Adonica Benesh, RHIA, CPHQ, RN, MSN

Division Vice President of Quality, St. David's Healthcare

Adonica Benesh has 18 years' experience in Quality and has a passion for improving processes. Ms. Benesh earned her Bachelor's of Science in Health Information Management from Texas State University and a Master's of Science in Nursing Administration from the University of Texas at Austin. She is a Certified Professional in Healthcare Quality (CPHQ) and received training on the Institute for Healthcare Improvement's Collaborative Improvement Model. For nine years, Ms. Benesh worked at the Texas Quality Improvement Organization. As the Director of Hospital Quality Improvement at TMF Health Quality Institute, she developed and implemented quality improvement projects that successfully achieved CMS' goals for statewide improvement and improved care for Medicare beneficiaries. After becoming a nurse in 2007 and gaining direct clinical experience, Ms. Benesh joined the St. David's Healthcare leadership team and served in various roles such as Clinical Nurse Manager, Director of Quality, Regulatory, and Infection Prevention, and Interim Chief Nursing Officer. She actively participated in St. David's Healthcare seven-year journey to achieve the Malcolm Baldrige Award in 2014. Ms. Benesh is currently the Division Vice President of Quality for St. David's Healthcare and resides in Austin, Texas with her husband and two children.

Presentation: Synthesizing Organizational Data

Corporations have historically measured employee turnover, financial costs, market share, and volume. As mandatory and voluntary public reporting of clinical performance data has increased, organizations tend to become data rich and information poor. Standardized reporting of healthcare performance data has changed the game on how healthcare operates, evaluates their performance, and responds to change.   In this session, you will learn how to prioritize and report your key organizational metrics in a manner that is manageable and transcends through all levels of organization.   Participants will receive tools and methods for displaying data to the front-line staff, leadership, and executives in a consistent format that speaks to the measures most closely aligned with your organization.

This session will be repeated due to speaker constraints to complete a second alternative session.