcoming Board Meetings

- **June 23, 2023 by Zoom**

Contact Laurie Beasley if you wish to attend

Laurie.Beasley@atriumhealth.org

Educational Offerings: Webinars

Health Equity Accreditation:

June 21, 2023 12-1PM (ET)

Presented by NEAHQ

Connect with us! 

Website: www.ncahq.org

The Evolution of a Performance Improvement Capacity Building Program in a Safety Net

Health System:

June 12, 2023 12-1pm (ET)

Presented by NEAHQ

What's Inside the examination Gown?

How do Social Determinants of Health

Impact Quality of Care:

June 20, 2023 12-1pm (ET)

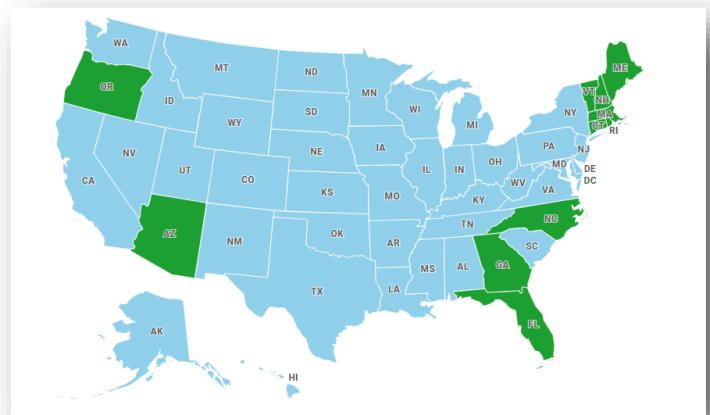
Presented by NCAHQ



Multistate Collaborative Update

States in the Collaborative

- Arizona
- Florida
- Georgia
- Michigan
- New England
- North Carolina
- Ohio
- Oregon



See our website for more information/details.

New Committee Highlights

Marketing and PR Committee

- Quarterly Newsletter
- Social media presence
- Work with Members at Large and other committees to help promote educational opportunities

Interested in joining a committee? Just reach out to one of our board members—Find more information through our

Website: www.ncahq.org

Remember existing Committees!

- Awards and Recognition
- Conference Planning
- Education
- By-Laws and Nominations