



news & views

Spring 2009

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Greetings from the OAHQ President

By Jody Ciccone Snyder, president

Let me introduce myself: I am Jody Ciccone Snyder, your 2009 OAHQ President.

I am the Director, Quality and Operations at The Ohio State University Medical Center. My past experiences are varied as a registered nurse. I completed my Associate Degree in Nursing at Columbus State a very long time ago.

Later I completed an undergraduate degree at Capital University with a focus on health-care administration and risk management and recently completed my Master's Degree in public health at Ohio State University. I earned my CPHQ over 10 years ago. I reside in Columbus, Ohio and have two sons and two granddaughters.

Doesn't it seem like New Year celebrations were a very long time ago? Spring is almost upon us and we are all so very busy and trying to do more with less, do it quicker,

and still do it well. That is true in both our professional and personal lives.

I understand and share the empathy we all feel for our colleagues. We all share so many bonds. We may have worked together, worked at the same facility, interacted, and cared for family, friends, or even one another.

Our professional needs are similar. We desire more time to accomplish not only what is needed to deliver healthcare, but what we have passion for: Quality, Patient Safety,



2008 OAHQ Annual Education Conference

The annual OAHQ conference was held in Columbus on April 24-25, 2008. A total of 191 attendees had an opportunity to listen to expert speakers in the area of Collaboration and Communication. Between sessions there were opportunities to network with colleagues, review posters and visit exhibitors.

Awards are always a part of the conference and the winners are listed below. The raffle ticket sales were a big success giving almost \$800 to send to the HQF.

Eileen Schlather, RN, MSN, CPHQ received the Shirley M. Toepfert Distinguished Member Award. She was nominated by her co workers at Kaiser Permanente for her dedication to quality, her ability to engage people in the pursuit of excellence and winning the NCQA Excellence in Quality Award.



2008 POSTER WINNERS:

First place:

Barbara Burdette, RN, MSN, CCM from Doctors Hospital presented “Impact of a Multidisciplinary Hyperglycemia Protocol in a Critical Care Setting” and received free registration to the 2009 OAHQ Conference’

Second place:

Judy Lee, RN, CPHQ from OSU Medical center presented “One enormous Undertaking to Meet New Restraint Requirements” and received a free 2009 OAHQ membership.

Third place:

Joan Buynak RN from University Hospitals of Cleveland presented “The Challenge of Heart Failure Education at a Tertiary Medical Center” and received a free 2009 OAHQ membership.

See page five for information about this year’s conference.





President message continued from page 1.

improved clinical outcomes and patient satisfaction. All while maintaining compassion and dignity for all.

The tools we use are those we share and never have enough of. Evidence Based Practice leads our efforts along with DATA, DATA, and more DATA – displayed and explained in so many different methods for our interpretation, reaction, and actions.

With that said, what are the plans for OAHQ in 2009? We wish to provide you with increased opportunities to: network, pursue and earn your CPHQ designation, and CPHQ educational hours to maintain it as well. To accomplish this, partner with us, participate, be active in the organization. Lead, share, educate, mentor, coach, be a friend. Earn that CPHQ and maintain it!

I hope to see you at the Annual OAHQ Conference May14-15 at Cherry Valley Lodge and Resort. Introduce yourself to me. I want to see and meet each of you.

Until then, be safe!

Best Regards,
Jody Ciccone Snyder,
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What is HQF?

The Healthcare Quality Foundation (HQF) is a separately incorporated philanthropic subsidiary of the National Association for Healthcare Quality (NAHQ) and was founded to support

the mission and membership of NAHQ through education and professional development resources. This support is made possible by strong leadership,

dedicated volunteers, and donations from our generous supporters.

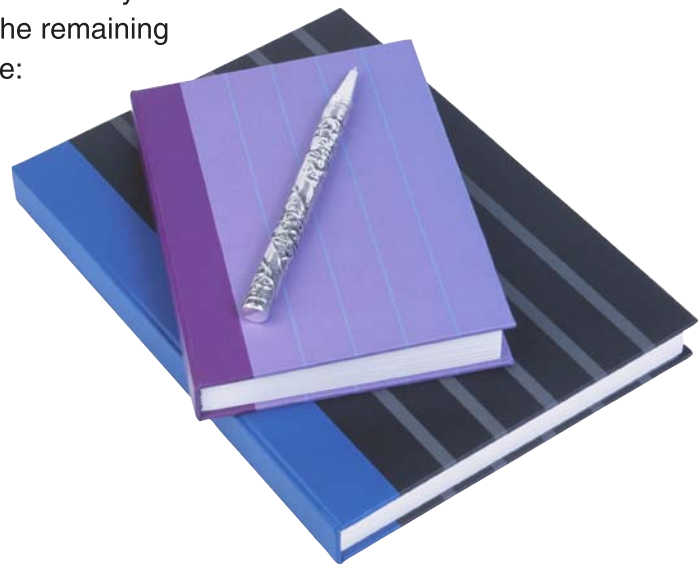
HQF sponsors individuals and NAHQ-affiliated state organizations in their quests to advance professional growth, promote understanding of quality concepts, and enhance existing resources aimed at improving the quality of healthcare in all settings.”

CPHQ Review Courses

This year, the OAHQ will sponsor three CPHQ review courses. This two day course will assist in preparing the participant to take the certification exam.

- ▶ Columbus OH – June 18 and 19 at the Marriott Northwest, Dublin OH
- ▶ Cleveland OH – October 8 and 9 at the Embassy Suites, Independence OH

The first one was in Dayton OH in February. The remaining courses will be:





Congrats To One of Our Own!!

Nancy Terwoord, RN, BS, CPHQ, Senior Consultant, has been elected to the Board of the National Association for Healthcare Quality. Nancy will serve as Professional Development Director for the Association.

As Professional Development Director, Nancy will orchestrate the development and institution of an ongoing process of evaluating customer needs (internal and external), develop/update marketing strategies and provide membership recognition of activities, assuring the achievement of strategic organizational goals.

Nancy has been involved in OAHQ for several years, was President in 2005 and in 2006 received the Shirley Toepfert Distinguished Member Award. We are proud of Nancy and thank her for her commitment to Ohio and to the quality profession. Nancy will serve a 2 year term beginning January 2009. Ohio continues the great tradition of having representation on the national board of NAHQ.

Way to go, Nancy!

Member Participation is Key – Consider Joining OAHQ

By Jody Ciccone-Snyder

The long cold winter is almost over and if you are like me, spring can't come too soon. OAHQ has been busy preparing for the year ahead with the annual conference and several CPHQ review courses. This year is a challenge for all organizations and one we are ready to meet. We have a strong and supportive membership and we have tried to make your organization member centered, but we need more member participation.

Over the years we have been able to identify ways to provide the annual conference and be financially responsible. What we need now are members who are willing to provide a few hours of assistance.

What does it mean to be a member of an organization?

- ▶ To some it is an entry on their resume or CV
- ▶ A place to get continuing education credit to maintain licensure or certification.

- ▶ To a few it is a place to volunteer to keep the organization strong with the benefits of networking and advancing the profession.

We need more willing workers to continue to make our organization stronger and more members centered. Some of the opportunities to participate:

- ▶ Annual program committee
- ▶ Web site coordinator
- ▶ Elected office
- ▶ Historian
- ▶ Newsletter editor or contributor (we really need contributors)

In closing, please consider volunteering your time, you will be mentored and supported in your position.



Are You Ready For The Conference?

OAHQ's annual conference is set for May 14-15, 2009 at the Cherry Valley Lodge in Newark, Ohio. This is a new location for the conference and we hope to see you all there! Check out Cherry Valley at www.cherryvalleylodge.com ... This is a great facility with lots of room, beautiful settings, a spa, and a water park! Don't worry- the water part- while connected is off to one side and we will not be inundated with little kids in wet bathing suits....unless you want to be! The OAHQ room rate of \$124.00 is good for 2 days before and 2 days after the conference! Why not make a weekend of it and bring your kids or grandkids in for the weekend at the water park! We are well aware of the economy right now and have worked hard to give you the best deal we can. The conference fee is the same as last year. The double rooms are great for sharing as the beds are in separate areas of the room, so doubling up is not a problem!

Once again, we have a stellar line up for the conference, "Quality: The Outcome of Patient Safety" There are 4 general sessions and 20 breakout sessions. The opening key note is Dr. Gus Kious, the 2007 MGMA Physician Executive of the year. Dr. Gus created a culture of teamwork in one of nation's poorest neighborhoods in East Cleveland by challenging physicians and staff to performance excellence,

creating a positive environment in which all are given opportunities to blossom and succeed. Dr. Gus will talk on leadership in quality. Jan Lanier, Executive Director of ONA will speak in a general session on nursing and the law, allowing us to comply with the required CE for our license renewal.

The closing keynote speaker is Gary Rifkin. Gary spoke to the state leaders at NAHQ last year and was such a hit that NAHQ has asked him back as a keynote! ... and we have him as well! Gary will make us laugh, think, challenge us and motivate us. You won't want to miss him!

In between are breakout sessions on skin care champions, safety in the OR, clear health communication, anticoagulation management, adverse event tracking, nursing home patient safety culture and back by popular demand- two sessions from Sue Dill with the latest updates from CMS and TJC! And many more!

In an effort to conserve, we will be posting all the handouts on the website. These will be up by May 5, 2009 and stay up on the OAHQ



website for 2 weeks after the conference. Feel free to pull them up and decide which sessions you want to attend, printing off if you want to bring the handouts with you. We will not be handing out CD's this year.

Hope to see you at Cherry Valley! It is going to be great!

"Quality, the Outcome of Patient Safety" will be held May 14 and 15 at Cherry Valley Resort in Newark Ohio. The early bird registration will remain the same at \$195 on or before May 4, 2009 and \$235 after May 5, 2009.

Look for the conference brochure the end of March.



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This newsletter provides information to
members of the Ohio Association for
Healthcare Quality members.

Any ideas or opinions expressed herein are
offered by the editors and/or contributors
and are not necessarily representative of the
ideas or opinions of the organization at large.
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our next issue, can be forwarded to:

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