

## Board of Directors 2008 – 2010

### BOARD OF DIRECTORS

Veronica J. Hunko, MA, BSN, CPHQ, President  
Barbara Muller, RN, Secretary  
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Barbara A. Nealand, BS, RN, CCE  
Sharon Norton, BS, RN, CPHQ  
Mary O'Connell, MPA, RN, CPHQ  
Carol Vosburgh, BSN, RN  
Sandra E. Ward, MA, MS, BSN, RNC, CPHQ, CPUR

[www.nyahq.org](http://www.nyahq.org)

## Letter from the President Veronica Hunko, MA, BS, RN, CPHQ

As I start my tenure as President of the New York Association of Healthcare Quality, I reflect on the many accomplishments our past President Roslyn Shein has brought to the organization. It was through her leadership, expertise and untiring commitment that the organization continues to grow and prosper. I would like to take this opportunity to thank Roz for her service to NYAHQ as President from 2006-2008. Roz has worked hard in conjunction with the Board to grow the membership and offer valuable educational programs. Our most recent programs have had record numbers of attendants and brought in many new members from across the State.

I am looking forward to taking this momentum and bringing it into the future. We are already working on an educational program to be held in the Rochester in the Spring of 2009. As NYAHQ President, my personal goals over the next two years include:

- Build on the successes of the past by continuing to promote the organization to my QI colleagues and increase their support through their membership
- Recruit and utilize the many talents of our QI professionals by encouraging and soliciting their participation in our educational offerings, contributing to the NYAHQ newsletter or serving on the Board of Directors.
- Exploring the concept of "Regional Directors" - for upstate New York, New York City and Long Island - which may better serve the entire New York State membership.

I ask each of you to consider taking one small step towards contributing your talents in some small way, to the organization. I thank you for giving me this opportunity to lead and look forward to the challenges in the coming two years. Together, we can all make a difference and leave a footprint on the road to Quality!

# Announcement & News Updates

New York Association  
For  
Healthcare Quality, Inc.

is proud to present

**Patient Safety:  
Standards and Strategies  
for 2009**

**Friday, May 1, 2009**  
8:30 am - 5:00 pm

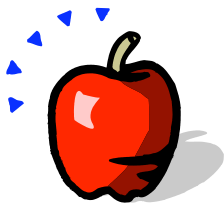
**Rochester General Hospital**  
**Twig Auditorium**  
1425 Portland Avenue  
Rochester, NY 14621

For additional information, please  
contact:

Debra Goldman  
Executive Director, NYAHQ,  
NYAAC  
30 Jericho Turnpike, #178  
Commack, NY 11725  
631-864-1960 :: tele  
631-864-8397 :: fax

[dgoldman@nyahq.org](mailto:dgoldman@nyahq.org)

We are shining up the "Big  
Apple" in Healthcare Quality!!



Become a "Big Apple" Action  
Team member

## HQCB NEWS

**Newsletter of the Healthcare Quality  
Certification Board**

**Fall 2008**

**Congratulations to the newest CPHQ's**

James Aguaviva	Nedra M. Keller
Vincent C. Angeloro	Catherine A. Kunz
Dianne R. Comstock	Kim Chi Lau
Leonora Di Uglio	Karen M. Malecki
Margaret A. Greenly	Therese H. Maree
Irene V. Greenstein	Lisa A. Martin
Patricia J. Griffin	Michelle Pollack
David Thomas Harris	Nancy Rico
Suzanne Hendricks	Patricia Shute
Carolyn Alicia Hoffman	Lisa Sokoloff
Lulu H. Ibanez	Seema Syed
Sharon C. Johnson	

Source:

<http://www.cphq.org/documents/HQCBNewsletterFall08.pdf>

### Healthcare Quality's "Big Apple" Action Teams

NYAHQ seeks interested Healthcare Quality  
Professionals to become part of our New York Action  
Teams!

### The Board of Director's Standing Action Teams

- Education Conference Planning
- Newsletter – "Send out the word"
- Membership - Networking – "Meet and Greet"
- Web management team to improve member services and Communication

Looking forward to hearing from the New York talent!  
Contact Debbie Goldman to be on a team at  
[dgoldman@nyahq.org](mailto:dgoldman@nyahq.org) or call 631-864-1960



# Congratulations!!

## NAHQ Conference - Congratulations to our 2008 Poster Winners!

**First place:** "The Impact of an Imaged Medical Record on the Peer Review Process" by Maryanne M. Schmid, BSN RN CPHQ

**Second place:** "The Three-Tier Continuous Readiness Model: Staying Joint Commission–Prepared" by Maureen Katharine Bertram, MSN RN

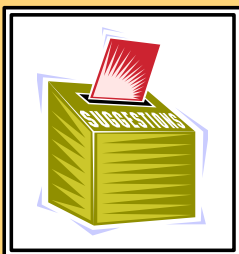
**Third place:** "One Academic Medical Center's Efforts to Maintain Normothermia in the Orthopedic Patient" by Jean Mueller, MPS BS RN

Source: [http://www.nahq.org/enews/08oct/association\\_news.html](http://www.nahq.org/enews/08oct/association_news.html)

**SPECIAL KUDOS** to our very own 1<sup>st</sup> place Poster Winners from Montefiore Medical Center – New York City!"



*This is your newsletter!*



### *Suggestion Box*

Your suggestions and comments are welcome.

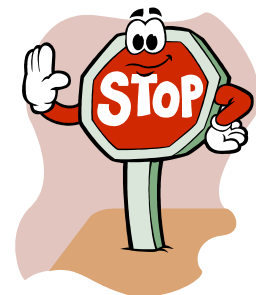
Please contact :

[Torrance.Akinsanya@downstate.edu](mailto:Torrance.Akinsanya@downstate.edu)

Tel: 718- 270-4762

[Barbara\\_Nealand@siuh.edu](mailto:Barbara_Nealand@siuh.edu)

Tel: 718-226-8604



# 33<sup>rd</sup> Annual Educational NAHQ Conference held in Phoenix, Arizona



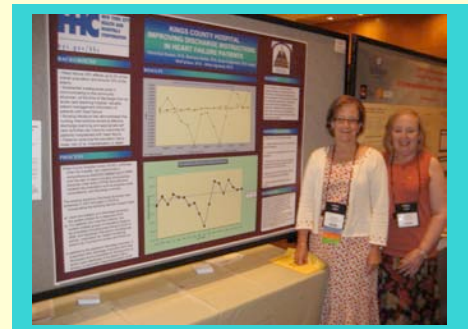
By Sandra E. Ward, RN, MA, MS, CPHQ, CPUR

Members, who are in risk management with a focus on quality of care issues and patient safety, would have appreciated this session of the conference. Ms. Kathryn Pelczarski presentation entitled “*Partnership for Patient Care Proactive Risk Assessment Initiative*” included the following objectives: proactive risk assessment to improve patient safety from a regional perspective; regional collaboration to strengthened patient safety; and identification of risk-reduction strategies to improve patient safety. The session explored the Partnership for Patient Care (PPC) proactive risk initiative which has improved patient safety with an implementation of evidence-based practices at 49 hospitals in the Greater Philadelphia area. Using a collaborative approach to conducting FMEAs, PPC provided educational tools, technical assistance, resources, and forums to facilitate the hospitals implementation of best practices. As a result, there was improvement in glucose control and antibiotic prophylaxis to prevent surgical site infections, as well as prevention of central line catheter-related infections.

For further information on this topic, Ms Pelczarski can be contacted at [kpelczarski@ecri.org](mailto:kpelczarski@ecri.org).



**LIGHTS...  
CAMERA...  
ACTION!**





# Welcome New Members

JAMES AGUAVIVA	RN/Quality Analyst	The Mount Sinai Medical Center
JAHANARA BEGUM-ISLAM	UR/QA Sr. Coordinator	SUNY Downstate Medical Center
MELISSA BON	RN-MSN	GNYPONE/Wyckoff Heights Medical Center
ROSALINDA CAMBRI	RN	Wyckoff Heights Medical Center
Stephen Catullo	Assoc Executive Director, QM/Regulatory Affairs	Coler-Goldwater Specialty Hospital Nursing Facility
KERENE CLARKE	CMS Coordinator	SUNY Downstate Medical Center
CONNIE COWLEY	Director of Nursing Practice	Lenox Hill Hospital
Jane Costa	Quality/Risk Management	Northeast Health Samaritan Health
PATRICIA D'ANDREA	PI Coordinator	Jamaica Hospital Medical Center
MARYANN DALEY	Asst. Director, Quality Management	Franklin Hospital
ANTONEEN DARDEN	Assoc. Director, Infection Control	Kings County Hospital Center
CLARA DAVILMAN	Quality Management Coordinator	Montefiore Medical Center
ELAINE DESIENO	Quality Specialist	Albany Medical Center
THELMA DIAGO	Clinical Nurse Manager	NYU-Hospital for Joint Diseases
MARIE ELIVERT	Sr. Associate Director	Queens Hospital Center
WENDELLA FACEY	CCRN	Kingsbrook Jewish Medical Center
CHRISTINE FOTHERGILL-COX	DON Education and Performance Improvement	The Brooklyn Hospital
MARY ANN GARCIA	RN, MSN	Wyckoff Heights Medical Center
MAUREEN GAUS	Manager, Clinical Data Management	St. Francis Hospital
NATALIE GERMAN	Associate Director	Kings County Hospital Center
JONATHAN GOLDSTEIN	Sr. Consultant	NYC Health and Hospitals Corp/Corp. Planning
PATRICIA GRIFFIN	QM Specialist	Hospital for Special Surgery
SHARON JENSEN	Quality Specialist	Albany Medical Center
DEBORAH JOHNSON	Quality Specialist	Albany Medical Center
JACQUES JOSAPHAT	Sr. Coordinator	SUNY Downstate Medical Center
Deborah Manley	Quality Risk Management Specialist	Albany Memorial Hospital
BULAKLAK LADINES		Wyckoff Heights Medical Center
Jeanmarie Kineiko		
DENISE MARCHESE	Vice President, Care Delivery	Affinity Health Plan
ANGELICA MATEO		New York Hospital Queens
Maryann McNamara	Appeals Manager	St. Francis Hospital
MONIQUE MISSER	Associate Director, Risk Manager	Bellevue Hospital Center
MARGARET NEWSEM	QM/OB/GYN	SUNY Downstate
JEANNIE NG	Senior Management Consultant	NYC Health and Hospitals Corporation
JAYNE O'LEARY	Director, PI	Winthrop University Hospital, HHA
OLATOKUMBOH OSINEYE, MD	Performance Improvement Manager	SUNY Downstate Medical Center
HELEN PESOLA	Nurse Manager	NYU Hospital for Joint Diseases
YOLANDA PHILLIPS	Quality Management Coordinator	Montefiore Medical Center
ANN MARIE RABBIT	Director, Risk Management	Brookdale Hospital Medical Center
PETER RABINOWITZ	President	P.A.R. Associates, Inc.
IRMA RIMPEL	Performance Improvement Manager	University Hospital at Brooklyn
MICHELLE ROACH	Assistant Director, Risk Management	Flushing Hospital Medical Center
WENDELLA ROSE-FACEY	CCRN, MSN	Kingsbrook Jewish Medical Center
RACHEL SALBY	Performance Improvement Manager	SUNY Downstate Medical Center
PAMELA SCHULTERS	HN, Clinical Service Coordinator	Kings County Hospital Center
KARIN SEASTONE STERN	Performance Improvement Coordinator	The Mount Sinai Medical Center
CINDY SPIEGEL, RPh, MS	PI Specialist, Quality Dept.	NY Presbyterian Hospital
Kathy Tepp		
BRENDA TILLMAN	Asst. Director of Nursing	Kings County Hospital Center
JUDITH VANG	Administrative Director	Richmond University Medical Center
ERNESTO VARGAS	Associate Director, Risk Management	Bellevue Hospital Center
Susan Vitolins, CPHQ	Director of Performance Improvement	Northeast Hospital
Carol Vosburgh	Quality Management Coordinator	Corning Hospital

## SUMMARY NEW MEMBER WELCOME CALLS JANUARY 2009

### Total Names Received: 4

- Voice mail messages left: 3
- Spoke with member: 1

### Topics of interest to the new member:

- How to manage data bases geared for line staff

## e-SOURCES



### New York State

Greater New York Hospital Association  
Healthcare Association of New York State  
New York State Department of Health  
Western New York Hospital Association

<http://www.gnyha.org>  
<http://www.hanys.org>  
<http://www.health.state.ny.us>  
<http://www.wnyha.com>

### National

American College of Medical Quality <http://www.acmq.org>  
American Health Quality Association <http://www.ahqa.org>  
American Medical Association <http://www.ama-assn.org>  
American Society of Healthcare Risk Management <http://www.healthcare.org>  
American Society for Quality - Healthcare Division <http://www.healthcare.org>  
Centers for Disease Control <http://www.cdc.gov>  
Consumer Coalition for Quality Health Care <http://www.consumers.org>  
Department of Health & Human Services <http://www.dhhs.gov>  
Institute for Healthcare Improvement <http://www.ihp.org>  
Joint Commission on Accreditation of Healthcare Organizations <http://www.jcaho.org>  
Leapfrog Group <http://www.leapfroggroup.org>  
National Association of Healthcare Quality <http://www.nahq.org>  
NCQA <http://www.ncqa.org>  
National Health Information Center <http://www.health.gov/nhic>  
National Institutes of Health <http://www.nih.gov>  
Quality Healthcare.org <http://www.qualityhealthcare.com>  
Consumers Advancing Patient Safety (CAPS) <http://www.patientsafety.org>  
Partnership for Patient Safety (P4PS) <http://www.p4ps.org/>  
Speakup Campaign of Joint Commission  
<http://www.jcaho.org/accredited+organizations/speak+up/speak+up+iniatives.htm>  
Institute for Family Centered for Care <http://www.familycentered.org>  
National Patient Foundation <http://www.npsf.org>



## JOB POSTINGS

✓ **AVP of Quality** will head up the quality department and work closely with and report to the Sr. VP and Chief Medical Officer . Successful applicant must be an MD (board eligible or certified) with strong Quality experience.

### Director of Quality - RN

#### Requirements

✓ Qualified individuals must be a New York State Licensed Registered Nurse. Must have strong experience/knowledge of JCAHO standards.

#### Description

- Create and implement an agency performance improvement program consistent with JCAHO standards and in response to recognized needs agency wide.
- Plan, collect and examine data to pinpoint agency trends for performance improvement and utilization review initiatives.
- Devise and execute an orientation program for the agency and work with department leaders in the implementation of a job-specific orientation.
- Assess the effectiveness of the orientation program and the learning needs of new employees. Reassess and update the orientation program and staff continuing education as agency, federal, state and local regulations and JCAHO standards require.

**Please contact:** Shari Sambursky, CCMC, Healthcare Staffing, 917-613-3867  
[Shari@engagestaff.com](mailto:Shari@engagestaff.com)    [www.engagestaff.com](http://www.engagestaff.com)

### SHARE YOUR NEWS!!

This is your newsletter. Please e-mail successes and/or lessons learned, announcements of promotions, new positions, upcoming events to:

[Torrance.Akinsanya@downstate.edu](mailto:Torrance.Akinsanya@downstate.edu)  
Tel: 718- 270-4762

[Barbara\\_Nealand@siuh.edu](mailto:Barbara_Nealand@siuh.edu)  
Tel: 718-226-8604

“Job Postings” ----- Send postings to  
[dgoldman@nyahq.org](mailto:dgoldman@nyahq.org)



# Word Search

Find the words in the puzzle. Circle the words top to bottom, left to right, right to left, and diagonally.

## Quality / Safety word search

*corner*

E	S	K	S	Y	D	V	M	T	I	G	T	P	S	P
L	L	A	N	O	I	E	Y	N	R	N	Y	I	M	E
R	F	B	J	O	A	T	C	C	E	M	E	H	C	R
E	E	X	A	S	W	E	L	M	E	T	N	S	O	F
M	J	F	U	R	N	L	T	A	N	T	R	R	N	O
B	A	R	O	T	U	I	E	E	U	I	U	E	T	R
O	E	E	I	R	M	S	I	D	R	Q	O	D	I	M
S	G	V	T	M	M	T	A	C	G	H	J	A	N	A
M	E	W	O	J	A	O	Q	E	Q	E	P	E	U	N
S	P	C	W	P	K	B	Y	Q	M	X	N	L	U	C
A	D	S	B	E	N	C	H	M	A	R	K	S	M	E
F	T	S	H	E	Y	H	E	A	L	T	H	S	A	L
E	H	V	R	Q	F	K	W	L	B	N	A	S	C	W
T	E	L	B	A	D	R	O	F	F	A	M	V	L	F
Y	E	R	A	C	R	S	E	M	O	C	T	U	O	Y

AFFORDABLE

CMS

HEALTH

KNOWLEDGE

MEASURES

PERFORMANCE

SAFE

BENCHMARKS

COMMITMENT

INCENTIVES

LEADERSHIP

OUTCOMES

QUALITY

SAFETY

CARE

CONTINUUM

JOURNEY

MEASURABLE

PATIENT

REFORM

TEAM