

# NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY

NCAHQ Newsletter

August 2024



## *Message from the President*

Dear Colleagues.

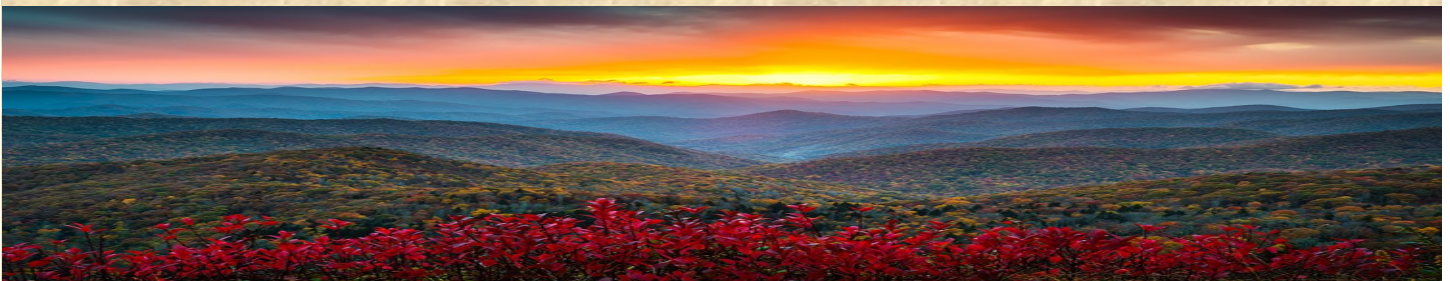
As we wind down from 2024 summer fun and look forward to the coolness of fall, we are ramping up for another great 2024-2025 year at NCAHQ. Our all-volunteer board of directors and committees are already hard at work to bring to you more educational opportunities and another fabulous conference. Be on the lookout for “Save the Dates” soon. Remember that last year we had both in-person and virtual opportunities for you to attend. Always better if you get to

attend in person as you get to know so many of your colleagues from other organizations and you get to have fun! This was a huge success.

Our education team works hard to bring you opportunities to learn from around that continental USA. There are 8 states, including NC to bring you a webinar each month on various healthcare topics, sometimes 2. Learn about data, peer review, regulatory, etc. So much for you to pick and choose from but choose all. Did you know that if you are a member, these educational webinars are FREE to you. That is 12+hours of continuing education each year, add the conference that is 22 hours in one year. For CPHQ that is over 2/3rds of the requirement for 2 years. NCAHQ, wants to make it easy for you to come, learn and network with other like-minded professionals. Visit our website to see more information and use the educational survey that comes out each year to give us your thoughts. We love to hear from you, so please fill it out, be honest, and send back. It's about quality improvement with us too. Help us be better.

Finally, Lets take this year to fully grasp where healthcare has come. Think about looking back 5, 10, 15, 50 years ago. Healthcare was so much different. This is quality improvement! Pick any subject and take a deep dive of its history, you will be fascinated by what you learn. This is you, us, moving healthcare forward, one quality project at a time.

*Shellie VonCannon, MSN, RN, CPHQ*  
2024-2025 NCAHQ President



# Meet the Board

## President



- **Shellie VonCannon, MSN, RN,CPHQ**
- Clinical Analyst
- Novant Health
- Years in Healthcare: 34
- Years in Quality: 15

## President Elect



- **Debbie Priebe, MSN, RN, CNOR-E, CPHQ**
- Cape Fear Valley /Harnett Health System
- Patient Safety/Chest Pain Accreditation Coordinator
- Years in Healthcare: 39
- Years in Quality: 15 years

## Past President



- **Michal Glass DNP, MSN, RN, NE-BC, CPHQ**
- Atrium Health
- Director Medical Staff Quality
- Years in Healthcare: 26
- Years in Quality: 9

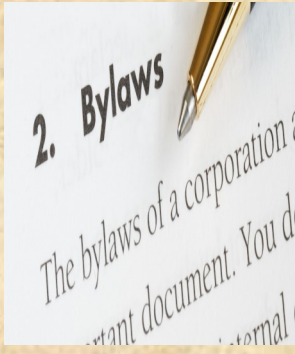
## Awards/Recognition Chair



- **Tina Schoen, MBA, BSN, RN, NEA-BC, CPHQ, FACHE**
- Atrium Health
- Director, Performance Improvement
- Years in Healthcare:
- Years in Quality:

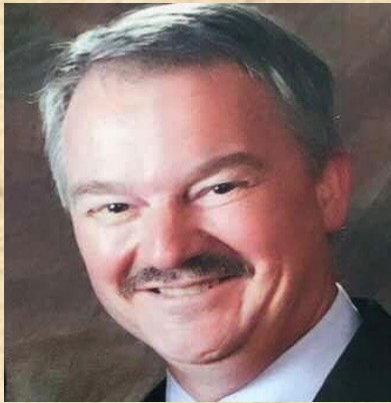
# Meet the Board

## Nominations/Bylaws Chair



- **Regina Woody, BSN, RN, CPHQ**
- Duke Health
- Associate Director, Clinical Registries & QI Initiatives
- Years in Healthcare:
- Years in Quality:

## Treasurer



- **Ed Dunlow, MHA, MT(ASCP)SM, CSSGB, CPHQ**
- Atrium Health
- Director, Performance Improvement
- Years in Healthcare: 41
- Years in Quality: 16

## Treasurer Elect



- **Abby Matusik, MHA, CPHQ, C(ASCP), LSSBB**
- Atrium Health
- Performance Improvement Coordinator
- Years in Healthcare: 7
- Years in Quality: 2

# Meet the Board

## Conference Planner



- **Ben Masten**
- Atrium Health
- Senior Project Manager
- Years in Healthcare: 9
- Years in Quality: 5

## Conference Planner, Elect



- **Haylie Coffey, MSN, RN, CPPS**
- Quality Outcome Specialist
- Atrium Health Wake Forest baptist
- Years in Healthcare: 14
- Years in Quality: 7

## Website Manager



- **Andrew McMahon, MBA, MHA**
- Performance Improvement Coordinator
- Atrium Health Transplant Center
- Years in Healthcare: 8
- Years in Quality: 3.5

## Website Manager, Elect



- **Kay K. Starnes, MBA, BSHA, CSSGB, CPHQ**
- Lead Clinical Analyst
- Atrium Health Clinical Quality Analytics
- Years in Healthcare: 15
- Years in Quality: 15

# Meet the Board

## Education Chair



- **Eric Steelman, DHSc, CSP, CPPS, CPHQ, PMP**
- Winston Salem State University, Waldorf University
- Assistant Director, EH&S, Adjunct Faculty – Healthcare Management
- Years in Healthcare: 15
- Years in Quality 12

## Education Chair, Elect



- **Michele Reibel, MS, MSN, RN, CPHQ, NPD-BC**
- Atrium Health-Resource Team : Nursing
- Service Line Nurse Educator
- Years in Healthcare:
- Years In Quality:

## Member at Large– East



- **Beverly Venters, MSN, RN, CPHQ**
- Director, Regional Quality
- ECU Health-Chowan, Bertie, Roanoke Chowan
- Years in Healthcare: 29
- Years in Quality: 18

## Member at Large– West



- **Karen Southerland, MHA, RN, CPHQ**
- Senior Consultant, HQI
- Years in Healthcare: 41
- Years in Quality: 25
-

# Meet the Board

## Membership Secretary



- **Amanda Steeves, MPH, RN, CPHQ**
- NCDHHS DSOHF
- Quality and Patient Safety Manager
- Years in Healthcare: 17
- Years in Quality: 14

## Recording Secretary



- **Trisha Garner, MHA, BSN, CPHQ, NE-BC**
- Manager, Clinical Excellence
- Novant Health Kernersville Medical Center
- Novant Health Thomasville Medical Center
- Years in Healthcare: 29
- Years in Quality: 6



## Celebrating our Members Building Quality Beyond the walls

NCAHQ would like to start recognizing members for going outside the brick and mortar building to see what quality projects they are doing. .  
—**Quality beyond the border.**

*If you know any members doing outstanding project beyond the borders, please send information to [svrn99@yahoo.com](mailto:svrn99@yahoo.com). Place in subject line **Beyond the Borders**. Information can be subject to board approval.*

## Awards and Recognition

***\*\*\*In Recognition of Significant Professional Contributions, Dedication, Passion, and Enthusiasm in Leading and Improving the Quality of Healthcare\*\*\****



**New Award coming for 2025**

**Newcomer/Rookie award**

**More information to follow.....**

# Awards and Recognition

## NCAHQ Quality Professional Award

### Past Recipients

**2024: Jennifer Frazer MHA, BSN, RN, CPHQ**

Director of Quality Management for AmeriHealth Caritas Family of Companies

**2023: Tina Schoen, MBA, BSN, RN, NEA-BC, CPHQ, FACHE** - Quality Director for Performance Improvement with Atrium Health, now part of Advocate Health. Charlotte, NC.

**2020: Josephine Malfitano, DNP, MBA, RN, FNP-C, NE-BC, CPHQ** - AVP Performance Improvement & Accreditation and Emergency Department, Onslow Memorial Hospital

**2019: Alyson Flood, RN, BSN, CPHQ** - Clinical Analyst, Novant Health Presbyterian Medical Center, Charlotte, NC.

**2018: Carol Benge, RN, BS, CPHQ** - Quality and Organizational Excellence leader for the Nursing Quality and Research Department at the University of North Carolina Hospitals in Chapel Hill, NC.

**2017 Dr. Joan Wynn** - Chief Quality and Patient Safety Officer with Vidant Health.

**2016 Amy Bell, MSN, RNC-OB, NEA-BC, CPHQ** - Quality Outcomes Specialist at Carolinas Healthcare System

**Who will we add for 2025?????**

**Please be thinking about a Quality/Patient Safety**

**Colleague who you would like to nominate.**

**Information on the nominee process coming soon....**



## Member Spotlight



**Claudia Paren, RN, MSN, CPHQ, CPPS, LSSGB**

Associate Patient Safety Officer

Duke Quality Network

Duke Network Services

### **1. Tell us about yourself, professionally and personally.**

North Carolina has been my home for the last 17 years, and when I am not working you can find me outside in my own garden or ticking off my bucket list of visiting all of North Carolina's botanical gardens.

I recently celebrated 5 years (15 total) at Duke Health as an Associate Safety Officer for Duke Quality Network. In this capacity, I support several Duke Lifepoint Hospitals with their quality and patient safety activities and work very closely with the Quality Directors at those organizations.

### **2. What do you see as the greatest challenge in healthcare today?**

For me personally, one of the greatest challenges is balancing the pace of change in healthcare with overlapping and competing organizational priorities. Even with healthcare quality, rarely a week passes without learning of new or revised standards, regulations, public reporting requirements, measures, vendors, technology, evidence-based best practices...It can be very challenging to keep up!

### **3. As a quality professional, what aspects of your job help teams succeed?**

In my role, I help teams succeed through advocacy, education, and coaching.

### **4. What is the greatest value of being a member of NCAHQ?**

Hands down, the greatest benefit to me so far has been access to CPHQ continuing education credits needed to re-certify! I also really appreciate the annual conference and am working on my own recipe for success!

# Benefits

Membership

## 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:

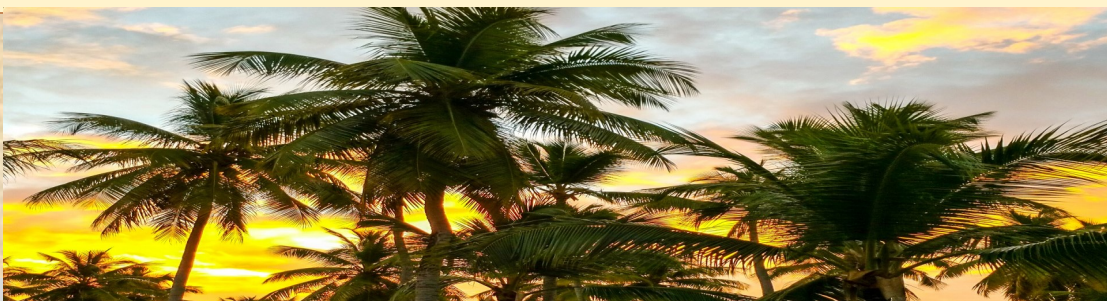
- Multi-State educational offerings with opportunities to earn CPHQ credits (Free with Membership)
- Reduced rates at NCAHQ conference
- Professional networking
- Membership e-newsletter
- Membership directory
- Voting on NCAHQ Board of Directors
- Opportunity to participate on one or more committees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

**Annual Membership-\$75**

**Student Membership-\$45**

**Retired/Emeritus Status-\$45**

**[LINK: JOIN/RENEW HERE](#)**



# Educational Offerings

“Click here to register” in educational offerings, hold down ctrl key to open.



NCAHQ Presents

*Equity in Healthcare Quality*

Wednesday Sept 11, 2024

12:00 pm to 13:00 pm EDT

[CLICK HERE TO REGISTER](#)



## Multistate Collaborative Update

States in the Collaborative

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

**For more information:**



Link : [Home | NCAHQ](#)

# Educational Offerings, Continued

“Click here to register” in educational offerings, hold down ctrl key to open.

FAHQ Presents

*Intermediate Excel Skills to Get More From Your Data*

Tuesday, September 19th, 2024

12:00pm to 1 pm EDT

[Click Here to Register](#)



FAHQ Presents

2024 CPHQ Virtual Study Group

Tuesdays, 12:00pm to 1:00pm EDT

September 24-October 29, 2024

[Click Here for More Information or to Register](#)



# Educational Offerings, Continued

“Click here to register” in educational offerings, hold down ctrl key to open.

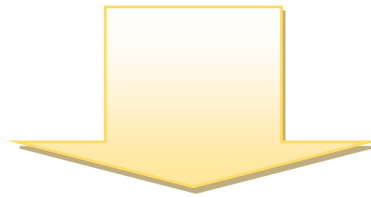
AzAHQ Presents

*Quality Journey 2024*

Friday November 8, 2024 at 10:00 am to 6:00pm EDT

Saturday November 9th, 2024 at 10:00am to 2:00pm EDT

[Click Here to Register](#)



More information can be found on our website at

[www.NCAHQ.org](http://www.NCAHQ.org)

on the Home Page  
or Events Calendar



# NCAHQ UPCOMING EVENTS

You are invited to attend a zoom  
**NCAHQ Town Hall meeting**  
September 27, 2024 @ 12 noon

Town Hall

Join Zoom Meeting

[https://us02web.zoom.us/j/85728455160?  
pwd=QbqCjMcGR5WQ6ZDvrmgbAzEPvahY8V.1](https://us02web.zoom.us/j/85728455160?pwd=QbqCjMcGR5WQ6ZDvrmgbAzEPvahY8V.1)

Education needs assessment will be going out in Sept/Oct  
Healthcare Quality week: Oct 20-24th, 2024





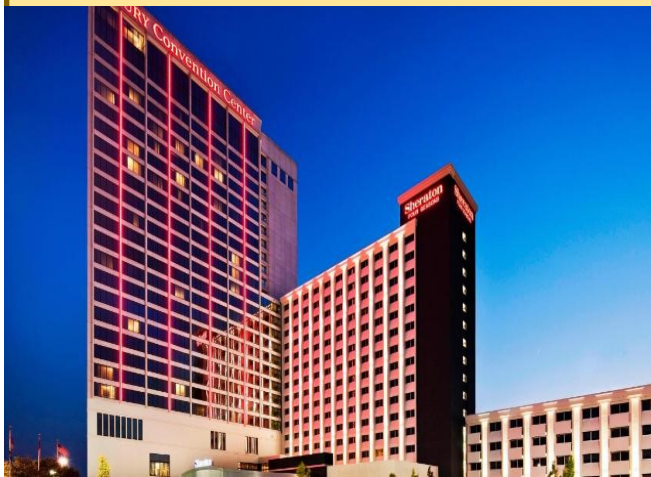
# Save The Date

2025 NCAHQ Conference is in the works!

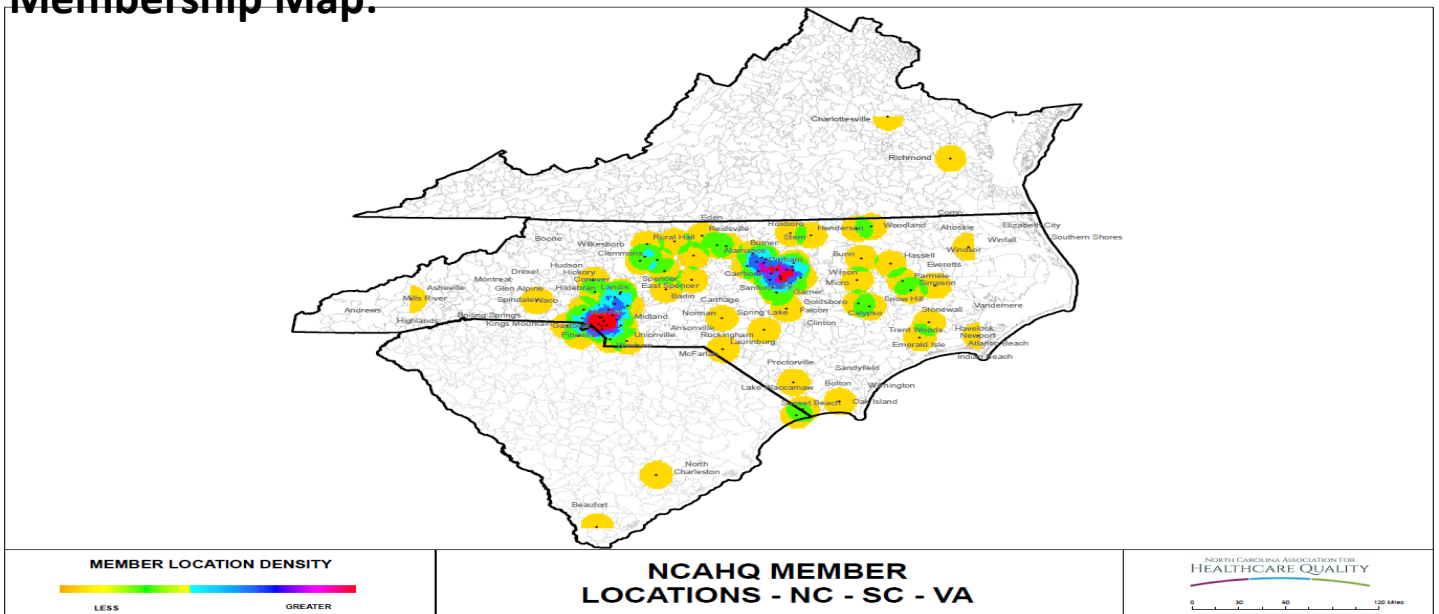
*“Renew, Refresh, Revitalize:  
Cultivating Quality Organizations”*

**Friday May 16th, 2025**

KOURY CONVENTION CENTER  
SHERATON GREENSBORO AT FOUR SEASONS  
3121 WEST GATE CITY BOULEVARD,  
GREENSBORO,  
NORTH CAROLINA, USA, 27407



## Membership Map:



# Connections

**BOARD MEETINGS ARE ALWAYS OPEN TO ANY MEMBER THAT WOULD LIKE TO ATTEND.**

**Contact: Shellie VonCannon @ [svrn99@yahoo.com](mailto:svrn99@yahoo.com)**

**Your UPCOMING Board Meetings (Zoom)**

**12 noon to 1:30 pm**

**Sept 27th**

**Oct 25th**

**Nov 22nd**

**Dec 27th**

**Connect with us!**  **Website: [www.ncahq.org](http://www.ncahq.org)**