

# NORTH CAROLINA ASSOCIATION FOR HEALTHCARE QUALITY

NCAHQ Newsletter

February 2024

## *Message from the President*

Dear Colleagues.

Welcome to 2024!

Our Mission for NCAHQ is to promote excellence, professionalism, and continuous improvement in healthcare quality. We do this by striving to provide continuing education and resources to our members. Not only do we facilitate an educational webinar every quarter, free to our members, we have also joined a Healthcare Quality Collective with other state associations to give you access to even more. These opportunities as well as our annual educational conference are developed to help you succeed as a quality professional as well as meet the requirements to achieve and maintain the CPHQ® certification.

To help continue the work of our organization our board functions to maintain sound financial base and continuously looks forward to the future. Read on in this newsletter to hear some updates from our treasurers.

To keep our focus on the needs of our members we send out an annual education survey. Watch for this to come out late February-early March and please take the time to provide us your feedback to help us understand the priorities and interests of our community.

As members you are always welcome to attend a board meeting, just reach out to me with your interest. We also hold town hall meetings twice a year in February and September, please watch for those notifications as well. Our town halls are a great way to learn about our different committees, which are always looking for interested members to help us continue to grow.

Registration is now open for our education conference in April we have both in-person and a virtual option. I hope you will join us, as our conference committee has really gone above and beyond to bring us a great roster of speakers.

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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**Registration NOW open! Reserve YOUR Spot!**

[NCAHQ | 2024 Annual Conference: "Baking in Sustainability"](#)

**2024 NCAHQ Annual Conference**  
**April 29, 2024**  
**"Baking in Sustainability"**



**Craig Clapper**

**Keynote Speaker & Co-Author of "Zero Harm"**  
*Sheraton Greensboro at Four Seasons, Greensboro, NC*

[Call for Sponsors](#)

NORTH CAROLINA ASSOCIATION FOR  
**HEALTHCARE QUALITY**



## Did you nominate someone? The Winner Is?

### NCAHQ's QUALITY AWARD Nominations are now Open!

The purpose of this award is to recognize an individual's significant contribution in a healthcare organization and/or to the quality profession. The nominee must be a member of NCAHQ. Please scan the QR code below or click the link to access the nomination form.

### NCAHQ's QUALITY AWARD Nomination Form



# Members at Large East/West Regions

**\*\*\* Attention all members interested in what members-at-large do for your NCAHQ!\*\*\***

Your NCAHQ board has 2 positions for members to use in communicating with your board

Please feel free to reach out to either of us if you would like to receive more information about what your member-at-large does on the NCAHQ board:

**Member-at- large east region: Carol Beehler ([carbeehler@gmail.com](mailto:carbeehler@gmail.com))** – mobile: 574-210-0446. The east region covers any location from Charlotte NC and east as well as north to the state line and south to South Carolina

**Member-at-large west region: Karen Southard ([southard.karen@yahoo.com](mailto:southard.karen@yahoo.com))**. The west regional covers any location from Charlotte Nc and west as well as north to the state line and south to South Carolina

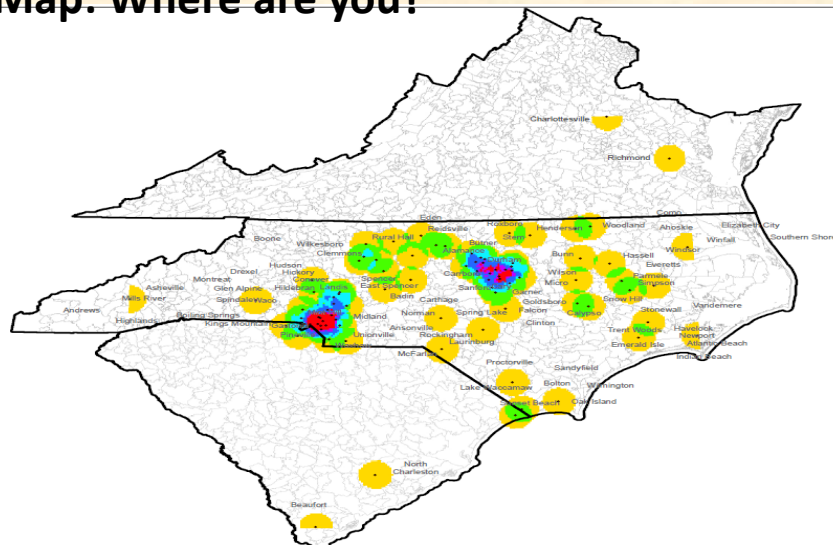
### Duties of the member-at-large:

1. Support & encourage networking, professional development, & information dissemination
2. Identify and cultivate future members/leaders and support recruitment
3. Maintain open line communication with NCAHQ Professionals within each region
4. Serves as a mentor to members and is available to any member by phone or email, to answer questions, provide consultation, and respond to concerns. Refers questions to appropriate Board members for follow-up.

**We invite your participation!! And look forward to hearing from you!**

Karen and Carol

## Membership Map: Where are you?



MEMBER LOCATION DENSITY



NCAHQ MEMBER  
LOCATIONS - NC - SC - VA

NORTH CAROLINA ASSOCIATION FOR  
HEALTHCARE QUALITY



## Educational & CEU Offerings

### NCAHQ Presents

*Data Analytics and Healthcare*  
Wednesday, March 13th, 2024

12:00pm - 13:00pm EDT

[Click Here to Register](#)

Speaker Objectives: Participants will gain knowledge in...

- \*Finding key sources of healthcare data
- \*Identifying the two main types of healthcare data
- \*Learning three key improvement charts for data visualization and analysis
- \*Learning how to use Excel pivot tables to analyze data tables
- \*Using a standard format for improvement projects



This Webinar aligns with the NAHQ Healthcare Quality Competency Framework in the following Domains: Health Data Analytics

Presenter: Jay Arthur

Jay Arthur is president of KnowWare International Inc., a company that provides quality improvement software, streamline processes and eliminate delay productivity. He has helped healthcare systems reduce rejected claims, including the VA and Kaiser Permanente. Jay speaks at Lean Six Sigma conferences and is the author of several Lean Six Sigma books.

# Educational & CEU 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 are 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!

# Results are in! What are your Quality colleagues up to?

## Question 1:

Are you doing something extra in quality such as presenting, attending a health fair, going back to school, if so, what for, volunteering, if so, what are you doing?

- ◇ Nothing currently
- ◇ precepting a student who is pursuing his masters in public health
- ◇ Nursing Clinical Instructor for a RN program
- ◇ Volunteering for the NCAHQ Conference planning committee and Award committee, Podium presenting April 2024 at the Health Systems Process Improvement Conference .
- ◇ conducting PDSA cycles to improve workplace violence reporting , leading a Patient and Family Advisory Team , leading a charge for improved mobility in our hospital, Currently attending a DNP program.



## Question 2:


We want to hear from you, our members: Where do you do quality? Is it an Acute Care facility, School, Skilled Nursing Facility, or other organization? Share where you work, and what you do?

- ◇ Hospital setting – Mortality Improvement Efforts
- ◇ Outcomes Specialist supporting the Primary Care Service Line. Help the service line achieve quality goals to positively impact patient outcomes
- ◇ Quality Outcomes Specialist with the Musculoskeletal Institute, Director, Performance Improvement, Acute Care, Ambulatory specialty practices, Home Health, Skilled Nursing Facilities, Hospice/Palliative.
- ◇ Director of Quality at a small rural facility

## Did you know?

Visit your NCAHQ website [www.ncahq.org](http://www.ncahq.org), to find valuable information on any of the following Quality Links found under our education tab:

- ◆ North Carolina Quality
- ◆ Certification/Accreditation
- ◆ US Government Related HC
- ◆ Quality Links
- ◆ Healthcare Associations
- ◆ NAHQ® (National Association for Healthcare Quality) <https://nahq.org/>, NAHQ's Competency Based Training
- ◆ Advisory Board <https://www.advisory.com/>
- ◆ Healthcare Innovation <https://www.hcinnovationgroup.com/>
- ◆ Wake AHEC <https://www.wakeahec.org/cehome.htm>
- ◆ IHI (Institute for Healthcare Improvement) <http://www.ihl.org/>
- ◆ NC AHEC <https://www.ncahec.net/>
- ◆ ANA <https://www.nursingworld.org/>
- ◆ NC Nursing association <https://ncnurses.org/>
- ◆ Society of Health Systems <https://www.iise.org/SHS/>
- ◆ Healthcare Quality Associations
- ◆ Patient Safety
- ◆ General Quality Resources



A great resource for anyone that is going to school, furthering their education or looking to get their certification. Just great information.

## 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**

**LINK: JOIN/RENEW HERE**

**Connect with the Board!**

**YOU CAN ATTEND!**

**UPCOMING Board Meetings**

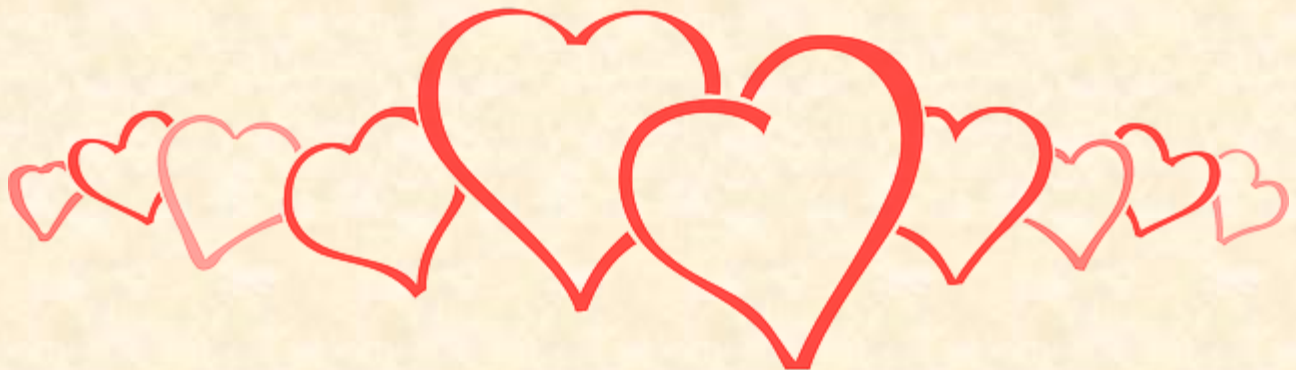
**Friday March 22, 2024 via Zoom.**

**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)**