



# Maine Association for Healthcare Quality Newsletter

Late Summer 2010

## President's Message

Dear Quality Colleagues,

Time flies, or so it seems to most of us. In fact, the board of MAHQ has already planned the annual 2010 Fall Meeting. On Wednesday, November 11<sup>th</sup>, and Thursday November 12<sup>th</sup>, MAHQ will host our annual education program at the Portland Marriott at Sable Oaks.

The main topics will be:

- Ramifications of Healthcare Reform on the Role of the QIO Under the Direction of New Leadership at CMS by Dr. Larry Ramunno
- Developing and Executing a Waste Reduction Portfolio Using the A-3 Methodology by Dr. Eric Dickson and Lori Pelletier.
- The Implications of Health Care Reform: A Maine Perspective by Katie Fullam Harris from MaineHealth

We plan on having a very dynamic agenda so you will want to attend each session. We hope it will continue to motivate your areas of quality and healthcare.

We also have invited a NAHQ Representative to join us on November 11<sup>th</sup> as well. Because we are affiliated with the National Association of Healthcare Quality, we are looking forward to meeting with the NAHQ Representative and welcome their comments.

Fall is also the time that the MAHQ begins to think

*(Continued)* about the future and we need your input on the selection of new officers for 2011. A list of nominated members for open positions can be found on page 3 and ballots have been sent to all MAHQ members in good standing via e-mail. I feel that we truly are blessed with many people who volunteer time and efforts to make this a worthwhile organization in which we all benefit from.

I would like to thank all the volunteers and the MAHQ Board for all their hard work this past year. Special kudos goes to Jeff Gregory and Cindy Bridgham on their vision for the new MAHQ website. It is extremely user friendly. We hope that you will visit the site on a regular basis to stay updated.

MAHQ has long supported the Health Care Quality Certification Board/Certified Professional in Healthcare Quality (HCQB/CPHQ) program. We have the opportunity to send 2 of our members (Jeff Gregory and Susan Wilcox) to the annual NAHQ conference in October and to attend the CPHQ workshop, as well. We wish them well as they continue studying for the CPHQ exam. We encourage all interested members to become CPHQ certified.

Finally, we would like to send special congratulations to Joanne Fuller for the 2010 Distinguished Member Award. Joanne has contributed a great deal to the organization over the years and we are proud she has chosen to volunteer her services to us. (See article on page 2)

Enjoy the beautiful fall weather, after our long and sunny summer. Maine's seasons offer us a complex and yet enjoyable way of life for us all.

Best Regards,  
Paula Dustin, RN, CPHQ  
2010 MAHQ President

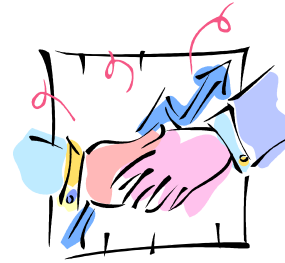


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## Celebrate National Healthcare Quality Week—October 17-23, 2010

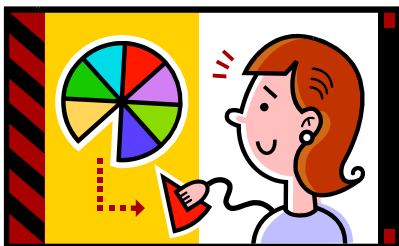
*Submitted by Paula Dustin*



Healthcare Quality Week (HQW) features the work of healthcare quality professionals and highlights their influence on improved patient care outcomes and healthcare delivery systems. National Association of Healthcare Quality (NAHQ) members are encouraged to alert administrators, allied health professionals, and the public about the impact of healthcare quality through special events during the week of October 17–23, 2010.

Celebrate quality with activities and education from NAHQ:

- Free JHQ CE for NAHQ members
- Live educational programs
- Promotional activities
- Healthcare Quality Week Materials
- For additional promotional suggestions and an activity planning guide, visit [www.nahq.org](http://www.nahq.org)



### Our 2010 Distinguished Member

The Maine Association of Healthcare Quality is very proud to announce the recipient of our 2010 Distinguished Member award, Joanne Fuller.

As one of the original members of MAHQ, Joanne served the organization as the Treasurer from 1986-1990 and was an important member of the Program Committee for many years. She volunteered her time to audit the organization's finances in 2008 and, in June 2009, Joanne was asked to complete the Treasurer's term after an unexpected vacancy in the office. In November 2009 she was officially nominated Treasurer of MAHQ through 2011.

At St. Mary's, Joanne was instrumental in the development of software utilized by St Mary's Utilization Management, Infection Control and Quality Review. She developed the Joint Commission Core Measures process used at St Mary's and acts as the Midas Plus System Manager. Using Midas Plus, Joanne has developed advanced reporting capabilities to convert data into information.

Joanne, thank you for your service to MAHQ and commitment to health care quality!



## MAHQ Annual Meeting & Fall Education Program

### “Quality and Patient Safety in a Reformed Healthcare System”

Thursday, November 11, 2010  
Friday, November 12, 2010

Portland Marriott at Sable Oaks  
200 Sable Oaks Drive  
South Portland, Maine



**Dr. Larry Ramunno, MD, MPH, CDE.**  
Chief Quality Officer for the Northeast Health Care Quality Foundation (the Medicare Quality Improvement Organization for the states of Maine, New Hampshire and Vermont)

**Eric Dickson MD, MHCM, FAAEM.**  
President of UMass Memorial Medical Group and Professor of Emergency Medicine at the University of Mass. Medical School. Member of the Baldrige National Quality Award Board of Examiners; lecturer on Lean manufacturing techniques in healthcare and faculty member for the Institute of Healthcare Improvement

**Lori R. Pelletier, PhD, MBA**  
Director of Performance Improvement at UMass Memorial Healthcare in the Center for Innovation and Transformational Change. Assistant Professor at UMass Med. School in the Division of Health Informatics and Implementation Science in the Department of Quantitative Health Sciences. National lecturer in physician profiling, Medical Home and electronic health records

**Katie Fulham Harris**  
Senior Director of Government and Employer Relations for Maine Health

For more information: <http://www.maineahq.org>



## 2011 Board Member Nominees

### President-elect (1 year term):

Beth Dodge, RN, BSBA, CPHQ

### Secretary (2 year term):

Carolyn Koepke  
BettyAnn Cyr, RN, CCM, CPUM, CPHQ

### Member-at-Large

### (2 positions, 1 year term each):

Mary E. Finnegan, B.S.N., M.Ed.  
Rhonda Lanzara-Dalfonso, RN, Diploma Nurse  
Sue Wilcox, BSN

Ballots and nominee biographical information were distributed to MAHQ members in good standing via e-mail. Completed ballots should be returned to Cheryl Long ([clong@emh.org](mailto:clong@emh.org)) by October 22, 2010.

## Welcome New MAHQ Member!

**Charlotte Pease**

**Healthcare Compliance Consultant**

**Freeport, Maine**

## MAHQ Bylaws Update

*Submitted by Jennifer Charrette*

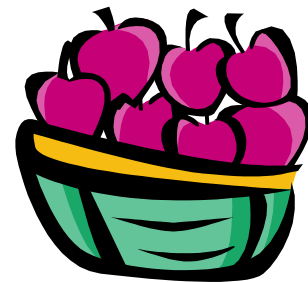
The Board has been working hard to update the MAHQ bylaws and the revised bylaws will be distributed soon for member review and comment. Members will have the opportunity to vote on the revised bylaws in November. Proposed updates include:

- Annual membership dues are payable in January of each year and are good through December of that year. *(Previously, memberships expired on the anniversary date)*
- Members in good standing with the National Association for Healthcare Quality shall receive a 30% discount off their annual state membership dues. *(New)*
- All communications to the membership will come from the President or designee. *(New)*
- Each Chairperson shall submit an annual report of Committee functions and goals to the Board of Directors by the last Board meeting of the year. *(Clarifies when annual committee reports are due)*
- The Communications Committee will replace the Newsletter Committee and include responsibility for the MAHQ website. *(New name & responsibility)*
- Bylaws, policies and procedures will be reviewed by the Board biennially or as needed. *(Previously an annual review)*
- For expense reimbursement, members must submit a check request form, with the receipt attached, to the Treasurer. *(Previously, a form was not used)*
- Private information of MAHQ members or other visitors collected on the website may be used for future MAHQ mailings using e-mail or postal services. *(Clarifies how private information may be used)*
- Postal mailing lists will not be shared with third

*(Continued from left)*

parties and e-mail addresses will not be used or collected for the purpose of reselling for bulk e-mail lists. Also, MAHQ will not sell its membership list. *(New privacy statements)*

- Education programs will be offered to the membership of the Association to provide at least fifteen continuing education units (CEUs) per year. *(Previously, at least three programs were to be offered annually)*



## Members to Represent MAHQ at National Meeting

The following members have been selected by the Board to represent MAHQ at the 2010 NAHQ Annual Education Conference in Kansas City, MO in October:

**Jeff Gregory (Scholarship recipient)**

**Sue Wilcox (Scholarship recipient)**

**Jennifer Charrette (Appointed in place of President Paula Dustin)**

## 2010 NAHQ Annual Education Conference

### “Striking a Chord for Quality”

September 30 – October 3, 2010  
Kansas City Convention Center  
Kansas City, MO



Register today and join your quality colleagues in taking in the sights and sounds of Kansas City, known as a cradle of jazz and home to Count Basie, Charlie Parker, and other musical greats.

Valuable concurrent sessions focus on leadership and collaboration, patient safety, regulatory issues, and measurement and methodology.

[www.nahq.org/conference](http://www.nahq.org/conference)

### Your 2010 MAHQ Board

Paula Dustin – President  
[paula.dustin@mainegeneral.org](mailto:paula.dustin@mainegeneral.org)

Jeff Gregory – Immediate Past President & Bylaws  
Chair [GREGOJ@mmc.org](mailto:GREGOJ@mmc.org)

Jennifer Charrette – President-Elect & Newsletter  
Chair [jennifercharrette@yahoo.com](mailto:jennifercharrette@yahoo.com)

Joann Fuller – Treasurer & Finance Chair  
[JFuller@StMarysMaine.com](mailto:JFuller@StMarysMaine.com)

Lisa Simm – Secretary  
[Lisa.simm@mainegeneral.org](mailto:Lisa.simm@mainegeneral.org)

Beth Dodge – Member-at-Large & Nominating  
Chair [BETH.DODGE@sjhhealth.com](mailto:BETH.DODGE@sjhhealth.com)

Cheryl Roberts – Member-at-Large  
[croberts@mavohospital.com](mailto:croberts@mavohospital.com)

Sue Wilcox – Program Chair  
[swilcox@penbayhealthcare.org](mailto:swilcox@penbayhealthcare.org)

MaryAnn Johnson – Membership Chair  
[maryannj@mocomaine.com](mailto:maryannj@mocomaine.com)

Have a talent that you would like  
to share with MAHQ?

Consider joining one of our standing  
committees:

- Program Committee
- Membership Committee
- Newsletter/Communications  
Committee
- Nominating Committee
- Bylaws, Policies & Procedures  
Committee