



Section 6

Support/Promotion of National Healthcare Quality Week

- a) Provide evidence that the association has promoted National Healthcare Quality Week and/or Healthcare Quality event(s) throughout the year. Please provide these attachments electronically, or send 6 copies of this attachment to NAHQ HQ. **Please label the Attachment 6. A. National Healthcare Quality Week Support.**

In 2004, 2005 and 2006, and 2007 TAHQ, in association with THA, mailed out packets to all healthcare facilities and CPHQ's in the state. The packet included a poster (6.A attachment), a TAHQ brochure, information on the TAHQ annual educational conference and the Governor's Proclamation of Tennessee Healthcare Quality Week. This information was offered to assist all healthcare facilities to use in celebration and recognition of National Healthcare Quality Week. E-mail notices were sent to the TAHQ membership promoting the annual educational conference and National Healthcare Quality Week.

The 2007 Proclamation included a statement to recognize Heidi Benson as the NAHQ President (Attachment 6.A Proclamation 2007) stating: *Whereas, Tennessee healthcare professional Heidi Benson serves as 2007 National Association for Healthcare President*

TAHQ celebrated National Healthcare Quality in concert with its annual educational conferences held during the Tennessee Hospital Association (THA) Annual meeting. Various educational topics were offered through THA and TAHQ (see annual brochures – Section 3).

TAHQ supported National Healthcare Quality Week by purchasing several promotional items that were offered through NAHQ. We utilized these items as gifts and give-away at the annual meetings. Members were provided a button to wear at the annual meeting denoting 2006 National Healthcare Quality Week. TAHQ utilized NAHQ National Healthcare Quality Week Activity Planning Guide and Ohio Association for Healthcare Quality week listed on the NAHQ list serve.



b) List the number of hospitals/healthcare organizations that have members in the association.

52

HOSPITAL NAME	HOSPITAL NAME
AdroCare	Jackson-Madison Co. Gen. Hospital
Alive Hospice	Laughlin Memorial Hospital, Inc.
Amedisys	LifePoint Hospitals, Inc.
Amerigroup Community Care	Livingston Regional Hospital
Athens Regional Medical Center	Magellan Health Services
Baptist Hospital of East Tennessee	Maury Regional Hospital
Baptist Hospital, Inc.	Memphis Business Group on Health
Baptist Memorial Health Care Corp.	Meth. Hlthcare-LeBonheur Child. Med. Ctr
Baptist Memorial Hospital-Union City	Methodist Alliance Home Care
Blanchfield Army Community Hospital	Methodist Healthcare
Blount Memorial Hospital	Methodist Healthcare-North Hospital
Blue Cross Blue Shield of Tennessee	Mountain States Health Alliance
Centennial Medical Center	Peninsula Hospital
Center for Healthcare Quality	PHP Companies, Inc.
Cookeville Regional Medical Center	Qsource
Ctr. For Healthcare Quality-QSource	Regional Hospital of Jackson
Cumberland Medical Center	Rhea Medical Center
Decatur County General Hospital	River Park Hospital
DeKalb Community Hospital	Riverview Regional Medical Center North
East Tennessee Children's Hospital	St. Jude Children's Research Hosp.
Fort Sanders Regional Medical Center	TeamHealth
Harton Regional Medical Center	United Healthcare of Tennessee
HCA	Univ. of Tenn. Memorial Hospital
HCA-TriStar Division	VA Tennessee Valley Healthcare System
	West Tennessee Healthcare
	Williamson Medical Center

c) List the number of hospitals/healthcare organizations that promoted National Healthcare Quality Week and /or recognition of quality at other times of the year.

Approximately 40-50



- d) Calculate the **percentage** of the hospitals/healthcare organizations with members in the association that promoted National Healthcare Quality Week and/or recognition of quality at other times of the year.

Approximately 87%

- e) Briefly describe the promotional activities generated in each hospital/healthcare organization.

HCA, a partner to TAHQ posted this message to their Intranet that is accessible to all HCA, Triad, LifePoint and Capella hospital (over 250 facilities)

National Healthcare Quality Week

HCA was founded on the principle that many facilities and dedicated caregivers working together can provide better quality care than any single facility. Today this concept is fundamental to the culture of our company. In my short tenure at HCA I have been very impressed with the focus HCA places on continually improving quality. This is evident through our many quality and patient safety initiatives such as eMAR, Clinical Cardiovascular Management Network and perinatal safety, to name a few.

This week, October 15-21, 2006, is National Healthcare Quality Week. This provides an excellent opportunity to thank the many professionals throughout HCA who are dedicated to improving quality as well as those who deliver that care everyday. Nurses and other clinicians, physicians, and administrators have all been instrumental in quality improvement and these collaborative efforts will assure our goal of being the leader in providing safe, effective, efficient, compassionate and satisfying healthcare.

Established by the National Association for Healthcare Quality (NAHQ), National Healthcare Quality Week recognizes the dedication of quality professionals and highlights their influence in achieving improved outcomes. The link below to the NAHQ Web site provides additional information and suggestions for facilities to recognize caregivers and others during National Healthcare Quality Week.

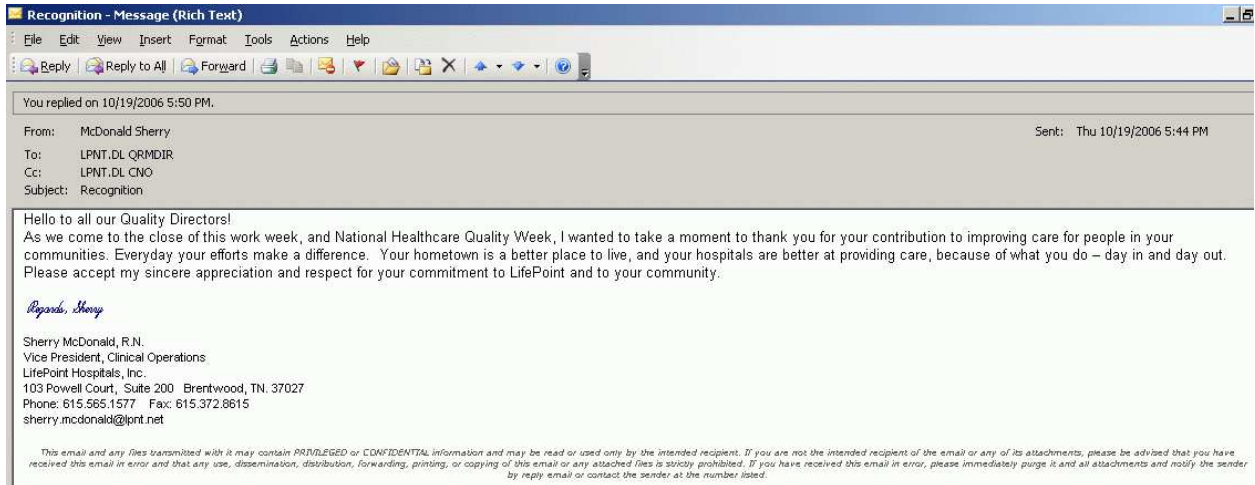
<http://www.nahq.org/calendar/healthcareqw.htm>

Again, thank you for everything you do to help us achieve our mission.

- Jonathan B. Perlin, MD, PhD, MSHA, FACP Chief Medical Officer & Senior Vice President, Quality



E-Mail message from LifePoint Hospital to all their Quality Managers and Chief Nursing officers



TAHQ partnered with Blue Cross Blue Shield of Tennessee who produced posters for National Healthcare Quality Week. (see photos)



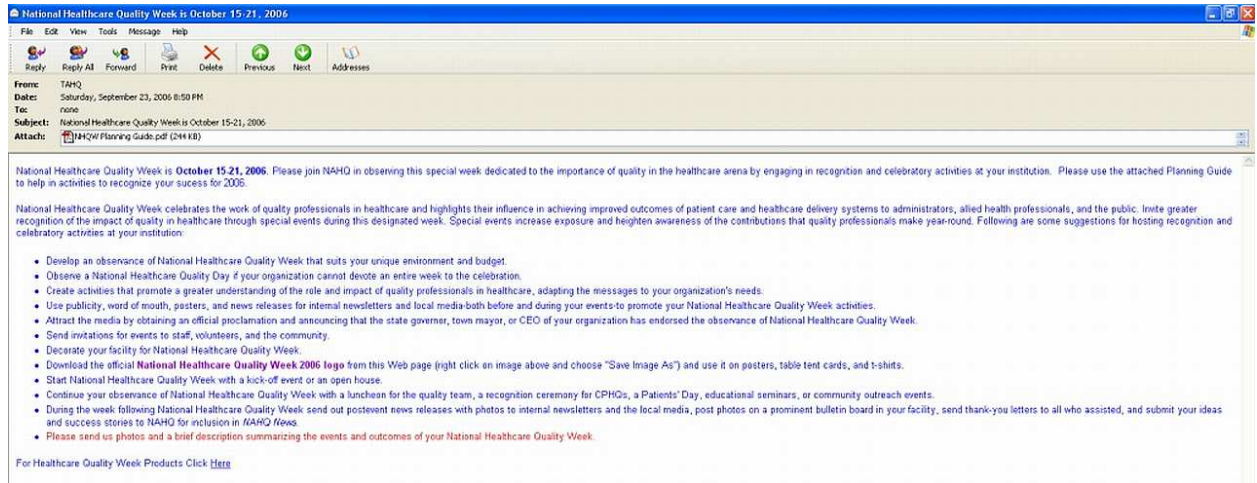


Irv Koehler, 2006 TAHQ President proudly displays the Tennessee Governor's Proclamation recognizing National Healthcare Quality Week October 2006

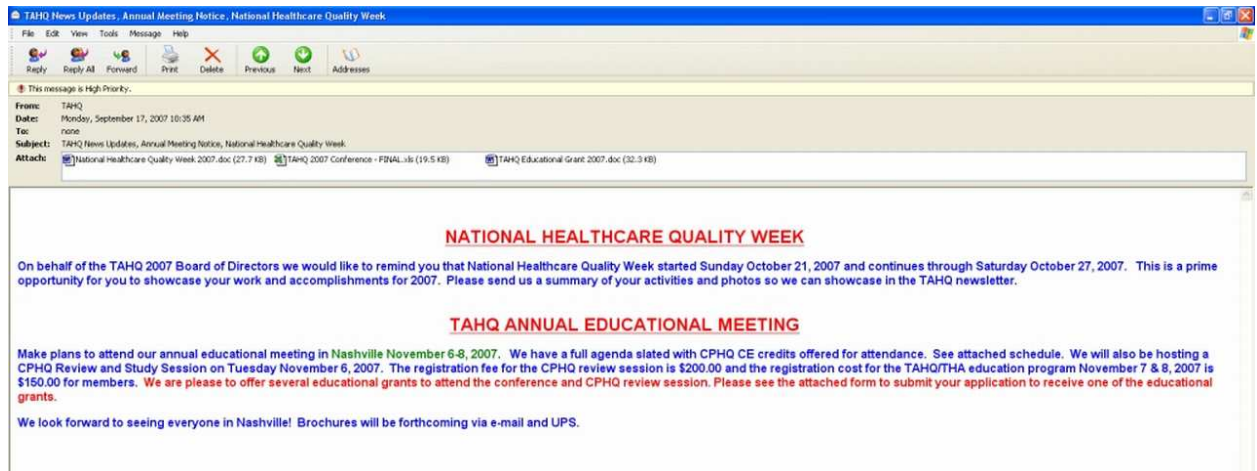




This blast e-mail was sent to the TAHQ membership in 2006



This blast e-mail was sent to the TAHQ membership in 2007





Blue Cross Blue Shield of Tennessee celebrated National Healthcare Quality Week 2007 in style









In cooperation with TAHQ, HCA and LifePoint sent these blast e-mail notices

From: Bock Carol **On Behalf Of** Perlin Jonathan

Sent: Monday, October 22, 2007 7:23 PM

To: All.DL Quality Directors; CORP.dl Div QD; All.DL Case Managers

Cc: All.DL CNO - Central Group; All.DL CNO - Eastern Group; All.DL CNO - Western Group; CORP.DL Clinical Services Group

Subject: HCA Recognizes National Healthcare Quality Week: October 21–27, 2007



This week is National Healthcare Quality Week, and I am pleased to take this opportunity to extend my appreciation to those of you who diligently work to improve the quality of care we provide to our patients each day.

Established by the National Association for Healthcare Quality (NAHQ), National Healthcare Quality Week celebrates the work of quality professionals in healthcare and highlights their influence in achieving improved outcomes of patient care and healthcare delivery systems to administrators, allied health professionals, and the public. The link below to the NAHQ Web site provides additional information and suggestions for facilities to recognize caregivers and others during National Healthcare Quality Week.

<http://www.nahq.org/calendar/healthcareqw.htm>

Providing quality healthcare has always been the hallmark of HCA. However, now more than ever, the expectation of quality will attract patients to our facilities as well as determine where payors will send patients to experience the best outcomes. Thank you for your leadership and dedication to improving quality not only at your own facilities, but collaboratively across all of HCA.

We especially thank you for your dedicated, expert commitment to:

- Improved performance of our clinical processes for the delivery of care as defined by the HCA and other publicly reported metrics,
- The eradication of healthcare-acquired infections,
- The development of a systematic, evidence-based HCA credentialing and privileging system,
- The design and deployment of an electronic health record and
- The day-to-day foundational compliance to the standards of the Joint Commission and other accreditation and certification entities.

We are grateful for your commitment to advancing safe, effective, efficient, compassionate and satisfying healthcare.

-Jonathan B. Perlin, MD, PhD, MSHA, FACP
Chief Medical Officer and President, Clinical Services Group