

NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY

NCAHQ Newsletter

May 2024

Message from the President

Dear Colleagues.

In this issue you will get to see highlights and pictures from our conference in April. This was a wonderful event with great turnout both from our members and quality professionals who were not yet members. With “Baking in Sustainability” as our theme we brought great speakers, posters and sponsors to help support our Mission for NCAHQ to promote excellence, professionalism, and continuous improvement in healthcare quality. We hope that all who attended both in person and virtually felt the same energy as our board and planning committee.

During the conference we were able to share some of the work we are doing with strategic planning and the work of the different committees that bring value to our members every year. Some of that work involves bring NCAHQ to more Healthcare Quality professionals’ attention. To those efforts our Members at Large hope to plan lunch and learns across NC in the coming year. As members you will be informed of where and when these will be so please share the information with others in your departments who may not yet be members.

NCAHQ continues to work with our multistate collaborative to bring our members more opportunities for CPHQ CEUs throughout the year. That partnership continues to grow and we hope to potentially bring in more states and have even more opportunities in the future.

It has been a great pleasure to serve as President for the 2023-2024 year and be a part of this organization. I hope many of you consider becoming more active in committees and the board. As members you are always welcome to attend a board meeting to hear about the work we are doing.

Please just reach out to me with your interest.

Thank you for all you do to help your organizations keep patients and teammates safe.

Michal Glass DNP, RN, NE-BC, CPHQ
2023-2024 NCAHQ President

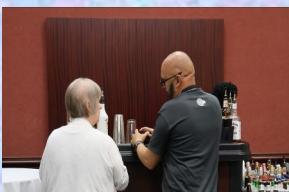


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2024 Conference Highlights

NETWORKING EVENT SPONSORED BY CONSTELLATION HEALTH



Constellation
Quality Health

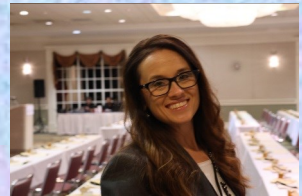
We bring clarity to the big picture.

- Protection from financial fraud, waste, and abuse
- Expert analysis of care utilization
- Customized strategies and framework for quality improvement
- Identified gaps and risks in health care delivery

www.ConstellationQualityHealth.org

2024 Conference Highlights; continued

KICKOFF: A FULL DAY OF LEARNING, FUN AND LAUGHTER!



2024 Conference Highlights; continued

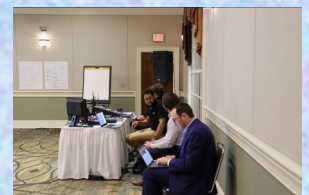
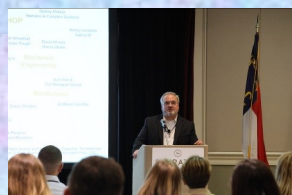
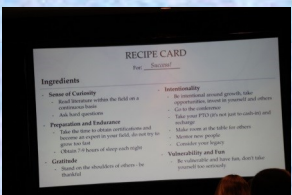


MEETING THE SPONSORS, GAMES, AND OUR POSTER WINNER AND PRESENTERS!



2024 Conference Highlights; continued

MORE FUN !



2024

Conference Highlights; continued

And just like that, our fun was over with our presidents closing us out of 2024!



We had an amazing group join us for the NCAHQ Annual Conference this year! Special thanks to those of you who were able to attend either in-person or virtually. Your energy, expertise, and partnership are ultimately what makes our annual gathering a success. This event is a highlight each year as we get to see colleagues from across our region, share innovative improvement ideas, and learn from healthcare quality experts leading our field. This year, we had over 150 people join us from a wide range of organizations, settings, and geographic areas. We hope you left with fresh ideas, questions, and encouragement to continue “baking in sustainability” to our collective healthcare system.

While we’re still taking in some of the key messages from our speakers, we’re also already planning for 2025. Please keep an eye out for more details throughout the year. Also, share your experience with colleagues who may be interested in joining us in the future. Finally, if you would like to be involved in next year’s conference as a sponsor or speaker, please reach out to NCAHQ via www.ncahq.org/cpages/contact.

Your Conference Team

Please reach out to us with any questions or comments. [Contact | NCAHQ](#)

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To all who attended in person AND virtual and to the conference planning team: **THANK YOU!**

**This conference was a HUGE success!**

# Congratulations to our 2024 Quality Award Winner!

Jennifer Frazer MHA, BSN, RN, CPHQ

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



Jennifer Frazer is the Director of Quality Management for AmeriHealth Caritas Family of Companies. She started her career as an acute care staff nurse, then found her desire to grow in the ambulatory/medical group care space. She cultivated her quality skills and passion to improve population health within a safety-net community clinic setting. She has worked with multiple Health Plan organizations in New Jersey and North Carolina. In her current role as Director of Quality Management, she is responsible for the ongoing development and improvement of the North Carolina Plan's Quality Management program which includes support of network management, informatics, care coordination, and practice transformation to integrate Quality Management initiatives and goals within their programs.

Jennifer has a proven track record for continued professional growth while pursuing a passion for health equity advancement, disparity reduction, and achievement of high-quality outcomes for underserved communities.

# Our Collaborative Educational Offerings!

## Multistate Collaborative Update

### States in the Collaborative

\*Arizona                      \*Florida  
\*Georgia                      \*Michigan  
\*New England              \*North Carolina  
\*Ohio                          \*Oregon

**For more information:**

**Link : [Home](#) | [NCAHQ](#)**



**All those seeking CPHQ Education Credits if you attended all of these ae the benefits:**

- 1. All of this information is beneficial.**
- 2. They help towards your renewal for CPHQ**
- 3. We are all in this together**

**Thank you all for attending!**

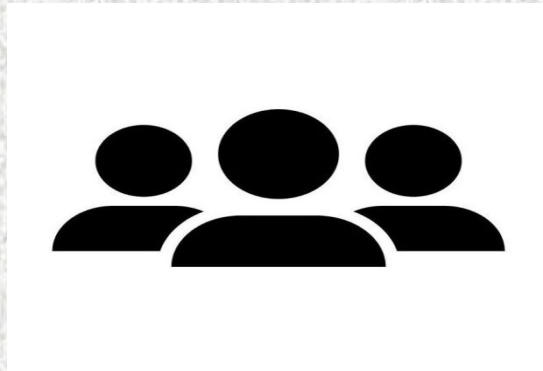


# Members at Large East/West

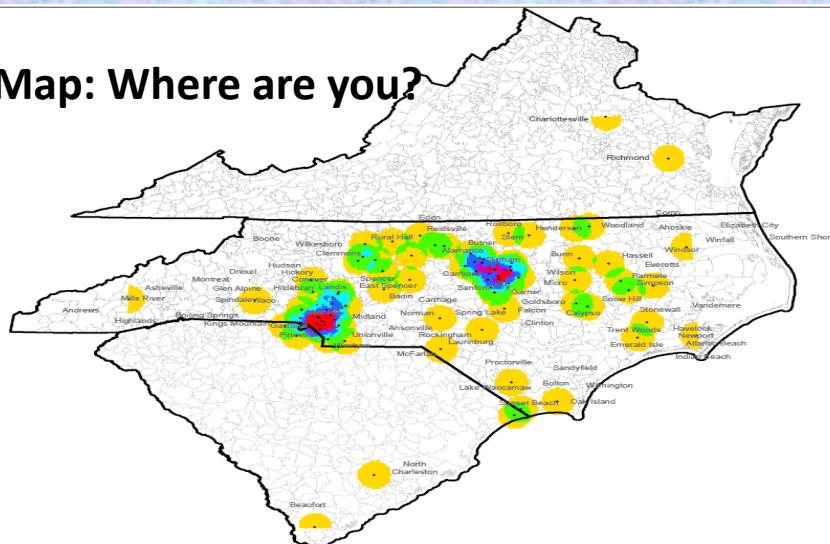
Your members-at-large are initiating a “Lunch and Learn” for hospitals that currently do not have members in NCAHQ – we are contacting the CEO, CNO and CQO (Quality officer) to ask them if we could come to their facility and present the information about NCAHQ membership. If you have peers in organizations that you think could benefit, please let our members at large know. See next page for our first Lunch and Learn and we hope that we see you there.

**Carol Beehler, LFACHE, CPHQ, NEA-BC, RN**  
Member at Large- East  
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## Membership Map: Where are you?




MEMBER LOCATION DENSITY  
LESS GREATER

NCAHQ MEMBER  
LOCATIONS - NC - SC - VA

NORTH CAROLINA ASSOCIATION FOR  
HEALTHCARE QUALITY  
0 30 60 120 Miles

# Members at Large - East/West First Lunch and Learn Opportunity



## **First Lunch and Learn: NCAHQ- A Partner on Your Professional Journey.**

Invitation to learn how NCAHQ can help support your continued education and networking.

**Join us on Thursday, June 6th, at Noon for a 30-minute virtual meet and greet.**

<https://us04web.zoom.us/j/74480686220?pwd=RBozQqf4NlA3H0cogkgapx9TakyWAd.1>

### **Agenda:**

Overview of relevant continuing education with CPHQ/CEU credits

Networking opportunities with colleagues at the annual state meeting

Pathway to CPHQ


We look forward to meeting you! Kindly share with your quality team!

**Email either Member at large to let them know you will attend.**

Carol Beehler, LFACHE, CPHQ, NEA-BC, RN  
Member at Large- East  
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Karen Southard, RN, MHA, CPHQ  
Member at Large- West  
[southard.karen@yahoo.com](mailto:southard.karen@yahoo.com)

Did you know - That you can learn more about us on our website?



### About Us

NCAHQ became the official state chapter of the National Association for Healthcare Quality (NAHQ) in 1989. Around 2015, our board of directors voted to step away from the NAHQ and become an independent healthcare quality organization. Our organization is composed of professionals involved with healthcare quality and related fields. Our members encompass a wide range of healthcare professionals including but not limited to Quality Improvement, Patient Safety, Patient-Centered Care, Utilization Management, Risk Management, Case Management, and Health Information Management.

### Mission

To promote excellence, professionalism and continuous improvement in healthcare quality

### Vision

To be the recognized leader in healthcare quality in North Carolina

# Membership Benefits



## **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 in and around Healthcare Quality

**Annual Membership-\$75**

**Student Membership-\$45**

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

Connect with the Board!

**YOU CAN ATTEND!**

**UPCOMING Board Meetings**

**Friday June 28, 2024**

**via Zoom.**

**BOARD MEETINGS**

**ARE ALWAYS OPEN**

**TO ANY MEMBER**

**Contact: [michal.glass@atriumhealth.org](mailto:michal.glass@atriumhealth.org)**

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