



Section One

Goals and Objectives

a) List the association's goals and objectives.

1. Identify professional and educational needs of the membership.
2. Encourage, develop, and provide educational programs for continuing professional development for individuals working within healthcare quality roles.
3. Promote professional ethics.
4. Facilitate communication, cooperation, and sharing of knowledge among healthcare quality professionals.
5. Represent patient and community welfare through interactions with legislative, regulatory, and accrediting bodies.
6. Provide forums for the exchange of ideas related to patient safety, quality and accreditation.
7. Promote the certification of healthcare quality professionals.

b) Describe the achievement of each goal.

1. Tennessee Association for Healthcare Quality (TAHQ) efforts to identify professionals and educational needs include several approaches to assure optimal feedback, including.
 - a. Administer an annual member survey that addresses issues such as the quality of membership services and ongoing needs for professional development.
 - b. Open the floor for member comment during our annual business meeting as well as solicit suggestions for future topics/programs through the conference evaluation.
 - c. Special Interest Group Directors work with their groups soliciting ideas and suggestions for their educational needs.
 - d. Discuss the needs of our members at Board meetings; our SIG Directors are charged with bringing us feedback from their special interest groups.
 - e. Maintain a corkboard for TAHQ members on the TAHQ website that allows members to share ideas, opinions and information quickly.
2. A recent history of TAHQ's activities demonstrates the promotion of professional growth.
 - a. In 2002, TAHQ and its regional chapters determined that it was important to encourage as many TAHQ members as possible to attend the NAHQ conference in Nashville. We held our annual business meeting on-site at the NAHQ conference, heavily promoted the conference, covered conference registration costs for the Leadership Council representatives, and issued educational grants to three nominated TAHQ members.
 - b. In 2003, TAHQ held its Annual Educational Meeting in Nashville in conjunction with the Tennessee Hospital Association (THA), and co-sponsored the Q-Source (QIO) Seminar in October.

TAHQ also provided support for regional educational sessions, namely the Middle Tennessee Association for Healthcare Quality's Quality Forum during the summer, and the West and Middle Tennessee Associations for Healthcare Quality's Six Sigma program in the fall. Grants for Leadership Council members and two additional TAHQ members were offered in order to encourage attendance at the NAHQ conference in Arizona. Proudly, 25 TAHQ members attended the NAHQ conference.

- c. In 2004, we conducted our annual educational meeting September 29-October 1 in concert with the Tennessee Hospital Association (THA).
 - To expand our level of influence, TAHQ is additionally collaborating with the Tennessee Association for Health Information Management for a special afternoon session dedicated to regulatory reporting and JCAHO updates.
 - Once again co-sponsoring this year's Q-Source (TN QIO) annual 2004 educational meeting that will be held October 26, 2004.
 - Co-sponsor with Tennessee Hospital Association (THA) and the State of Tennessee the first annual Tennessee Patient Safety Symposium *Joining Hands to Improve Patient Safety for Tennessee* slated for August -26, 2004.
 - We encourage our members to participate on the educational committee and to collaborate with other healthcare quality agencies who provide educational offerings.
 - Middle Tennessee Association for Healthcare Quality [MTAHQ] dissolved its organization. All members of MTAHQ automatically became members of TAHQ with all of MTAHQs funds being transferred over to TAHQ.
 - TAHQ submitted its very first application for the NAHQ Award for Association Excellence. We are proud to say that we won GOLD on our very first attempt at the 2004 Orlando NAHQ conference.
 - d. In 2006 and 2007 TAHQ hosted the CPHQ Review and Study course during our annual Educational Conference and Business Meeting. As a result of these offering seven CPHQ's sat for the exam and were certified. Susan Mellott was the instructor for both offerings.
 - e. To ensure our continued commitment for partnering and collaboration, in 2007 TAHQ partnered with the Tennessee Organization of Nurse Executives [TONE] to host Chris Goeschel from John's Hopkins University who presented the Michigan Keystone Project.
 - f. In 2007, TAHQ changed it's bylaws (Attachment 1F) to align with NAHQ going to a similar model of SIG Directors for our acute, managed care and other (home health, long term care, skilled and behavioral health) members. We presented our model on the May 2007 NAHQ President and President-Elect conference call.
 - g. TAHQ submitted its second application for the NAHQ Award for Association Excellence. We were the recipients of the Silver Award in 2007. TAHQ recognized award criteria was a perfect tool to annually evaluate it's achievement of goals and objectives and to ensure we continually provide exceptional membership services and benefits.
 - h. West Tennessee Association for Healthcare Quality dissolved its organization. All members of West TAHQ automatically became members of TAHQ with all of West TAHQs funds being transferred over to TAHQ. TAHQ plans to hold regional educational conferences in 2009 that will specifically target those members in the West Tennessee region.
 - i. TAHQ was a proud sponsor (Bronze) of the NAHQ conference in 2007 (Attachment 1)
 - j. In the spring of 2008 we offered our first regional conference in East Tennessee with a day long program, free registration and 5 CPHQ credits. This program was offered to all TAHQ members, non-TAHQ members, out of state quality professionals (posted on the NAHQ educational offerings). In addition, a mailing was sent to all Tennessee CPHQs.
 - k. In 2008 TAHQ partnered with the Disney Keys to Excellence program that would extend to membership the opportunity to attend their program at a discounted rate. This program will assist to enhance our members' leadership and management skills and learn to be effective facilitators.
3. To further promote professional ethics, TAHQ mailed to every hospital and TAHQ member a packet containing:
 - The NAHQ code of conduct for Healthcare Quality Professionals.
 - Ethics are outlined in our bylaws
 - In 2003 an educational offering was presented titled "Where Ethics and Quality Meet".

- The NAHQ code of conduct is posted on the TAHQ website.
4. Strategies for maximizing networking activities are described below.
 - a. The annual statewide TAHQ educational session and other sponsored conferences (TN QIO, THA, THIMA, TSHRM, and TONE) provide opportunities for members to meet and establish relationships with other members.
 - b. TAHQ members have access to additional networking opportunities through their Special Interest Groups.
 - c. TAHQ supports and encourages members to join and become active in NAHQ so that they will have access to global networking opportunities. TAHQ provides annual grants for members to attend the NAHQ conference. TAHQ considers itself especially honored to have hosted the annual National Association for Healthcare Quality Educational Conference Educational conference twice in the past 8 years. This visibility has underlined the value of dual membership, especially as it relates to networking and educational benefits.
 - d. Our outstanding quarterly newsletter *The Tennessee Quality News and Networking Connection* and website provide an ongoing opportunity for members to remain informed about various issues and tap the collective knowledge of other members.
 - e. Blast e-mails are sent to the membership as needed advising of regulatory, patient safety and quality changes within the industry.
 - f. TAHQ has a long track record of grooming leaders for service at the national and state level, which provides members with a valuable linkage to NAHQ and other national venues such as the National Quality Forum, Joint Commission Professional Technical Advisory Council (PTAC) and the Tennessee Improving Patient Safety Council and Tennessee Center for Patient Safety.
 5. Patient and community welfare is promoted through phone calls, visits, and other advocacy activities, TAHQ has established itself as a recognized resource for the THA, the Tennessee Department of Health, legislators, state QIO, and other quality and patient safety groups.
 - a. TAHQ is frequently contacted for speaker recommendations and to provide expertise on committees and task forces. In the past two years, TAHQ has been represented on a Data Management Committee and Quality Committee sponsored by the State and the Tennessee Hospital Association.
 - THA Data Policy Technical Committee
 - THA Quality Committee (see attachment 1A)
 - THERF (Tennessee Hospital Education & Research Foundation)
 - Tennessee Center for Patient Safety (see attachment 1B)
 - Tennessee Improving Patient Safety (see attachment 1C)
 - b. Over the years, the Bureau of TennCare has looked to TAHQ for assistance in evaluating the ability of the state to provide good quality and appropriate care to its Medicaid population.
 - c. TAHQ has been represented on a state committee charged with developing and improving Tennessee's public reporting initiative.
 - d. In 2003, 2004, 2005, 2006, 2007, 2008 TAHQ worked with Governor's office to have Tennessee Healthcare Quality week established during National Healthcare Quality Week. The proclamation was formally presented at the Tennessee Hospital Association annual business meeting. TAHQ sent a mailing to every hospital in the state as well as other employers of quality professionals, with information about the quality profession and National (and state) HealthCare Quality Week.
 - e. TAHQ has worked with the Tennessee Hospital Corporations and Managed Care Organizations to celebrate and recognize National Healthcare Quality Week.
 - f. TAHQ is a partner with the state QIO on many projects to include sponsorship of educational events as well as promotion of QIO activities.
 - g. TAHQ supports the national quality agenda by regularly publishing information about vital issues in the newsletter. In addition, NAHQ representatives to the National Quality Forum and PTAC are from Tennessee.
 6. Through its regional and state meetings, newsletter, and website, TAHQ provides ongoing forums for members to have input into state association business, plans for education, and up-to-date news on current initiatives. The website and newsletters always contain contact information to assist members and potential members in communicating with TAHQ leadership.

7. TAHQ supports the CPHQ credential in a variety of ways. The organization has not only enjoyed growth in membership during the last few years, but also an increase in the number of CPHQ's.
 - a. The newsletter and TAHQ website includes periodic promotions about the CPHQ credential including recognition of all new CPHQs in the state.
 - b. The large-scale mailing associated with National/State HealthCare Quality Week in 2003, 2005 and 2007 included information about certification.
 - c. As Tennessee was a NAHQ host state in 2002, Tennessee CPHQ candidates benefited from the local review course. In 2004, TAHQ tied for second place in the nation with six new CPHQs.
 - d. CPHQ review courses were provided to our membership and extended to all NAHQ members in both Fall 2006 and 2007 in concert with our annual education program. Each offering garnered approximately 25 attendees.
 - e. Educational conferences are planned using the CPHQ exam core curriculum to ensure CPHQ credits are awarded.
 - f. A total of 7 conferences were held in 2006 and 2007 offering CPHQ credits.
 - g. TAHQ members hold themselves out for mentorship of CPHQ candidates.
 - h. A congratulatory letter is sent to all new Tennessee CPHQs.

c) Provide an estimate of the percentage of achievement of each goal.

1. 100%
2. 100%
3. 100%
4. 100%
5. 100%
6. 100%
7. 100%