



Filiz Costantini, BS CPHQ
Clinical Quality Consultant, American College of Cardiology

NAHQ recently asked Filiz Costantini, BS CPHQ, Clinical Quality Consultant at the American College of Cardiology (ACC), to describe her...

career path: "Diverse. I've been very fortunate to have had many different experiences within the healthcare profession. I started in a clinical setting as a registered cardiovascular invasive specialist and worked my way up to management. It was at that point that I really got to see how quality plays into the day-to-day healthcare of patients in the cardiac catheter laboratory setting. The experience piqued my interest in data and health analytics. I enjoy the ever-changing and dynamic environment of health data analytics and how it is used to improve healthcare delivery."

entry into health data analytics: "My first foray into looking at actual data was when I helped prep my department for JCAHO [now The Joint Commission] surveys at the first facility where I was a manager. Today, as a clinical-quality consultant at the ACC and the National Cardiovascular Data Registry (NCDR), I aid our participants in correctly coding and submitting data on a variety of cardiovascular procedures done around the world. Quarterly outcomes reports are released to our participants. Hospitals can then use these reports to benchmark themselves against other facilities and look for quality improvement opportunities."

education: "I'm currently working toward a master's degree in health informatics at the University of Illinois at Chicago to further advance my education. After much consideration, I chose a more technical degree. My bachelor degrees helped give me the foundation I needed to gain the clinical knowledge that will nicely complement the information technology component of the health informatics degree."

challenges: "One of the topics discussed during CPHQ review was that we are all collecting so much data in the healthcare setting. One of the bigger challenges we face as a national and international data repository is staying relevant with the many other data-capturing mechanisms available to sites, whether internal or external to the facility."

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NAHQ membership: "NAHQ represents healthcare quality professionals and gives us a voice. Volunteering with NAHQ not only allows many networking opportunities and exposure to other accomplished healthcare quality professionals, it also allows me a chance to give back to the organization. Volunteers bring their expertise to the table to work within the team to complete the project at hand and further the reach of healthcare quality."

developing competencies: "I recently volunteered to participate on the team charged with developing competencies for the healthcare quality professional...The dedication of time required for meetings and small team calls was accurately expressed at the beginning. It was extremely rewarding to participate in this endeavor, and the framework we have put together is a start to a guide that will serve those in the profession and those considering it as a pathway."

message to fellow NAHQ members: "First, surround yourself with enthusiastic individuals who want to share their knowledge about the field. Find a mentor who will take you under their wing and teach you what he or she knows. Second, improve your understanding of data by exposing yourself to professionals who work in analytics, information technology, or computer programming. Third, seek out challenging positions that will help you grow."



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