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**Quote**

**“Success is going from failure to failure without losing enthusiasm.”**

– Winston Churchill”



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## MHA Summer Forum Helps Build Resilience

By Jeff Gregory

This year’s Summer Forum sponsored by the Maine Hospital Association focused on resilience. On Thursday June 22<sup>nd</sup>, the morning Key Note Speakers included J. Brian Sexton PhD., Regina Holiday and Keni Thomas. The afternoon MAHQ session featured Rachel Crowe, MPH, BSN, RN from New England QIN-QIO.

J. Brian Sexton, PhD. an Associate Professor of Psychiatry at Duke University kicked the morning session off talking about burn out among healthcare clinicians. Burnout leads to higher infection rates, poorer patient satisfaction and higher mortality rates. Dr. Sexton noted that 30-40% of physicians and 34% of nurses suffer from severe burnout. Dr. Sexton talked about burnout aides that can help change the situation. He encouraged clinicians to spend more time with spouse or significant other, have strong social support network, and be

## Save the Date

**NAHQnext**

The Leading Conference for the Healthcare Quality Profession

**VIRTUAL CONFERENCE**

Can't attend in Cincinnati? NAHQ's virtual conference offers more content than ever before with a curated program to help you translate quality into practice from the comfort of your own home or office.

**September 18-20, 2017**

- Live streaming of 10 sessions including key notes
- Discussion Guide
- Interaction with speakers during Q& A
- Up to 10 CPHQ CE hrs. & nursing contact hrs.
- Access to session recordings for 2 weeks after the event

**Registration Deadline Sept 6<sup>th</sup>!!**

**Maineahq.org**

## Summer Forum – *continued from page 1*

part of a positive learning environment, draw satisfaction from conversations with others, take control over time off and maintain quality working relationships. He also noted, based on research that has been conducted, that it helps to write down three positive things each day for 14 days. If you do this twice a year, studies have documented the positive effects it has on mood.

Regina Holliday, a patient advocate delighted the crowd by painting murals that depicted the need for greater clarity and transparency in healthcare. Her inspiration came from the experience her late husband had when he was diagnosed with kidney cancer. She is a strong advocate for including patients and families as part of the healthcare team.

Finally, Keni Thomas, a former Army Ranger who was part of an elite force during the 'Black Hawk Down' operation in Mogadishu, Somalia in the early 1990s spoke about the what he and his fellow rangers went through during an 18 hour fire fight. Mr. Thomas went on to complete the Belgium Commando Course, one of only 10 Americans to do so. After leaving the service, he went on to start a distinguished country music career and continues to entertain troops that are stationed in Iraq and Afghanistan. Keni is most proud of being the national spokesperson for the Special Operations Warrior Foundation which provides college educations for the children of service members killed in combat or training.

At the Allied Luncheon, Jeff Gregory was recognized as the MAHQ Distinguished Member of the Year. Jeff serves as the Communications Chair and is responsible for the newsletter, MAHQ Website and Facebook. After the Allied Luncheon, MAHQ hosted Rachel Crowe, RN, BSN, MPH who is the Program Coordinator for Med Safety at the New England QIO. Rachel updated attendees on the MACRA/MIPS requirements.

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

Be sure to check us out on Facebook!



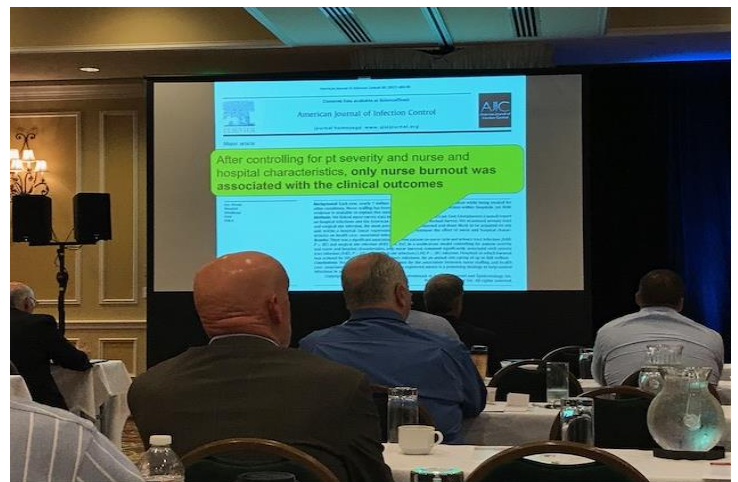
## MEHMC and MMA 3<sup>rd</sup> Annual Symposium

The Maine Health Management Coalition and Maine Medical Association's third annual symposium on improving healthcare value is coming up on October 11<sup>th</sup> in Portland at the University of Southern Maine's Abromson Center! This year's keynote speaker is Dr. Elisabeth Rosenthal, Editor-in-Chief at Kaiser Health News and author of the New York Times' best-selling book, *An American Sickness: How Healthcare Became Big Business and How You Can Take It Back*. Dr. Rosenthal is a frequent contributor to the New York Times' Sunday review and has made appearances on media outlets like MSNBC's Morning Joe, C-Span, This American Life, NPR's Fresh Air, and The Diane Rehm Show, among others.

In addition to Dr. Rosenthal, this year's breakout sessions will feature timely information and innovative approaches to achieving more value in healthcare by speakers from around the country. There will be sessions on trends and best practices in benefit design and high-deductible health plans, how healthcare impacts Maine's economy, strategies for achieving bundled payments here in Maine, and more.

Members of the Maine AHQ can save 15% off the cost of admission by using the **discount code MEAHQ** at checkout. Registration is limited, so be sure to register today if you'd like to attend.

Information and registration can be found at [www.mehmc.org/symposium](http://www.mehmc.org/symposium).



**J. Brian Sexton, PhD presents at the MHA Summer Forum at the Samoset Resort in Rockport on June 22nd**

# MAHQ Board Updates

The MAHQ Board would like to thank Susan Curtis, RN for all she help she has provided MAHQ over many years! Sue served as MAHQ Secretary and did a wonderful job of taking board meeting minutes and keeping us on our toes. Sue recently retired from Maine Medical Center after serving as a bedside nurse, Medication Safety RN, Quality Specialist, Risk Manager and most recently as the Program Manager for the Vascular Program. Thank you Sue and we wish you all the best!

We would also like to extend a warm welcome to Trudy Iams who serve as the new MAHQ Secretary. Trudy is currently the Quality Director at Franklin Memorial Hospital. She is passionate about creating an environment that supports safe, high quality patient care.

Trudy has a Master of Public Health degree and BSN. She is also a retired from the United States Navy where is received the Naval Achievement Award. In her spare time, Trudy volunteers for the Girl Scouts of America and the Franklin County Firefighter Association. She also enjoys spending time with family, hiking the Appalachian Trail, kayaking and fishing.

## Patient Safety Academy: A Rising Tide Lifts All Boats



**Patient  
Safety  
Academy**

Friday September 29<sup>th</sup> 8:30-4:00p  
USM/Portland/ Abromson Center  
5 CPHQ CE Hours Available

## CMS Proposes Changes to HCAHPS Survey in Response to the Opioid Crisis

CMS has finalized proposals for the Value Based Purchasing Program in relation to the HCAHPS survey. Since the nation has seen a dramatic spike in the number of opioid overdoses and related deaths, CMS received feedback from many stakeholders, including members of Congress, to change or eliminate the two pain related questions on the current HCAHPS survey.

In its final proposal, CMS is recommending that the pain related questions be reworded to focus more on communication as opposed to the current pain management. This would impact questions 12, 13, & 14 on the survey. The composite measure would change to Communication about Pain starting with CY2018 reporting. Results would publically reported on Hospital Compare in October 2020. Payment determination would go into effect in FY2020 as well. The current pain management questions no longer count towards reimbursement.

As an example, one of the current pain questions asks "During this hospital stay, how often was your pain well controlled"? CMS is proposing that new wording be focused more on communication. For example, "During this hospital stay, how often did hospital staff talk with you about how much pain you had"? Also, starting in fy19, the *Patient Experience Domain* will be called *Person and Community Engagement*, still accounting for 25% of the domain weighting.