



The Tennessee Quality News and Networking Connection

Volume 13
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Summer
2008

President's Message

EDITOR: Joyce Hall, RN, CPHQ



Summer is nearly over!! Isn't it amazing how fast time goes when you're busy...and speaking of busy, TAHQ has been working hard for YOU! In June we held our first regional conference at Cookeville Regional Medical Center. We offered a free course approved for 5 CPHQ contact hours. Although we didn't have as big of a turn out as we hoped (and planned) for we did have quite a few folks for a Saturday afternoon. The presentations were excellent and the comments received on the evaluations were very positive. We are planning to host another regional event for the West Tennessee area in the spring 2009. I would like to extend a big thank you on behalf of the Board to Mark Randolph for providing us a room and organizing the logistics! If you would like to serve as the host site for the spring event please

email the TAHQ web site.

We have finalized plans for the Annual Education Conference and Board Meeting to be held October 1-3 at Opryland Hotel and Conference Center in Nashville. Once again your Board has worked very hard to put together an exciting and engaging program. This year we have applied for 15 hours of CPHQ credit by including the THA content. We hope this will encourage you to attend not only our portion of the meeting but to also take advantage of the outstanding speakers that THA will sponsor. Many of you have requested education related to building effective teams and making teams work for you. This year we are pleased to offer something a little different – we are hosting a mini-workshop on team building and creating effective teams. Rick Foster, an internationally acclaimed author and consultant, will be leading the workshop. This will be interactive and fun as well as a great opportunity to learn. Please be sure to register for the conference TODAY!!!

Just a reminder that the National Association for Healthcare Quality meeting is in Phoenix, AZ September 14-17 – it's not too late to register for that! If you are planning to attend please email the TAHQ website and we will try to organize an informal gathering!

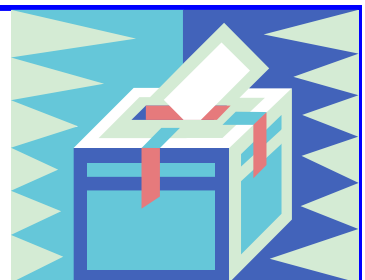
Enjoy those last dog days of summer – I am looking forward to seeing you all at our meeting in October. Please don't hesitate to let us know how we can serve you better!

Regards,
Michelle

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Call for Nominations

We are accepting nominations at this time for President-Elect and Secretary-Treasurer. If you are interested in serving or have questions about serving on the Board, please email Michelle Franklin or Michael Greer (addresses on last page). Electronic elections will be held later this year.



2008 TAHQ Teams

If you are interested in participating on a team—contact the team leader or Michelle Franklin.

If you are on a team and have not yet been contacted, contact the leader!

<p>Membership Team Irv Koehler, Leader Sheila Gordon Jerry Hardwick Susan Nance Matt Sevier</p>	<p>Nominating Team Michael Greer, Leader Kathy Wright Susan McClanahan</p>	<p>Publication Team Joyce Hall, Leader Susan Nance Sue Sayre Heidi Benson</p>
<p>By-Laws Team Joyce Gentry, Leader Peggy Clark Kathy Cartwright</p>	<p>Education Team Helen Vaughn, Leader Ken Grubbs Joyce Gentry Cynthia Hooper Michelle Franklin Michael Greer</p>	<p>NAHQ State Award Team 2008 Michelle Franklin, Leader Sharon Pettigrew Michael Greer</p>

TAHQ Mourns the passing of Dr. Frank Houser

Quality Improvement professionals and HCA lost a long time champion recently when Dr. Frank Houser passed away after a brief illness. Dr. Houser was well known as the Senior Vice President of Quality and Chief Medical Officer. He was an architect of HCA's patient and quality initiatives and was nationally recognized for his efforts to improve healthcare quality.

A pediatrician by trade, Dr. Houser earned his bachelor's degree and medical degree from Emory University. His calm demeanor and life-long devotion to public health and hospitals took him from a brief stint in the U.S. Air Force to being a practicing pediatrician, medical director of a large clinic, service as district public health director in Georgia and as the state director of public health. He was actively involved in Curamericas, a non-profit agency providing material and child healthcare services to indigent population in Latin America. The family has asked that memorials in lieu of flowers be made to Curamericas at: www.curamericas.org

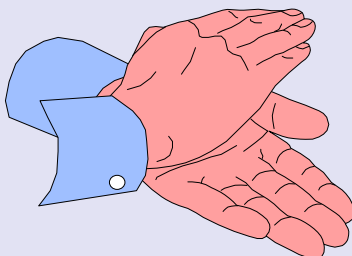
Congratulations to each candidate who passed the examination January 1, 2007 to December 31, 2007 to earn the distinguished credential Certified Professional in Healthcare Quality (CPHQ):

Tammy B. Billings
Teresa L. Dysinger
Karen C. Martin
Matt Sevier

Donna F. Coomes
Robin Holbrook
Susan E. Nance
Patty C. Silver

Cassandra A. Davenport
Treaa Leming-Lee
Sue B. Sayre

Congratulations to Susan Nance
recipient of NAHQ Scholarship!



Please let us know if you have good news you would like to share!

If you have news or individuals you would like to recognize, send the information to: joyce_hall@bcbst.com

Kudos Corner

News from



National Association
for Healthcare Quality

State Association Education Offerings
are posted at
<http://www.nahq.org/affiliates/edstate.htm>

33rd Annual NAHQ Educational Conference

Collaboration: The Spark Behind Quality

September 14-17, 2008

Phoenix, AZ

Look in the next issue for pictures!

Celebrate the spirit of Healthcare Quality Week with the National Association for Healthcare Quality (NAHQ) and the Healthcare Quality Certification Board (HQCB) Oct 19-25, 2008

BlueCross BlueShield of Tennessee annually recognizes the staff members that have earned their CPHQ through a window display. This year BCBST has developed a brief Video Clip that will run during Quality Week on the corporate website – staff members who answer 5 brief questions will receive a casual day sticker and be included in a prize drawing.

What are you doing to celebrate Healthcare Quality Week?

Call for Abstracts

The 2009 NAHQ conference will be in Texas and if you are interested in free registration to the 2009 NAHQ conference - think about submitting an abstract and serving as a session speaker! This year we have 6 Tennessee representatives presenting concurrent sessions at NAHQ - better representation than any other state!

If you want to join in the excitement in Texas - abstracts are now being accepted - go to:

http://www.connect2conferences.com/nahq/ws_member/member_login.php

FYI - The 2010 NAHQ conference will be in Tennessee! Start planning now to attend!

Joint Commission News

The Joint Commission's revised standards, rationales and elements of performance for 2009 are now available [online](http://www.jointcommission.org) at <http://www.jointcommission.org>

The standards will take effect January 1, 2009 and have been placed online to give all health care organizations time to become familiar with the new language, ordering and numbering. They now include the scoring categories and setting-specific applicability.

Outcomes in Mental Health Services offered by Tennessee

Susan E. Nance, CPRP, DCSW, CPHQ, CHC

The Tennessee Outcomes Measurement System (TOMS) is a method of gathering information to help plan treatment, identify strengths and areas of needed improvement, and monitor changes in progress on an individual, agency, and state level. In an effort to collect data for reporting National Outcome Measures, the state approached the Tennessee Association of Mental Health Organizations (TAMHO), which was in the process of developing an outcomes measurement system. The State and TAMHO collaborated with ideas and funding to meet the needs of both organizations and the mental health providers. TeleSage, a North Carolina based company that is committed to making the power of automated survey technology accessible, easy to use and affordable for all organizations, was contracted to develop a central survey website and provide data management.

Individuals receiving services at a mental health organization complete an outcome measurement instrument that provides for assessment in the domains of social functioning, recovery, medication compliance, satisfaction with living arrangements and transportation, work functioning, depression, anxiety, psychoticism, hostility, physical impairment, employment, school, self-harm, substance abuse, hopefulness, legal issues, safety and housing.

Measurement instruments are designed for adults, youth and family members or caregivers and are available in English and Spanish. Since outcomes are assessed by measuring change over time, the survey is given at a minimum at intake and repeated at 3, 6, and 12 month intervals.

For the individual, the tool offers a voice in treatment planning and empowerment in the recovery process. It can be used by any mental health worker to develop mutual goals on an individual basis and track progress over time.

The agency is able to use the information to identify strengths and weakness in different clinic sites, determine specialized needs of treatment populations and tease out best practice information. Outcome data has also proven of interest to other state department or managed care contractors.

TAMHO is able to use information comparing all agencies to develop best practices in treatment.

The State of Tennessee uses the information for planning, quality improvement, identifying best practices, monitoring state benchmarks and completing federal reporting requirements.

The State of Tennessee is also using the TOMS to administer the annual MHSIP (Mental Health Statistical Improvement Project) survey. This instrument provides measurements in the domains of Access, Quality and Appropriateness, Outcomes, Participation in Treatment Planning, General Satisfaction, Improved Functioning and Social Connectedness. The MHSIP survey provides agencies with an annual satisfaction survey and the State with data for additional National Outcome Measures.

For more information, contact Susan Nance at 615 837 0543 or Mary-Linden Salter at TAMHO at 615 244 2220 x 12; or refer to the Telesage/TOMS website at <https://outcomes.telesage.com/portal/projects/tennessee/studyhome.aspx>

Biographical info:

Susan Nance is the Quality Assurance Director at Park Center in Nashville. She also serves as Co-Chair of the Quality Assurance and Compliance Committee of TAMHO.

TAHQ Distinguished Member Award - 2008 Nomination Form

Nominee's Name _____

Title _____ Organization _____

Phone # _____ Fax # _____ Cell # _____

Address _____

City _____ State _____ Zip _____

Current Member of TAHQ? Yes _____ No _____ # of years _____

Name of person submitting nomination _____

Organization Name _____

Phone # _____ Fax # _____

Please attach a brief statement why this individual should be honored with the TAHQ Distinguished Member Award. This year's award winner will be honored at the TAHQ Annual Business Meeting. The winning candidate should have demonstrated contributions in one or more of the following areas:

- Service to the association through local, state or national participation as an officer, director, leader or team member.
- Contribution to the body of knowledge through dissemination of practice through voluntary consultation to others in the field, successful completion of CPHQ or serving as a recognized resource person in Quality.
- Publication activities such as articles in professional journals, state newsletter, position papers or books.
- Educational leadership through local, state, regional or national workshops, seminars or conferences or participation on local, state, regional or national conference planning team.

All of the information I have provided about the nominee for the TAHQ Distinguished Member Award is true and accurate to the best of my knowledge.

Date _____ Signature _____

Nominations must be received by September 20, 2008

E-mail completed forms to :

tahq@comcast.net

Statewide Workshops!



TAHQ has been active in providing educational opportunities to our community this year. In June a free workshop was sponsored that brought a wide range of topics to over 20 participants. (see picture at left)

We would like to thank our six presenters:

- Irv Koehler (HEDIS)
- Mark Randolph (Physician Scorecard)
- Marian Mosby (Core Measures)
- Helen Vaughn (JOINT COMMISSION)
- Joyce Gentry (JOINT COMMISSION)
- Judy Weddle (QIO's 9th Scope of Work)

TAHQ WELCOMES THE DISNEY KEYS TO EXCELLENCE TO NASHVILLE

The *Disney Institute* is bringing its renowned professional development program, the "Disney Keys to Excellence" to Nashville, TN at the Sheraton Downtown Nashville on **September 9th 2008**. This one-day workshop will introduce participants to Disney success stories, management philosophies, and behind-the-scenes operations that have made the *Walt Disney World*® Resort a benchmark for businesses around the world.

The "Disney Keys" program will showcase four 90-minute sessions:

- **Leadership, Disney Style** – Discover how effective leadership has been the catalyst at Disney to drive employee/customer satisfaction and bottom-line results, from the company's inception to today.
- **Management, Disney Style** – Examine the importance of integrating an organization's corporate culture into selection, training, and care of your employees.
- **Customer Service, Disney Style** – Explore world-renowned Disney principles for service excellence.
- **Loyalty, Disney Style** – Learn key practices and principles in building and sustaining loyalty that have made Disney a trusted and revered brand around the world for more than 75 years.

Tennessee Association for Healthcare Quality members receive a discount of \$50 off the standard fee by using this promotional code: **AHQNWSE**

Additional group discounts are available. The program fee includes registration, program materials, continental breakfast, catered lunch, and two catered breaks.

For more information or to register: (877) 544-2384 or <http://www.keysnashville.com>

You are invited to the
2008 TAHQ Annual Meeting and Education Conference

October 1– 3, 2008

Nashville, Tennessee

Gaylord Opryland Resort and Convention Center

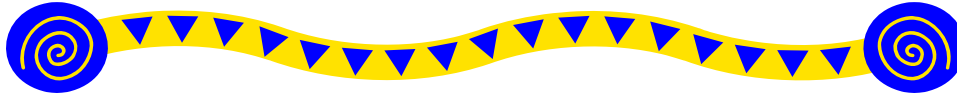
Visit the THA website at

www.tha.com

Or call

1-800-258-9541

(See page 8 for the Conference Schedule)



Who Cares for the Care Provider?

Persons who offer their compassion, skills and resources to those in need are often at risk for burnout, compassion fatigue or vicarious traumatization, creating costly gaps in expertise and caring. Caring persons such as health and human service providers, administrators, clergy, teachers, family caregivers and volunteers must be reminded how to assert themselves, set healthy boundaries and respond to stress in healthy ways.

A caregiver himself, R. Scott Boots founded The Health Cares Exchange Initiative, Inc. (HCEI) at Boston in 1992. The organizational public charity, originally focused on support for AIDS providers, is focused on continued education and burnout prevention for caring persons. When caregivers care for themselves they provide better care for others.

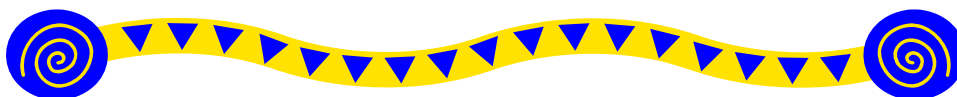
Beginning 1996 in the United States, HCEI held the nationwide focus groups with both paid and non-paid care providers to document their experiences and needs. From Boston to Kansas, caregivers expressed their experiences and needs. In response, a dynamic, interactive and empowering seminar titled "Celebrating Compassion: Beating Burnout" was developed and has been presented to thousands of caregivers internationally. Participants self-identify based on their own experiences and learn through a series of writing, visual and other experiential exercises. The session includes appreciation of dedication and encourages caring persons to set health future goals.

Caring persons who participate in this seminar are better able to:

- Understand dynamics of providing care
- Articulate how each person experiences stress uniquely
- Identify symptoms of compassion fatigue
- Utilize practical, proven solutions and exercises for stress reduction
- Set healthy goals and create a future response plan for personal/professional stress

Founder and Director R. Scott Boots is a candidate for an MPA degree at the University of Illinois at Chicago and graduate from the University of Iowa and Interlochen Center for the Arts. He has worked as a training and administration consultant with the MA Departments of Environmental Protection, Social Services and Public Health and served as Co-Chair of Pastoral Care and Chair of the AIDS Support Committee at Trinity Church in the City of Boston. After founding HCEI in 1992, Scott studied wellness at the Touch Therapy Institute in Cambridge, MA and the Mind-Body Clinic at Boston's Beth-Israel Deaconess Hospital. He has presented for the Departments of Public Health in Kansas, Tennessee, Iowa, Florida and Wyoming and for a large variety of other audiences.

For more information about HCEI please contact Scott at Rsbkc@yahoo.com or 773-509-6402.



TAHQ NEWS

2008 TAHQ Educational Conference
In conjunction with 2008 THA Annual Meeting
Gaylord Opryland Resort and Convention Center
October 1-3, 2008

DRAFT TAHQ Annual Education Program October 1-3, 2008 - Opryland Hotel and Conference Center

Wednesday October 1, 2008		CEU	PRESENTATION TITLE	SPEAKER(S)
7A-8A	Registration		Complimentary Breakfast	
8A - 8:15A			Welcome/Opening	Michelle Franklin
8:15A-9:15A	TAHQ	1	The One-Two Punch: Early Warning Scoring Systems and Rapid Response Teams	LeeAnn Hannah
9:15A-10:15A	TAHQ	1	Physician Report Cards	Mark Randolph
10:15A-10:30	BREAK			
10:30A-12N	TAHQ	1.5	From the Cockpit to the Nursing Unit©	Gary Sculli
12N - 1P	LUNCH		On Your Own	
1P -3P	TAHQ	2	Mini-Workshop - Building Teams	Rick Foster
3:15P - 3:30P	BREAK			
3:30P -4:30P	TAHQ	1	Mini-Workshop - Building Teams	Rick Foster
4:30P-5:30P	TAHQ	1	Tennessee Outcomes Measurement System	Mary-Linden Salter
5:30P	THA Ice Breaker Social		Exhibit Hall	
Thursday October 2, 2008			PRESENTATION TITLE	SPEAKER(S)
8:00-9:45A	THA Technical and Educational Exposition	0	Open to TAHQ Registered Members	Complimentary Breakfast
9:45A-10A	BREAK	0		
9:45A-11:00A	THA Opening General Assembly	1.2	Yes You Can—Together—You Can Do Anything	Dick Hoyt
11:30A-12:30P	THA Technical and Educational Exposition/Lunch	0	Complimentary Light Lunch served in Exhibit Hall	
12:30P-1:00P	Annual Business Meeting			
1:00P-2:00P	TAHQ	1	Targeting Zero—Pipedream or Pipeline?	Heidi Benson
2:00P-3:00P	TAHQ	1	The Joint Commission - 2009	Susan Goodwin
3:00P-3:30P	BREAK			
3:30P-4:45P	THA Educational Session	1.2	Breaking Down Segregation and Disparities in Health Care	Alan Poussaint, MD
Friday October 3, 2008			PRESENTATION TITLE	SPEAKER(S)
10:00A-11:30A	THA General Session	1.5	Healthcare Reform and the Presidential Election	Susan Dentzer
12:00N-1:30pm	THA Membership Luncheon	1.5	Living Rich	Tim Richardson

See THA.com for more information and registration info!
Join your peers at this educational conference!



Tennessee Association for Healthcare Quality

TAHQ CONTACTS: 2008 Officers and Board

TAHQ Mission:

To improve health care quality and patient safety through the development and support of initiatives designed to enhance the effectiveness of healthcare quality professionals.

TAHQ Vision:

To be recognized as Tennessee's premier source of expertise in healthcare quality and patient safety.

Calendar of Events

September 14-17, 2008
2008 NAHQ Education Conference
Phoenix, Arizona

October 1-3, 2008
THA/TAHQ Annual Meeting
and Education Conference
Nashville, TN

October 19-25, 2008
National Healthcare Quality Week

THOUGHT TO PONDER

Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.

William A. Foster



*Summer
Days are
Almost Over!*

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