



Maine Association for Healthcare Quality Newsletter

Winter 2010

www.maineaq.org

Presidents' Messages

Dear Quality Colleagues -

As we begin a new year with new leadership taking over the reigns, I just wanted to say thanks to both our board and membership for your support during my tenure as President. It has truly been an honor and a privilege to serve such a great organization! With some heaving lifting on the part of our board members, MAHQ managed to put on three very good education programs, maintain a solid financial position, and actually increase membership during the past year! More importantly, you, our members, continued to provide the support that we needed to maintain a viable organization by renewing your memberships, registering for the education programs and offering suggestions on how we could improve! MAHQ will continue to be in good hands with the leadership of Paula Dustin, who takes over as President for 2010. Again, thank you for giving me the opportunity to serve the Maine Association for Healthcare Quality!



Regards,
Jeff Gregory
2009 MAHQ President

Hello MAHQ members and happy new year!

I am honored to receive your support in being the MAHQ President for 2010. I want to thank each of you for giving me this opportunity and I am confident that we can make 2010 a quality year for all of us. It is truly a team effort. With the support of the MAHQ board and each of you as we go along the way, we will learn what it is to be a community of quality!

For those not as familiar with me, let me tell you about myself. Having graduated from nursing school in 1979, I have held various staff and administrative positions in nursing and have been directly connected with healthcare quality for the past 10 years. I have served on the MAHQ board for the 5 years as Secretary and last year as President-Elect.

The MAHQ board has long supported a goal of providing educational programs that are meaningful and will help our Certified Professionals in Healthcare Quality (CPHQs) attain the required 15 continuing education units (CEUs) per year that is needed for recertification.

Please do not hesitate to pick up the phone or drop any of us an email with your thoughts or suggestions

I am looking forward to working an each one of you on an individual ba

All the best in the new year,

Paula Dustin
2010 MAHQ President



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Quality or Else – The Future of Healthcare Delivery

Submitted by Cyndi Bridgham

On November 9, 2009 Larry Ramunno, MD, MPH, CDE, Chief Quality Officer of the Northeast Health Care Quality Foundation (the QIO for Maine, New Hampshire and Vermont), partnered with Dr. Doug Salvador in his presentation to the association. His passion for quality improvement in health care was evident from the beginning of his presentation. Here are a few take ways from his informative talk:

- The QIO program is a product of the 1972 Social Security Act as the only mechanism the CMS has to protect the beneficiaries and improve the care that is provided to them. Are they receiving 'value' for what they purchase?
- There was a time when there were no measures of healthcare quality, no large databases of information, nothing in the paper about the quality of healthcare. In fact there was a time when we were not even called a healthcare system!
- 15 years ago experts did not believe we could measure quality because of what they saw as too much variability between patient groups. Even if we could measure it, no one would agree on what the right rate was.
- Since then we have learned that is possible to measure almost every patient in the healthcare system in various clinical areas.
- CMS 9th scope of work is focused on 4 themes: prevention, patient safety, care coordination and beneficiary protection. Within those 4 themes there are many areas of focus including mammography screenings, surgical infection rates, global re-hospitalization rates and patient satisfaction of in-hospital care.
- We need a strategy for getting better and understand that some things we have tried in the past did not work – educating the staff and hoping it would get better.
- Explore newer strategies such as Six Sigma, LEAN and Clinical Microsystems
- The only way to change care reliably is to redesign how the care is made.

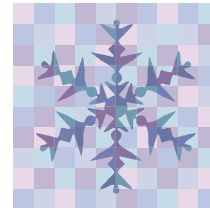
(Continued from left...)

Dr. Ramunno ended with a few quotes:

“Most of us are process illiterate” – Paul Bataldin

“Most people are experience rich and theory poor” – Malcolm Gladwell

“Everything is data but data isn't everything.” - Anonymous



Thank you to our 2010 Committee Volunteers!

Program Committee:

Sue Wilcox (chair), Cheryl Roberts

Membership Committee:

Mary Ann Johnson (chair), Susan Curtis, Carolyn Koepke, Betty Ann Cyr

Nominating Committee:

Beth Dodge (chair), Cindy Swift

Finance Committee:

Joanne Fuller (chair), Tammy Theberge, Betty Ann Cyr

Newsletter Committee:

Jennifer Charrette (chair), Cyndi Bridgham

Bylaws Committee:

Jeff Gregory (chair), Jennifer Charrette, Ruth Lyons, Sharon King

Committee chairs will be contacting volunteers about upcoming meetings soon

Thank you, Bill Zuber!

Bill Zuber, a valued member of the Maine Association of Healthcare Quality and the Director of Quality, Risk and Safety at Penobscot Bay Medical Center has decided to take a position as the Director of Risk Management at the Elliot Health System in Manchester, NH. Bill has been a tremendous asset to MAHQ as an active member of the Program Committee. Most recently, Bill was responsible for organizing a survey at our fall meeting to evaluate the professional needs of our members. Thank you, Bill, for your service to the MAHQ and we wish

Congratulations, Trudy O'Bar from Houlton Regional Hospital for being awarded the CPHQ designation in 2009! Well done!



Welcome New MAHQ Members! July – October, 2009

Andrea Driscoll, Calais Regional Hospital

Kathryn Vezina, Counseling Services, Inc.

Cindy Coyne, Miles Memorial Hospital

Nancy Davis, Mayo Regional Hospital

Angela Dorman, Mayo Regional Hospital

Cindy Leavitt, Miles Memorial Hospital

Melissa Turner, Miles Memorial Hospital

Michael Younes, Maine Medical Partners

The Role of Learning Collaboratives and Collaboration in a Comprehensive Quality Improvement Program

Submitted by Jennifer Charrette

Doug Salvador, MD, MPH, the Patient Safety Officer and Associate Chief Medical Officer of Maine Medical Center, gave an insightful presentation and facilitated a very interactive discussion with MAHQ members about the role of learning collaboratives and importance of collaboration in successful quality improvement programs as part of our November 9th fall program. He reviewed the organizational factors associated with high performance and the rationale for integrating these factors into a comprehensive quality improvement program. A comprehensive program, he emphasized, should include:

- Leadership
- A toolkit for improvement
- Measurement and feedback
- Transparency
- Systems design
- Accountability
- Collaboration

Dr. Salvador used Maine Medical Center's quality improvement program as an example and provided case studies of learning collaboratives here in northern New England. A collaborative is defined as "multidisciplinary teams from different healthcare organizations or different parts of a single organization that meet together for a common specific improvement purpose." Dr. Salvador explained that these collaboratives learn together, learn from each other's shared experience, share common improvement targets, and share data. He discussed a number of learning collaboratives at the clinical microsystem level at Maine Medical Center and the impressive accomplishments of those teams to date.

For more information on quality collaboratives, Dr. Salvador recommends: *The Collaboration Primer* by Torres and Margolin and *The Breakthrough Series: IHI's Collaborative Model for Achieving Breakthrough Improvement* by the Institute for Healthcare Improvement.

SAVE THE DATE

MAHQ Spring Educational Program:

Quality and the EMR: Advantages and Pitfalls

Friday, March 19, 2010
Maine Hospital Association, Augusta
8:00 a.m. – 3:00 p.m.

FACULTY

1. Chris Simons, RHIA

Director, Health Information Management and Utilization Management; Spring Harbor Hospital, South Portland, ME

2. Kevin Varga, RN

Clinical Applications Manager; Penobscot Bay Medical Center, Rockport ME

3. Jeffrey W. Peters, Attorney

Partner and Chair of the Technology Committee for PretiFlaherty law firm, Portland, ME

COURSE OBJECTIVES:

- Identify the barriers to implementing an EMR
- Identify the advantages to implementing an EMR.
- Describe the Quality /Risk issues related to sharing of confidential information via the EMR.
- Identify the organization's responsibilities (policies & procedures) related to e-Discovery

\$50 MAHQ Members
\$75 Non-Members

Your 2010 MAHQ Board

Paula Dustin – President

paula.dustin@mainegeneral.org

Jeff Gregory – Immediate Past President & Bylaws

Chair GREGOJ@mmc.org

Jennifer Charrette – President-Elect & Newsletter

Chair jennifercharrette@yahoo.com

Joann Fuller – Treasurer & Finance Chair

JFuller@StMarvsMaine.com

Lisa Simm – Secretary

Lisa.simm@mainegeneral.org

Beth Dodge – Member-at-Large & Nominating

Chair BETH.DODGE@sjhhealth.com

Cheryl Roberts – Member-at-Large

croberts@mayohospital.com

Sue Wilcox – Program Chair

swilcox@penbayhealthcare.org

MaryAnn Johnson – Membership Chair

marvannj@mocomaine.com

2010 NAHQ Annual Education Conference

“Striking a Chord for Quality”

September 30 – October 3, 2010

Gaylord Opryland
Nashville, TN

