

InAHQ STRATEGIC PLAN 2010-2011

PURPOSE

- ◇ Collaborative gathering of like-minded individuals to provide a structured framework promoting patient safety, quality improvement, and transparency
- ◇ Resource for members to provide a forum for exchange of ideas, knowledge and “best practices”
- ◇ Serve as the leading resource for quality information for national, state and local healthcare professionals

HISTORY

- ◇ Formed 1978 by 16 members of NAQAP; Named Indiana Association of Quality Assurance Professionals (IAQAP)
- ◇ First conference May 1979
- ◇ In 1992: Name changed to Indiana Association for Healthcare Quality
- ◇ Board of Directors - President, President Elect, Secretary, Treasurer, Past President, 9 Regional Representatives, 9 Team Leaders

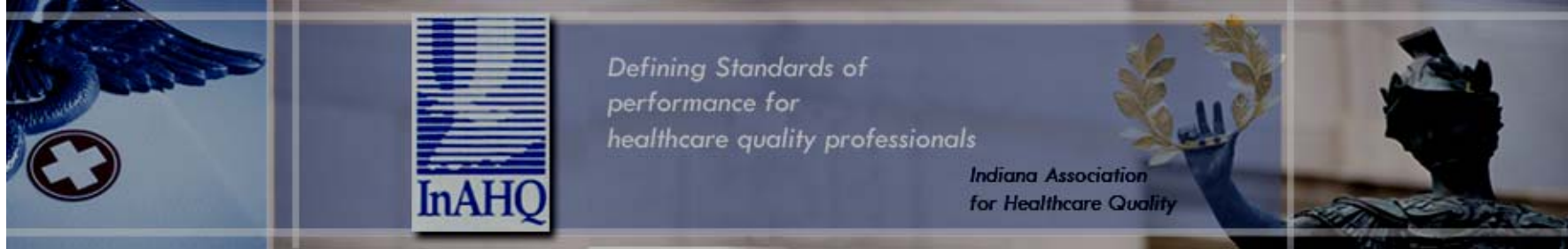
1. COMMUNICATION

Goal: Communicate effectively through multiple media avenues

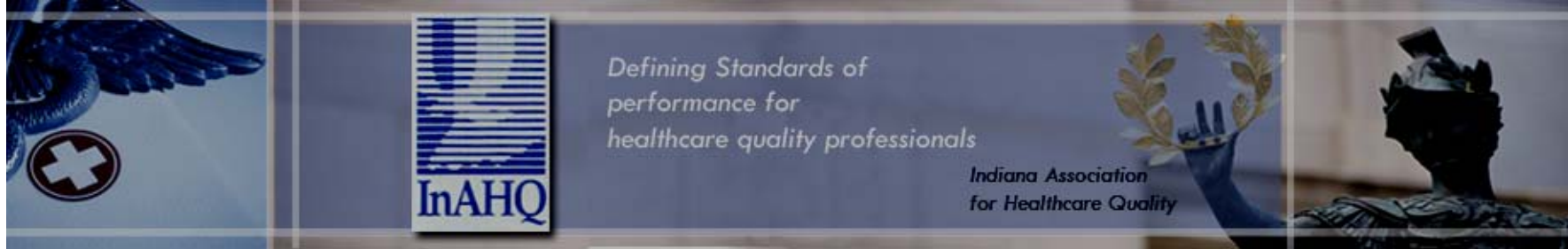
Objective (measures)

A. Board Bullets

Action Steps	Leader	Due Date	% Completed
1. Board member to complete board bullets	Treasurer	quarterly-ongoing	100%
2. Review bullets at end of each meeting for input	Board	August 2006-ongoing	100%
3. Bullets blasted to membership and sent to Web Master for inclusion on website one week after each meeting	President-Elect	August 2006-ongoing	100%
4. Gather feedback from membership regarding bullets to determine if they add value per member survey	Per Member Survey President	March 2011	100%



B. Member Mail			
1. Indiana Hospital Association news blast emailed	Treasurer	Ongoing	100%
2. Job postings in Indiana and surrounding states forwarded by email	Treasurer	Ongoing	100%
3. New member reference material emailed	Marketing	Ongoing	100%
C. Q-Tips Newsletter			
1. Blast e-mail requesting news items for publication one month before QTIPS due	Q Tips Editor	February 2007 and ongoing	100%
2. Update & post section on "Meet your Board" Highlighting new officers with summer edition	President	Summer 2011	na
3. Post NAHQ News & Board Bullets	President	Ongoing	100%
4. Continue to include board reports	Q Tips Editor	Ongoing	100%
D. Website			
1. Provide listing of Region educational offerings with CEUs and contacts	President Elect	March 1	100%
2. Maintain and grow an Indiana healthcare quality blog http://indianahealthcarequality.blogspot.com	Legislative team	Ongoing	100%
E. Quality Posters			
1. Develop 2 quality posters per year: July 4, October (Quality Week)	Treasurer	June 1, 2010 - Sept 15, 2010 - Quality Week	100%
2. Blast Email to InAHQ members and state associations (NAHQ List Serve) and/or provide at InAHQ booth at NAHQ conference	Treasurer/Pres President Elect	As above	100%



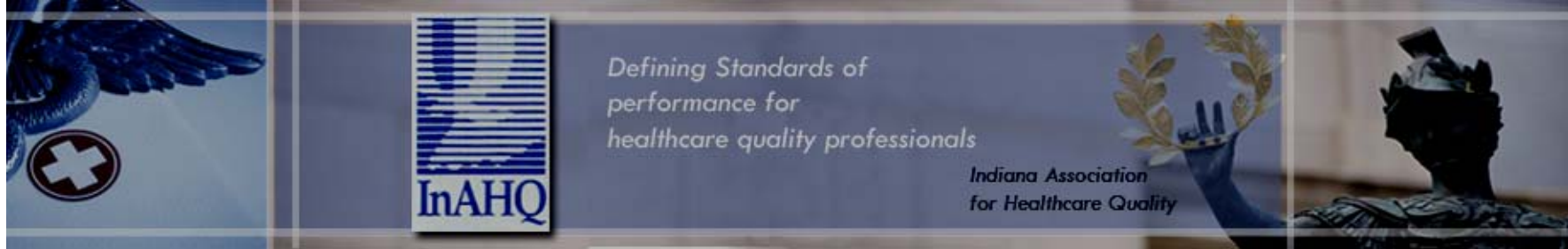
2. COLLABORATION

Action Steps	Leader	Due Date	Completed
A. Network with other state organizations and liaisons to determine interest. 1. Investigate and plan one shared event with partners	President and Past President	December 2011	10%
B. Identify, facilitate and maintain relationships with organizations and individuals committed to similar goals, strategies, and outcomes. 1. IHA- Ex Officio Board Position 2. HCE-Ex Officio Board Position 3. IRHA Indiana Rural Health Association 4. IHA Patient Safety Center 5. ISHRM Board 6. ASQ ?	President, President Elect, & Past Pres. Marketing Marketing	Ongoing One /year One /year Apr. or Nov.	100%

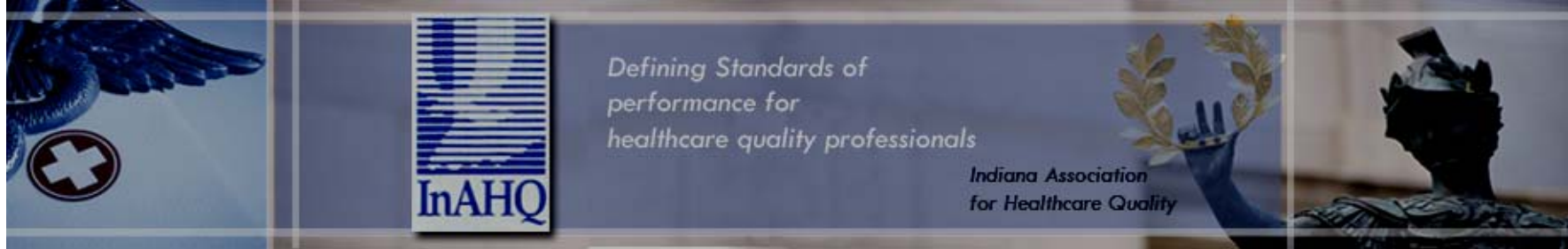
3. EDUCATION/PROFESSIONAL DEVELOPMENT

Goal: Establish at least one new area for education, as well as measure and report on current activities to membership

Action Steps	Objective (measures)	Leader	Due Date	% Completed
A. CPHQ 1. Provide 2 study sessions per year		Ed Team	October 2010 March 2011	100%
2. Analyze evaluations of attendees and provide report to board		Ed Team	Ongoing after each session	100%
3. Provide scholarship for attendance to the CPHQ Workshop, CPHQ exam, or InAHQ annual conference		Board	Annually	100%



4. Provide free one year membership to those successfully completing the CPHQ exam	Credentials	Ongoing	See InAHQ metrics
B. CEUs			
1. Provide CEUs when possible at each Region meetings	Region Rep	Each Region Rep	See InAHQ metrics
2. Provide orientation to all new board members on the CEU application process. Place link on InAHQ website to NAHQ CE application	Board	April 15, 2011	100%
3. Advertise CEU hotlinks for NAHQ.	Treasurer	Annually	100%
4. List CEU topics on website.	President Elect and Secretary	Current	100% Current
C. Education Topics			
1. Annual member survey educational and training topics analyzed and findings presented to Board and Education Team.	President	January – March, 2011	100%
2. Conference evaluations analyzed and results presented to Board of Directors.	Ed Team Leader	July 2010 - 1 st full BOD meeting after annual conference	100%
3. Maintain and update standardized Region report form, sign in sheet, evaluation form & CEU application (including education information)	Past President	January 31, 2011	100%
4. Provide webinar capabilities for educational offerings	President and Past President	January-April, 2011	Vendor selection nearing completion
D. Publishing/Presentations			
1. Encourage state membership publications	President		
a. Blast email benefits to InAHQ for GOLD		a. Jan-Mar, 2011	100%
b. Q-TIP article – Q-tips standing reminder		b. Jan-Apr, 2011	



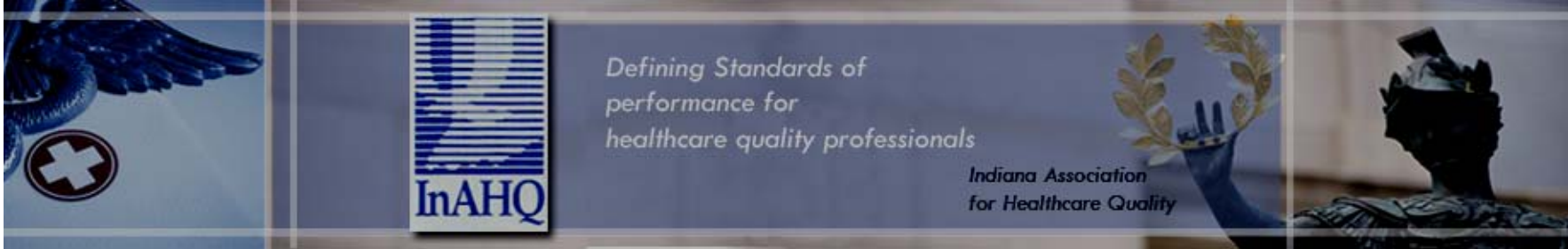
4. LEADERSHIP DEVELOPMENT

Goal 1: Continuously identify and develop leaders in quality.

Action Steps	Leader	Due Date	Completed
1. Maintain and update quality emailing lists in regions (to healthcare facilities who are not members of InAHQ)	Credentials Team	April 10, 2011	100%
2. Invite to region meetings additional healthcare facilities and non-members	Region reps	Ongoing	100%
3. Ladders Blast e-mail timeframe for ladder application Timeframe of service Decision Tree	Marketing Team Leader	February 15 & March 15, 2011	100%
4. Monitor effectiveness of region distribution and develop mentoring for representatives of new regions	Board	Jan-Mar, 2011	100%
5. InAHQ Succession Planning-review criteria for officers	Board/Nominating	February 28, 2011	100%
6. Annually complete Board self-assessment and review findings	President/Past President	2011	100%
7. Attendance of NAHQ Leadership training by two members as available	Board	April 2011	100%
8. Develop process for and award 2 scholarships for attendance at CPHQ workshop, registration for CPHQ test, or InAHQ conference	Board	May, 2011	100%

Goal 2: Member Recruitment/Retention

1. Survey members (through annual member survey) that have orientation to determine if "value added" or monitor through attrition.	President	Ongoing	100%
2. Region reps to follow-up on non renewing members	Region Reps	Ongoing	100%



- 3. Identify employment settings of members
 - a. Total types of healthcare settings represented
 - b. Total types of professional roles represented

Credentials Team March 15, 2011 100%

5. FISCAL PLANNING

Action Steps	Leader	Due Date	Completed
1. Communicate reporting documents in graphic format	Treasurer	January 20, 2011	100%

6. METRICS

	2007	2008	2009	2010	Q1 2011
1. Number of IHA updates emailed	24	24	8	8	10
2. Number of job postings emailed	12	15	32	35	8
3. Number of Q-TIPS Published	3	3	3	4	1

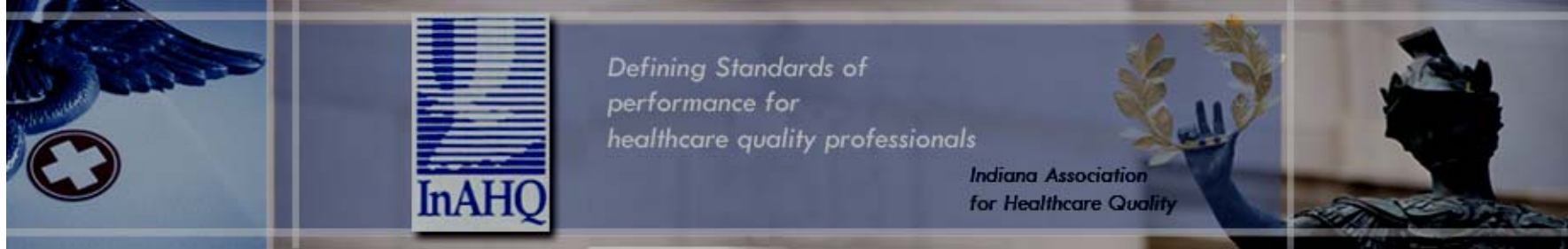


Defining Standards of
performance for
healthcare quality professionals

Indiana Association
for Healthcare Quality



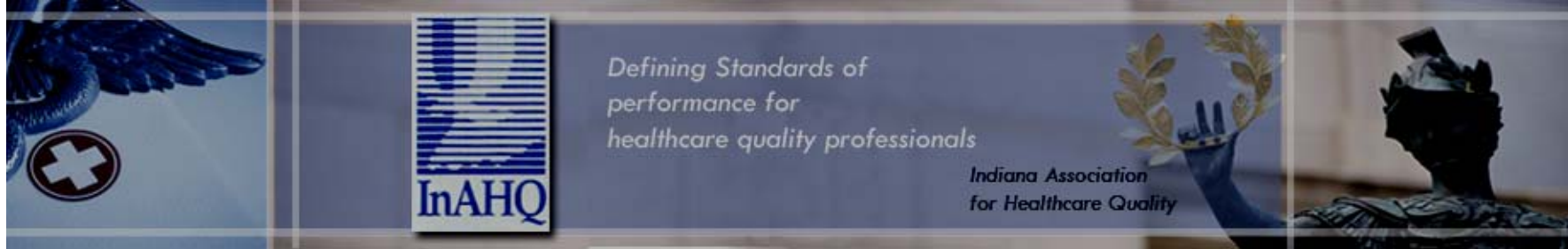
	2007	2008	2009	2010	Q1 2011
1. Total membership to date	204	288	242	210	232
I.	19	23	18	21	23
II.	26	35	33	10	13
a. State	18	19	18	24	24
b. Region	24	29	25	20	24
V.	83	116	104	89	102
VI.	14	20	18	15	15
VII.	20	27	26	20	20
				3	4
				8	6
				Ad hoc 1	Ad hoc 1
2. Total types of Healthcare setting represented	12	16	11	17	15
3. Number of different professional roles Represented	15	15	17	18	26
4. Number of Shared Events	NA	2	0	0	0
1. Total CEUs offered	Conf. - 10.0 CPHQ - 12.0 Region - 9.75 Total- 31.75	Conf. - 10.75 CPHQ - 24.0 Region - 18.75 Total - 53.5	Conf. - 10.0 CPHQ - 24.0 Region - 15.0 Total- 49.0	Conf. - 12.0 CPHQ - 24.0 Region - 13.5 Total - 49.5	Conf. - (Q2) CPHQ - 12.0 Region - 4.5 Total - 16.5



	2007	2008	2009	2010	Q1 2011
2. Total CPHQ study sessions	2	2	2	2	1 (2 nd sched for Oct.)
3. Number of New CPHQs & percent of InAHQ members passing exam	7 Passed 4 InAHQ 57%	25 Passed 21 InAHQ 84%	34 InAHQ passed	pending	pending
4. Number of InAHQ membership publications	2	0	3	pending	pending
5. Number of first-time attendees to annual InAHQ Conference	NA	NA	26	pending	pending

Leadership Development/Recruitment & Retention

1. Number of new Memberships related to free CPHQ Memberships	0	1	5	17	7
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	2007	2008	2009	2010	Q1 2011
2. Number of members giving presentations, as reported	8	8	2	pending	pending
3. Number and percentage of new members on teams	NA	14 of 30 47%	6	pending	pending
4. Membership Rate change	NA	Inc. 40%	-16%	-13%	pending
5. Renewal rate	NA	NA	83%	74%	77%
Fiscal					
Checking Account Balance	\$22,188.64	\$39,340.18	\$32,186.93	\$25,147.92	\$20,497.83
Investment Account Balance	\$21,713.05	\$22,557.50	\$28,063.02	\$30,973.83	\$31,928.43