



## Healthcare Quality Solutions – Ready your workforce for Quality

The National Association for Healthcare Quality (NAHQ) partnered with Abbott Diagnostics to join the International Federation of Clinical Chemistry and Laboratory Medicine and other leading healthcare organizations, to offer the UNIVANTS of Healthcare Excellence Award, a prestigious program that recognizes and inspires measurable better healthcare through UNITY and AVANTE-GARDE strategies involving laboratory medicine.

Educating others to achieve higher quality care with better outcomes at lower cost is a priority for NAHQ, which according to Stephanie Mercado, CEO, begins with aligning people, infrastructure and technology. “It’s time to leverage quality and employee engagement as a business strategy.” Mercado says.

That is why NAHQ supports the UNIVANTS of Healthcare Excellence Award as cross-functional teams are recognized for collaborative and transformational healthcare delivery which ultimately, improves care for patients across the globe.

### SECURING SENIOR LEADERSHIP BUY-IN

While senior executives are eager to improve quality, they often need more information before increasing investments in quality-driven workforce initiatives. Action often requires data and a call-to-action.

#### Articulate the problem

A 2018 Global Healthcare Alliance study found that organizations that report readiness to move towards value-based care models, tend to lack systems and processes to make the shift happen. The reason: Healthcare leaders often lack a consistently coordinated, competent healthcare quality workforce to deploy quality competencies while also lacking systems at the implementation level to achieve value. Translating the purpose, goals and objectives into results requires a competency-based workforce.” A new NAHQ report, *Key Workforce Competencies for Quality-Driven Healthcare*, provides opportunity for quality professionals to self-assess readiness in order to help their organizations succeed with value.



#### Identifying solutions

There is often confusion between competency-based training and other training solutions. Competency-based training focuses on a standard toolset in which healthcare quality professionals can draw upon to solve a myriad of acute issues. The NAHQ Healthcare Quality Competency

Framework involves competency-based training and sets specific job requirements and capabilities across eight domain areas and 29 competency statements. The competencies apply to all settings across the continuum and offer a career development path. Investments in training and education will advance quality professionals’ capabilities, in both foundational responsibilities as well as new areas that are increasingly critical to improving value and remaining competitive.

#### Show results

Many pioneering healthcare organizations have leveraged their investment in quality competencies to improve care while delivering impressive financial benefits. One example is Universal Health Services (UHS), an integrated delivery network of 27 acute care hospitals and more than 320 behavioral health facilities in the U.S., Puerto Rico and the U.K. UHS sought to improve upon its mission of providing superior quality healthcare services with full appreciation that leadership and a skilled workforce were critical.

Despite diverse care settings, medical and related services, geographies, patient populations and other variations, UHS was able to standardize performance measurements across the system. Their effort transformed health system performance, while improving patient outcomes, elevating health quality and reaching service excellence.

Learn more about NAHQ including *How to Make Quality a Growth Strategy* here: <https://www.qualitydrivenhealthcare.org/solutionsreport-series>.

To learn more about the UNIVANTS of Healthcare Excellence Award, visit the program website at: [www.UnivantsHCE.com](http://www.UnivantsHCE.com).