Communication, Collaboration and Connection

Carole Pulaski, BSN MSA CPHQ

Disclosure
There is no conflict of interest. This continuing education activity does not imply that there is real or implied endorsement of any product, service, or company referred to in this educational activity nor any company subsidizing costs related to this educational activity.

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Objectives
- Provide insight on the future of the healthcare quality profession
- Share current NAHQ work that advances the Healthcare Quality Profession
- Understand the practice issues of the profession and the professionals
Our Agenda

- Changing quality environment
- NAHQ activities to advance the healthcare quality profession
- What's keeping you up at night?

Changing Environment of Quality
Half Century of Experience

1965 - Medicare & Medicaid
1970
1980 - Professional Standards Review Organizations (PSROs) utilization and medical necessity
1990 - Quality Improvement Organizations (QIOs)
2000 - Diagnosis Related Groups (DRGs)
2010 - Voluntary effort

- Medicare Modernization Act (MCA, ZPICs, MACs)
- Deficit Reduction Act of 2005 (MRAs)
- Managed Care
- Health Insurance Portability and Affordability Act (HIPAA)
- Health Information Technology (HITECH)
- Affordable Care Act (ACA)
- Voluntary effort

Emerging Competencies
QUALITY AS CORE VALUE AND STRATEGY

Scenario A: Siloed
Scenario B: Pockets of Excellence
Scenario C: Cost Control
Scenario D: Transformative
Megatrends - Healthcare is Evolving

- "Quality is everyone’s job"
- Data, data, data
- Population Health Management
- Accountability
- What other trends do you see?

HEALTHCARE QUALITY COMPETENCIES FRAMEWORK

Future Roles of the Healthcare Quality Professional

Advisory Team
Carole Guiane - Virginia Beach, VA
Dale Harvey - Richmond, VA
Tony Heath - Lisle, IL

Population Health
Lead: Caroline Piselli - Branford, CT
Lead: Tricia Elliott - Arlington Heights, IL
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Performance and Process Improvement
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Educational Programs Launching to Support Competencies

Q Essentials
Essential Competencies for the Healthcare Quality Professional

- Learning Lab Series
- At Work: Career profiles, descriptions, tips
- Competency Self-Assessment

Total CPHQ Certificants

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<th>Year</th>
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Professional Development

- Why CPHQ?
  - Quality professional as a distinct discipline in healthcare
  - Defines a specific body of knowledge and competencies
  - Key credential in the job market
  - Individual professional recognition

CPHQ Preparation

- Self Assessment Exam
- CPHQ Review Courses
  - Live
  - Online
- Q Solutions 3rd edition
- www.nahq.org/cphqprep for more

Introduction to Quality Course

- Launched in 2013
- Content:
  - Evolution of Healthcare Quality
  - Principles of Quality Improvement
  - Quality Improvement Methodologies
  - Using Data to Make Decisions
  - Teamwork
  - Culture & Leadership
Live Educational Courses

- Intro to Quality
  - August 24, Decatur, GA
  - September 14, Nashville, TN
- CPHQ Review
  - June 1-2, Decatur, GA
  - September 17-18, Syracuse, NY
  - October 26-27, Decatur, GA

www.nahq.org/events
cpawlowski@nahq.org

External Relations

- Opportunities for Collaboration

  - AARP
    - The power to make it better.
  - AHIMA
    - Quality Healthcare through collaboration.
  - ASHRM
    - American Society for Healthcare Risk Management
  - Institute for Healthcare Improvement
  - NPSF
    - National Patient Safety Foundation

NAHQ’s Call to Action

- Safeguarding the Integrity of Healthcare Quality and Safety Systems
- Released in October 2012
- 11 Collaborating Organizations
- 4 actionable components
Connections

- New NAHQ Network
  - Virtual Communities
  - SIGs
  - Resource Center
  - Social Media

Journal for Healthcare Quality

- The Editorial Board is responsible for managing the efforts of NAHQ's journal publication.
- 2015 Special Issue “Transitions in Care”
- 2016 Special Issue on Population Health
  - Submit today!
  - www.editorialmanager.com/JHQ

Celebrating Our First 40 Years

- Reflecting on where we've been
- Looking to the next 40 years
- Similar to HQW by supporting and celebrating the profession
Volunteer Opportunities

- Standing Teams
- Special Projects
- www.nahq.org/volunteer

What Keeps You Up at Night?

For More Information

National Association for Healthcare Quality
- 8735 W Higgins Rd Suite 300 Chicago, IL 60025
- Toll Free 1(800) 966-9392
- Fax 1(847) 375-6490
- www.nahq.org
CE Credit

- This program is pre-approved for one hour of CPHQ CE credit.

THANK YOU!

NAHQ STATE
Communication, Collaboration and Connection
Carole Pulaski, BSN MSA CPHQ