



Spring 2011

# Maine Association for Healthcare Quality Newsletter

[www.maineaq.org](http://www.maineaq.org)

## President's Message – Jennifer Charrette, CPHQ

Dear Colleagues -

The results are in! Our Program Committee, led by Trudy O'Bar this year, has been working hard to plan our 2011 educational programs based on the results of our 2011 educational needs survey. In line with the mission of the Maine Association for Healthcare Quality to support professional growth, development, and education of healthcare quality management professionals, the MAHQ is committed to providing the opportunity to earn at least 15 continuing education units annually for our Certified Professionals in Healthcare Quality (CPHQ). In addition, in these difficult economic times, the board recognizes importance of providing low-cost, local, and relevant educational programs for our members. Fall program details will be announced soon and, for those that are interested in pursuing certification, please be on the look-out for information about our 2011 CPHQ study course and study group.

In order to bring you the best possible speakers, we applied in January for a Healthcare Quality Foundation State Educational Grant. This grant, in the amount of \$1500, is awarded to state affiliates of the National Association for Healthcare Quality and can be used to cover the speaker honorarium and/or travel expenses for one of our 2011 events. We are also exploring opportunities to partner with neighboring state health care quality organizations as well as other related health care organizations here in Maine on future MAHQ programs.

Finally, in an effort to make MAHQ events even more accessible to our members given the large geographic area that our organization covers, the

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Program Committee is researching the possibility of using webinars and other technology in the future.

We are excited to announce our new 2011 MAHQ board members and committee chairpersons:

### **Board Members**

**President** – Jennifer Charrette

**President-elect** – Beth Dodge

**Immediate Past President** – Paula Dustin

**Treasurer** – Joanne Fuller

**Secretary** – Carolyn Koepke

**Member-at-Large** – Betty Ann Cyr

**Member-at-Large** – Rhonda Lanzara-Dalfonso

### **Committee Chairpersons**

**Bylaws, Policies & Procedures** – Paula Dustin

**Communications** – Jeff Gregory

**Finance** – Joanne Fuller

**Membership** – Mary Ann Johnson

**Nominating** – Cheryl Long

**Program** – Trudy O'Bar

We sincerely welcome member involvement on our committees. Please do not hesitate to contact me or one of the committee chairs if you are interested in volunteering your time or talent with us.

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The Maine Association for Healthcare Quality is here to support you, our dedicated Maine health care quality professionals, and the board thanks you for your membership in our organization!

All the best in 2011,

Jennifer Charrette  
MAHQ President



## MAHQ Education Needs Survey Results from Fall 2010

Based on scale of 1-10 with 10 being "Very Interested" and 1 being "Not Interested"

| Rank | Program Topic   | n  | Average |
|------|---|----|---------|
| 1    | State legislative update  | 29 | 8.45    |
| 2    | Using statistics/data analysis in quality improvement                     | 26 | 8.35    |
| 3    | Healthcare reform   | 29 | 8.28    |
| 4    | National rating systems and understanding individual hospital performance | 28 | 7.46    |
| 5    | Disclosing medical errors/crucial conversations                           | 27 | 7.46    |
| 6    | Building physician alignment  | 26 | 7.19    |
| 7    | Using Lean  | 25 | 6.80    |
| 8    | ICD-10 CM/PCS   | 25 | 6.44    |
| 9    | Using Failure Mode Effects Analysis (FMEA)                                | 24 | 6.33    |
| 10   | JCAHO Update (Standards, strategies for compliance)                       | 27 | 6.30    |
| 11   | Using Six Sigma   | 26 | 6.27    |
| 12   | Using Kaizen  | 24 | 6.25    |
| 13   | Conducting tracers in your organization                                   | 24 | 6.04    |
| 14   | Electronic Medical Records (EMR)  | 27 | 5.93    |



**MHA Summer Forum – June 23<sup>rd</sup>, 2011**  
***Transforming Healthcare – It's All in our Hands***  
**The Samoset Resort– Rockport, ME**  
**Register with MAHQ by Friday June 3<sup>rd</sup>**  
**to receive the discounted Allied**  
**Member Rate of \$75.**

**MEMBERSHIP UPDATE:**

*By Mary Ann Johnson*

We are pleased to introduce and welcome seven new members to MAHQ. Please feel free to introduce yourself to them if you see them.

Christine Balchunas, RN; *Bridgton Hospital*

Koren Coggan, RN, BSN; *Martin's Point Health Care*

Bonnie Deveau, RN, MA, NE-BC; *Goodall Hospital*

Lisa French, RN, CPHQ; *Penobscot Valley Hospital*

Karen Harding, RN, MSN, CS, CWON; *Bridgton Hospital*

Deborah Johnson, RN; *Tufts Medical Center*

Suneela Nayak, MS, RN; *Maine Health*

The Membership Committee has sent reminders to 2010 members who have not renewed. We've received 38 of the 2010 year end membership in renewals to date in addition to the impressive 7 new members. If you haven't already renewed and you read this article before you receive another reminder, please feel free to contact MaryAnn Johnson or a MAHQ Board Member with questions or for a renewal form. Forms can also be found on the MAHQ website. It's never too late to join and dues are very reasonable.

We ended 2010 with 63 active members and a mailing list of 141 people throughout the state. This is commendable considering the size of our state and the economy. However, we still want to be sure everyone who works in a quality position in Maine to know about MAHQ. If you know someone who works in a hospital, physician office setting, nursing facility, mental health or allied field who has quality related responsibility or has an interest in quality management please refer them to our website or have them contact our Membership Chair.

Spread the word, we want to encourage them to learn more about the Maine Association for Healthcare Quality and attend one of our education sessions. Happy Spring!

**Your 2011 MAHQ Board**

**Jennifer Charrette – President**

[jennifercharrette@yahoo.com](mailto:jennifercharrette@yahoo.com)

**Beth Dodge – President Elect 2012**

[bdodge@penbayhealthcare.org](mailto:bdodge@penbayhealthcare.org)

**Paula Dustin – Immediate Past-President**

[paula.dustin@mainegeneral.org](mailto:paula.dustin@mainegeneral.org)

**Joann Fuller – Treasurer & Finance Chair**

[JFuller@StMarvsMaine.com](mailto:JFuller@StMarvsMaine.com)

**Carolyn Koepke – Secretary**

[ckoepke@midcoasthealth.com](mailto:ckoepke@midcoasthealth.com)

**Trudy O'Bar – Program Chair**

[tobar@houltonregional.org](mailto:tobar@houltonregional.org)

**Rhonda Lanzara-Dalfonso – Member-at-Large**

[dalfonsor@mercyme.com](mailto:dalfonsor@mercyme.com)

**Betty Ann Cyr – Member-at-Large**

[CyrBA@mercyme.com](mailto:CyrBA@mercyme.com)

**MaryAnn Johnson – Membership Chair**

[maryannj@mocomaine.com](mailto:maryannj@mocomaine.com)

**Jeff Gregory – Newsletter Chair**

[gregoj@mmc.org](mailto:gregoj@mmc.org)

*["Quality means doing it  
right when no one is  
looking"]  
Henry Ford*

## MAHQ SPRING PROGRAM

MAHQ held its Spring Program *Using Statistics and Data Analysis in Quality Improvement* on Friday May 13<sup>th</sup> at the Maine Hospital Association in Augusta. Nearly 40 people heard the presentation by Sue Butts-Dion on using data to improve quality and took part in a hands –on-exercise.

MAHQ President, Jennifer Charrette gave an update on National Health Care Quality Ratings and updated attendees on the National Association for Healthcare Quality Leader’s Summit held in April.

Sandra Parker from the Maine Hospital Association updated everyone on the current reporting requirements within the State of Maine.



Sue Butts-Dion is presenting during the MAHQ Spring Program at the MHA in Augusta

## NAHQ 36<sup>th</sup> Annual Educational Conference

September 15-18<sup>th</sup> in Sacramento, California

*Cultivating Quality*

<http://www.nahq.org/conference/content/schedule-landing.html>

## MAHQ Distinguished Member Award

Every year the MAHQ recognizes one of our members with the *Distinguished Member Award*. This award is based on service to our organization and contributions to healthcare quality in the State of Maine. The award recipient will be honored during the Allied Recognition Luncheon during the Maine Hospital Association Summer Forum on June 23, 2011.

Members were asked to select between two outstanding MAHQ members: Sharon King, R.H.I.T., C.P.H.Q. and Cheryl Roberts, B.S.N., M.S., R.N., C.P.H.Q.

Last year we recognized Joanne Fuller who serves as MAHQ Treasurer. Please join us in celebrating our Distinguished Member Award!