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"Never believe that a few caring people can't change the world. For, indeed, that's all who ever have."

Margaret Mead

Message from our President – Trudy O'Bar

Dear Colleagues,

Not sure about you but I feel like I am riding a runaway train most days. Spring feels like it actually might get here and new projects are sprouting everywhere. The Maine Association for Healthcare Quality is trying to support all of us by offering low cost, local (in State) educational offering on relevant timely topics. We have quite a group registered to

attend the virtual broadcast of the NAHQ National Quality Summit on Leading Care Transitions: Improving Quality & Safety Across the Healthcare Continuum. We are excited to be sharing this wonderful learning experience with others across the country as well as the attendees live in Philadelphia. The agenda shows a wealth of topics to reach out to many

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The NAHQ Advantage –

BettyAnn Cyr

Recently, I was given the task to find 'Best Practices' for a project. After searching and searching on the great world-wide web, I had not found much useful information. Then it finally occurred to me...I'm a member of the National Association for Healthcare Quality (NAHQ) and had a network of information available to me! So I joined a few Special Interest Groups (SIGs) and posted my situation and asked a few questions. The very next morning, my office phone rang and it was a fellow NAHQ member calling from Florida. She was calling because she had seen my post and wanted to

find out more specifics so she could send me some information. As an aside, she told me that she was born at Mercy Hospital where I work and she had grown in Westbrook! It's a very small world! The information that she sent was very helpful and ideas that I had already had come up with were right on track.

So if you're a NAHQ member, remember that there is a large network of Quality Professionals with a vast array of knowledge. I can't promise you'll get all your questions answered but it's a great place to start! And a great place to network!

MAHQ BY THE NUMBERS

2014

18 New Members
48 Renewals
66 Members

36 % CPHQ

Members who belong to both MAHQ and NAHQ
47%

MAINE AHQ
Maine Association for Healthcare Quality

National Quality Summit
April 23-24 2015
Hyatt Regency/Phillidelphia
nahq.org



Hospital Compare HCAHPS to include Star Ratings

The Centers for Medicare and Medicaid Services (CMS) will add star ratings to the patient experience measures on the Hospital Compare Web site beginning in April. CMS created the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Star Ratings to enable the public too more readily assess the patient experience of care among hospitals in a format that is increasingly used by consumers.

These star ratings will be based on the same data that is currently used to create the publically reported HCAHPS measures. The April 2015 Star Ratings will be based on patients discharged between July 1, 2013 and June 30, 2014. All hospitals that currently participate in the HCAHPS survey will be eligible to receive the Star Ratings. CMS

plans to roll-out this initiative on other Compare Web sites as well.

The Star Rating will apply to all of the current HCAHPS composites including the Overall Rating. These Star Ratings will not be used to determine reimbursement to hospitals as part of the Value Based Purchasing Program.

For more information, please visit hcahponline.org/StarRatings.

Distribution of HCAHPS Summary Star Rating in the Dry Run

HCAHPS Summary Star Rating	# of Hospitals	% of Hospitals
1 Star	131	4%
2 Stars	519	14%
3 Stars	1,476	41%
4 Stars	1,246	35%
5 Stars	211	6%
Total	3,583	100%

President's Message – *continued from Page 1*

different providers of care with which a patient interacts. It is exciting to see in the goals of the conference that the presenters are expected to give attendees practical recommendations that we can all incorporate once we return to our busy work environments. Plans are being made as we speak for the sessions we can access at the Summer Forum through the Maine Hospital Association when we attend to honor our Distinguished Member of the Year on Thursday June 18th. On November 6th, we are planning our Fall Conference and more information will come about that session so keep your ears open.

In addition, the MAHQ Board held a strategic planning session in February. In an effort to allow more members to participate in the MAHQ governance we discussed changes to our Bylaws. Our Immediate Past President Beth Dodge spent a great deal of time revising and getting these reviewed by NAHQ. These changes propose adding two more Members-at-large and to extend current Board positions an additional year in order to give us more eligible members to fill positions in the future. We are asking you all to vote by April 8th on these proposed revisions. If you haven't please send your vote to Beth at beth.dodge@sjhhealth.com

Enjoy your Spring and remember to take some time to smell the flowers!! *Trudy*



Atul Gawande, MD signs copies of his latest book [Being Mortal and What Matters in the End](#) at the Maine Quality Counts Conference in Augusta on April 1st. His latest book is currently on the [New York Times Best Seller List](#). **Gawande was one of the keynote speakers .**

Photo by Christina Holt

Got News? We need articles/photos for future MAHQ Quarterly newsletters. If you have anything that you would like to share from the world of healthcare quality, please send to Jeff Gregory, MAHQ Communication Chair @ gregoj@mmc.org

Be sure to check us out on Facebook!

