



Patricia A. Resnik, MBA CPHQ FACHE RRT

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"My career path has certainly been diverse," Patty Resnik explains. "I started as a respiratory therapist. When I transitioned into a management role within respiratory care and disease management, I started gaining exposure to quality improvement work."

Today, as vice president of Quality and Care Management at Christiana Care Health System, Resnik leads several departments, including quality and performance improvement, clinical documentation improvement, care management and social work, and data informatics and analytics. Resnik works across many areas of healthcare, including acute care operations, longitudinal care and disease management, and, increasingly, population health.

She has relentlessly pursued her own professional growth. She is working toward a second postgraduate degree—a master's of jurisprudence (MJ) with a concentration in regulatory analysis and compliance. "Pursuing this degree, I am exposed to a wealth of compliance and regulatory resources, and I have gained a broader, more in-depth understanding of the regulatory environment of healthcare," she says. "The coursework has afforded me the opportunity to apply new knowledge to researching, analyzing, and interpreting statutes and regulatory standards in the hospital setting, nursing facilities, hospice, the pharmaceutical industry, and accountable care organizations."

THE PACE OF CHANGE

Resnik loves the rapid pace of change in healthcare today as it provides opportunities to learn. She enjoys the new challenges including working to continuously comply with regulatory standards. "To overcome these challenges, teamwork is needed," she says, stressing how fortunate she is to work with a team of highly skilled quality professionals. Her team works closely with an array of healthcare professionals, including the corporate compliance officer, project managers, physicians, nurses, social workers, pharmacists, respiratory therapists, and operational staff.

Teamwork also played a central role in Resnik's work as co-leader of NAHQ's Regulatory and Accreditation work group, comprised

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of HQPs from across the continuum of care. Together, they developed competencies that serve as a self-assessment for healthcare quality professionals (HQP) in regulation and accreditation, helping them identify gaps in their knowledge base and providing them insight into what is expected of advanced- and master-level practitioners. Resnik says, "HQP are integral to an organization's success in demonstrating and achieving compliance with applicable regulations and standards, and the Q Essentials Competencies identify the competencies needed to be successful."

The Regulatory & Accreditation Competencies are an essential road map, one she didn't have when entering the field. Resnik had to learn the competencies on the job by researching regulatory standards, pursuing the Certified Professional in Healthcare Quality® (CPHQ) credential, and engaging with colleagues with experience in accreditation activities and regulatory-type site surveys. The CPHQ credential has particular importance for her "because it signifies a dedication to learning the body of knowledge of core quality concepts that are important to HQPs."

ADVOCATING FOR HEALTHCARE QUALITY

A NAHQ member throughout her career, Resnik's involvement in the association has fueled her passion for quality. She recommends that her colleagues visit www.nahq.org frequently to broaden their healthcare quality knowledge and network with HQPs.

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