

PRESIDENT'S CORNER

by Trudy O'Bar

Happy New Year All! What an exciting and busy time of year for us. Resolutions to be made and followed through on and winter weather to be dealt with. And then there are our jobs wherever we work. Quality work is such a busy, ever changing and wide-reaching role, no matter what type of care we give and type of facility we work in.

The MAHQ Officers and Board want to support you in the upcoming year by providing the required CEUs for maintaining your CPHQ, by addressing your educational and informational needs you told us in the Annual Educational Surveys and by providing access to a network of peers in our great State for you to contact if needed. The Board held a very productive Strategic Planning session on December 19, 2013 at the beautiful new MaineGeneral Hospital, Much thanks to Lisa Simm, our new Member-At-Large for hosting us! We are working on some great educational sessions in 2014, be watching for more information soon as to dates and topics! We look forward to partnering with the Maine Hospital Association for their Summer Forum in June. There is also some discussion of collaborating with our neighboring State Associations for educational offerings, both live and web-based.

We ask you to join us in our excitement for a great 2014 for the Maine Association for Healthcare Quality! Please feel free to contact me anytime with questions or suggestions for improving what we can do together!

Save these dates:

MAHQ Spring Program Apr 4, 2014 (Tentative)
MHA Summer Forum/Rockport June 18-20, 2014
NAHQ Annual Conference/Nashville Sept 7-10, 2014
MAHQ Fall Program Friday Oct 10, 2014 at Maine Health



Happy New Years!

Your 2014 MAHQ Board

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MAHQ MONTHLY

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CAHPS Surveys Continue to Expand

By Jeff Gregory

The Consumer Assessment of Healthcare Providers and Systems Survey continue to expand beyond the Hospital (HCAHPS) and Practice (CG-CAHPS) settings. The Center's for Medicare and Medicaid Services is currently pilot testing a survey that will measure the patient experience of care in the Emergency Department. According to National Research Corporation, a certified vendor for CAHPS surveys, the ED tool will be administered to both patients who were discharged from the ED as well as those who were admitted. There will be two versions of this survey, one containing 63 questions for discharged patients and the other containing 57 questions for those patients admitted to the hospital. Since this tool is still in the trial phase, there may be changes made before it is finalized.

CMS is also partnering with Boston Children's Hospital to field test a CAHPS tool that will capture the experiences of Pediatric inpatients (including NICU). The core CAHPS domains that will be on the survey include Communication with Doctors and Nurses, Responsiveness of staff, Pain management, Communication about Medicines, Discharge Information and questions about the Hospital Environment.

Other CAHPS tools under development include a series of surveys for Nursing Home patients and their families. While not yet required, it is anticipated that surveying and public reporting of Nursing Home patient experience results will be mandatory in the near future. In-Center Hemodialysis CAHPS (ICHCAHPS) is another tool that will measure the quality of Dialysis Center care and operations. The goal of this new initiative is to create evaluation scores that you can use to compare your facilities to other facilities in your region, state, and across the country.

Did you know?

38% of MAHQ members also belong to the National Association

40% of MAHQ members are CPHQ certified

Through our education programs in 2013, MAHQ provided 16.5 CEUs



www.nahq.org

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