

InAHQ STRATEGIC PLAN 2008-2009

PURPOSE

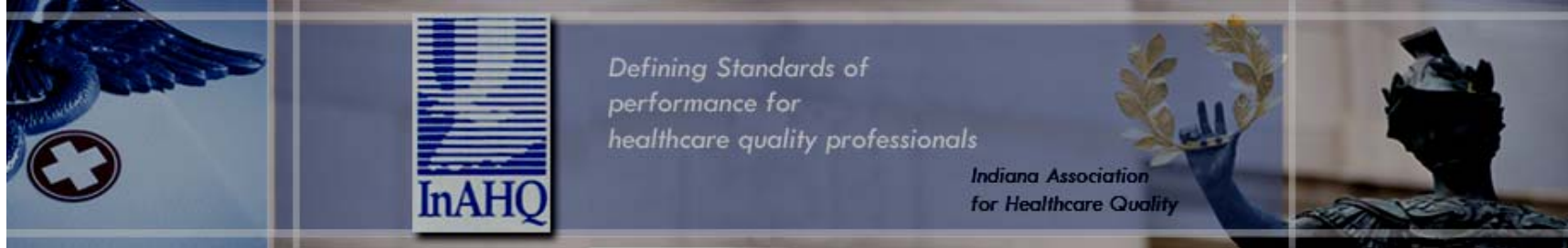
- ◇ Collaborative gathering of like-minded individuals to provide a structured framework promoting patient safety, quality improvement, and transparency
- ◇ Resource for members to provide a forum for exchange of “best practices”
- ◇ Serve as the leading resource for quality information for national, 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, Treasurer Elect, Past President, 7 Regional Representatives, 9 Team Leaders

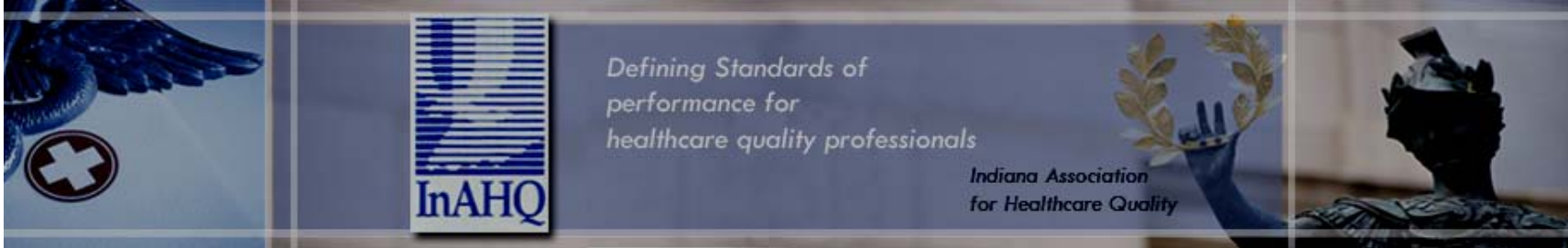
1. COMMUNICATION

Goal: Communicate effectively through multiple media avenues			
Objective (measures)			
A. Board Bullets			
Action Steps	Leader	Due Date	100 % Completed
1. Distribute Board Bullets to membership one week after each meeting		January 26, 2009 March 23, 2009	100% 7/27/09 October 19, 2009
2. Secretary to assign a person at each meeting to collect bullets	Recorder	August 2006-ongoing	100% Completed
3. Review bullets at end of each meeting for input	Recorder	August 2006-ongoing	100% Completed
4. Bullets typed up by recorder for that meeting and sent to Bonnie to blast.	Recorder	August 2006-ongoing	100% Completed



5. Bullets blasted to membership and sent to Linda Smith for inclusion on website	Past President	August 2006-ongoing	100% Completed
6. Gather feedback from membership regarding bullets to determine if they add value per member survey Jan 2009	Per Member Survey	March 2008-reviewed	Completed April 2009
B. Electronic Mail			
1. Indiana Hospital Association news blast emailed.	Past President	Ongoing	100% Completed

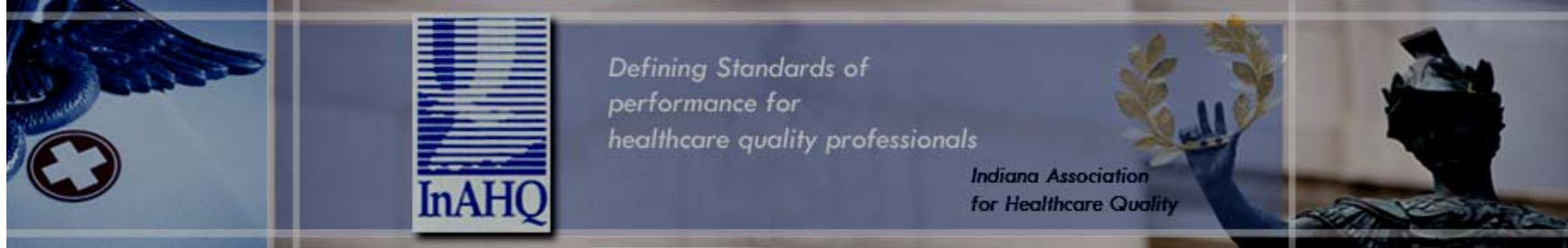
2. Job postings in Indiana forwarded by email	Past President	Ongoing	100% Completed
C. Q-Tips Newsletter			
1. Blast e-mail requesting news items for publication via a standardized template with examples noted. i.e. promotions, etc.	Region Reps	February 2007 and ongoing	100% Completed
2. Develop section on "Meet your Board"	President	September 30, 2009	100% Completed
3. Post "Meet the Board" on website	President	September 30, 2009	In process
4. Standardize Region Report form (including education information)	Past President	January 31, 2009	100% Completed
5. NAHQ News	President	Ongoing	100% Completed
D. Website			
1. Provide listing of Region educational offerings with CEUs and contacts.	President Elect	January 31, 2009	100% Complete as of March 2009
2. Create an InAHQ blog site to include auto feeds from CMS, JC, and IHA http://inahqhealthcarequality.blogspot.com	InAHQ Member	January 31, 2009	100% January 2009



3. Add link for the InAHQ blog on the InAHQ Website	Webmaster	February 28, 2009	100% April 2009
E. Quality Posters	Treasurer	June 1, 2009 Sept 15, 2009 - Quality Week December 1, 2009	July 100% Completed (next due in October)
1. Develop 3 quality posters per year: July 4, October (Quality Week), & Dec. 25	Past Pres./Pres	As above	
2. Blast Email to InAHQ members and state associations (NAHQ List Serve)			

2. COLLABORATION

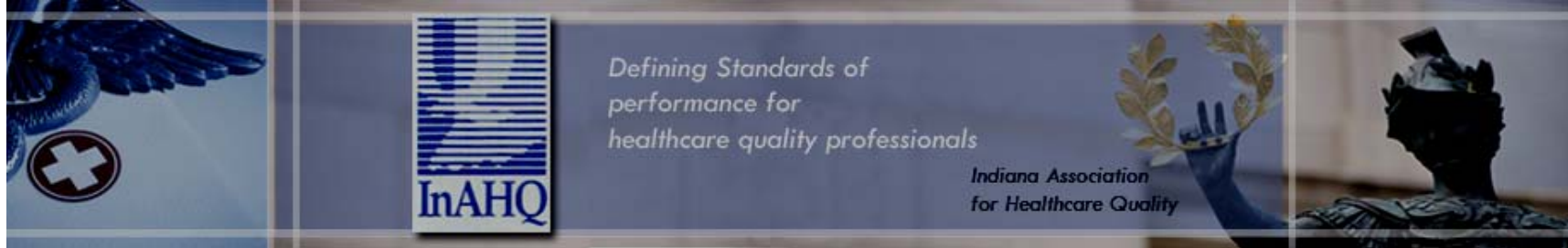
Goal: Network with external organizations to facilitate enhanced educational opportunities			
Action Steps	Leader	Due Date	Completed
A. Network with Ohio/ Michigan and others to determine interest.	President and Past President		
1. Investigate and plan two shared events with partners in 2008.		Completed	1. 100% Met
2. Investigate and plan one shared event with partners in 2009		October 2009	2. Due 10/2009



<p>B. Identify, facilitate and maintain relationships with organizations and individuals committed to similar goals, strategies, and outcomes.</p> <ol style="list-style-type: none"> 1. IHA- Ex Officio Board Position 2. HCE-Ex Officio Board Position 3. IRHA Indiana Rural Health Association - Booth at conference – add to budget 4. ISHRM Board - Booth at conference – add to budget 	<p>President, President Elect, & Past Pres. Marketing</p> <p>Marketing</p>	<p>Ongoing</p> <p>One /year</p> <p>One /year Apr. or Nov.</p>	<p>April 2010 – joint conference planned with IRHA</p>
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3. EDUCATION/PROFESSIONAL DEVELOPMENT

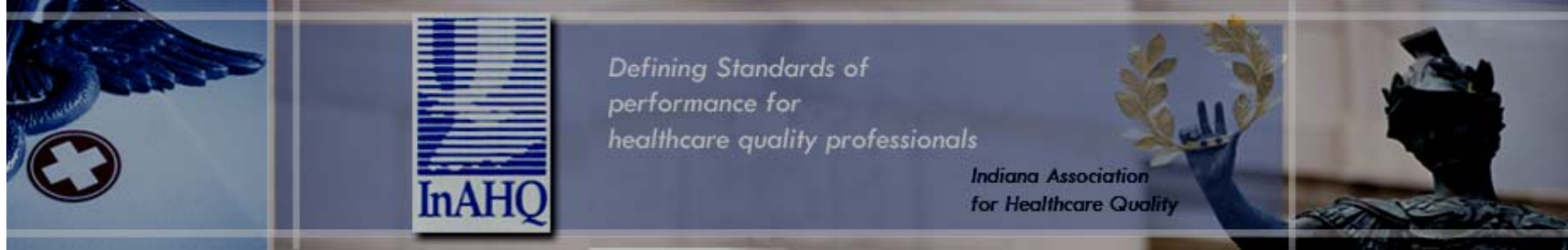
Goal: Establish at least one new area for education, as well as measure and report on current activities to membership			
Objective (measures)			
Action Steps	Leader	Due Date	100% Completed
A. CPHQ			
1. Propose NAHQ provide CPHQ pass rate by state	President	May 31, 2009	100% Completed April 2009
2. Provide 2 study sessions per year	Ed Team	April 2009	100 April 3 – 4 2009 2 nd Pending
3. Analyze evaluations of attendees	Ed Team	Ongoing after each session	April 100% Completed
B. CEUs			
1. Provide CEUs when possible at each Region meetings	Region Rep	Each Region Rep	All regions 100% complying
2. Include orientation to all new board members on the CEU application process.	President Elect	July	100% completed July 2008
3. Advertise CEU hotlinks for NAHQ.	Secretary	July 2009	100% Completed
4. List CEU topics on website.	President Elect and Secretary	Current	100% Current-July 2008



C. Education Topics			
1. Annual member survey educational and training topics analyzed and findings presented to Board and Education Team.	President	Ongoing. Last completed March 2008 March 2009	100% Completed July 2008
2. Conference evaluations analyzed and results presented to Board of Directors.	Ed Team Leader	July 2008- 1 st full BOD meeting after annual conference	100% Completed
3. Standardize Region report form (including education information)	Past President	January 31, 2009	100% Completed
D. Publishing/Presentations			
1. Encourage state membership publications a. Blast email benefits to InAHQ for GOLD b. Q-TIP article		a. January 2009 a. January 26, 2009	100% Completed
2. Contact NAHQ for presenters regarding writing for publication	Patti Brown	January 31, 2009	100% January 2009 None available
3. Research local talent for presenters for writing publications	President	January 31, 2009	100% January 2009
4. Encourage presentations		January 2009	100% Completed

4. LEADERSHIP DEVELOPMENT

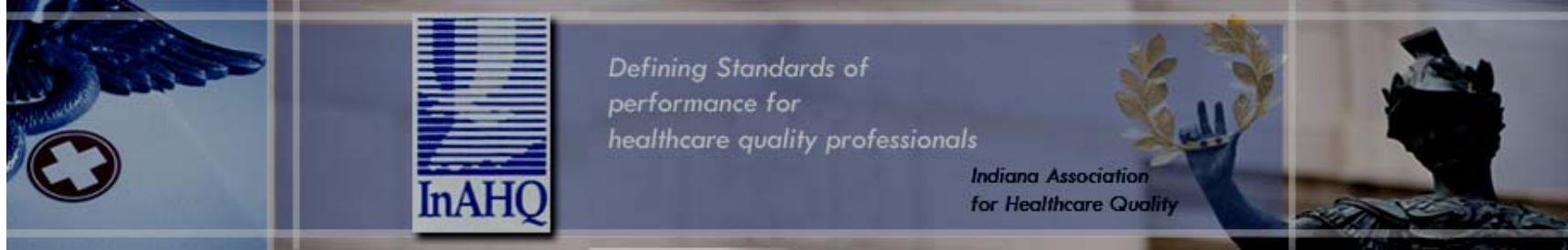
Goal: Continuously identify and develop leaders in quality.			
Action Steps	Leader	Due Date	Completed
1. Develop potential quality emailing lists in regions	Region Reps	April 10, 2009	100% Completed
2. Invite to region meeting	Region reps	Ongoing	100% Completed
3. Blast email quality mailing list regarding conference scholarships.	Region V Reps	2 months prior to each deadline	100% Completed



5. Orientation Position description and responsibility Welcome card Information packet at annual conference Website	Pres. Elect Marketing Team	March 31, 2009	100% Completed
6. Ladders Blast e-mail timeframe for ladder application Timeframe of service Decision Tree	Marketing Team Leader	March 1, 2009	March/April 100% Completed
6. InAHQ Succession Planning	Officers	February 28, 2009	100% Completed
7. Evaluate and offer suggested improvements to region distribution geographically (Regions II, IV, and VII)	President/Past President	February 28, 2009	100% Completed
8. Develop and implement Board self-assessment	President/Past President	July 2009	In process
Goal 2: Recruitment/Retention			
1. Survey members that have orientation to determine if "value added" or monitor through attrition.	President	Ongoing	100% Completed
2. Region reps to welcome and orient new members	Region Reps	Ongoing	100% Completed
3. Identify employment settings of members a. Total types of healthcare settings represented b. Total types of professional roles represented	Treasurer	March 15, 2009	100% Completed

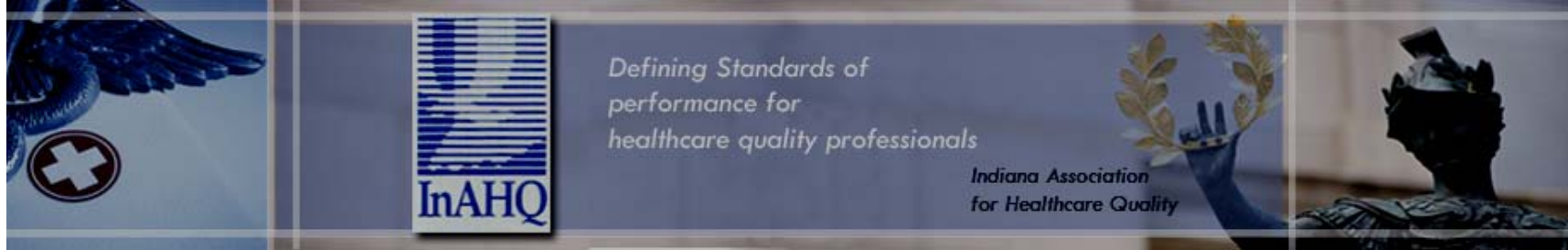
5. FISCAL PLANNING

Action Steps	Leader	Due Date	Completed
1. Develop and communicate reporting documents in graphic format	Treasurer	January 20, 2009	100% Completed



6. METRICS

Goal: Utilize metrics for tracking graphically InAHQ performance						
Communication						
	2007	2008	1st Q 2009	2nd Q 2009	3rd Q 2009	4th Q 2009
1. Number of IHA updates emailed	24	24	6	2 TD		
2. Number of job postings emailed	12	15	5	2 TD		
3. Number of Q-TIPS published	3	3	1	1		
Collaboration						
1. Total membership to date	204	288	125			
a. State	I. 19	I. 23	I. 6			
b. Region	II. 26	II. 35	II. 20			
	III. 18	III. 19	III. 15			
	IV. 24	IV. 29	IV. 10			
	V. 83	V. 116	V. 48			
	VI. 14	VI. 20	VI. 8			
	VII. 20	VII. 27	VII. 18	Pending	NA	NA
2. Total types of Healthcare setting represented	12	16	11	NA	NA	NA
3. Number of different professional roles represented	15	15	17	NA	NA	NA
4. Number of shared events	NA	2	NA	NA	NA	Pending
Education/Professional Development						
1. Total CEUs offered	Conf. - CPHQ - 12.0 Region - 9.75	Conf. - 10.75 CPHQ - 24.0 Region - 18.75	Conf. - CPHQ - 12.0 Region - 6	Region .75	Pending	Pending
2. Total CPHQ study sessions	2	2	1	NA	Pending	NA
3. Number of new CPHQs & percent of InAHQ members passing exam	7 Passed 4 InAHQ 57%	25 Passed 21 InAHQ 84%	NA	NA	NA	NA



	2007	2008	1 st Q 2009	2 nd Q 2009	3 rd Q 2009	4 th Q 2009
4. Number of InAHQ membership publications	2	0	1			
5. Number of first-time attendees to annual InAHQ conference	NA	NA	NA	Pending	NA	NA
Leadership Development/Recruitment & Retention						
1. Number of new memberships related to free CPHQ memberships	0	1	5			
2. Number of members giving presentations	8	8	2			
3. Number and percentage of new members on teams	NA	14 of 30 47%	Pending	NA	NA	NA
4. Membership rate change	NA	Inc. 40%	NA	NA	NA	Pending
Fiscal						
1. Checking account balance	\$22,188.64	\$39,340.18	\$27,366.66			
2. Investment account balance	\$21,713.05	\$22,557.50	\$20,019.07			