



## **Washington State Quality Award Presentation Remarks**

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President and CEO, Qualis Health**

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Tacoma, Washington**

Thank you, Wendy and Barb.

Qualis Health is probably a little different from many of the organizations represented here today. Why? Because we are working hard to put ourselves out of business.

We will be able to do that when every dollar spent on healthcare in the United States purchases high quality, evidence-based healthcare that is delivered in the right setting at the right time; when every patient is delighted with the care they receive; and when there is no waste of money, time, energy or other resources in the healthcare system. Until that time, we have plenty of work to do.

My primary purpose in accepting this recognition is to honor and acknowledge the Qualis Health staff members who do that work every day in Washington, and across the nation. If I had my druthers, all 240 of our staff would be here to accept this recognition. Instead, they are represented by several of their colleagues. Our Board of Directors is represented today by Andrew Craigie, Chair of the Board Strategic & Quality Oversight Committee, and CEO of Garfield County Hospital.

In her remarks, Wendy mentioned the importance of stewardship in organizational management, and Barb pointed out that one of Qualis Health's core organizational values is stewardship. This is critical, because most of our clients are public and private sector organizations who strive to effectively deploy their precious and limited financial resources to secure the highest quality care at the most reasonable cost for those whom they represent.

So, whether we are providing consulting services to small medical practices to help them effectively use electronic medical records, or are providing case management to extremely ill Medicaid patients, or are helping Medicare beneficiaries resolve concerns about the quality of care they received, or are assisting community health centers to implement the patient-centered medical home model to improve the delivery of primary care services, we are guided by the imperative to honor our commitment to help patients, providers and our clients be prudent stewards of their own resources.

Recognition by others is nice, and we have had our fair share recently. Earlier this year, we were recognized with Case In Point Platinum Awards as the nation's best Medicaid case

management program, and another for the best utilization management program. We recently received several awards honoring print and electronic materials that we use to educate and communicate with patients, providers and others. And last year we were named as one of Washington's "100 Best Companies to Work For" by Seattle Business Magazine.

But recognition by others is less important than the satisfaction of our clients, our staff and our stakeholders with the work we do and the way we do it. So, when we get back to work tomorrow, we will look forward to continuing our efforts to improve the quality and efficiency of healthcare for Washington and across the nation. Thank you for acknowledging our efforts with the WSQA Leadership Award.