

Check out MAHQ's new look at [maineahq.org](http://maineahq.org)

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### Quote

*"My mission in life is not merely to survive, but to thrive; and to do so with some passion, some compassion, some humor, and some style."*

Maya Angelou

## Your MAHQ Board

By Jeff Gregory

In our ongoing effort to help members get to know who is on the MAHQ Board, we'll be profiling our Board members over the next couple of issues. In this issue we get to know Trudy Rairdon, Trudy Iams and Cindy Swift.

### Trudy Rairdon

#### *What's your background in healthcare?*

I started as a laboratory tech and worked at Houlton Regional Hospital in that capacity for 14 yrs. I saw an opening in the Quality Department, was intrigued and have been doing it ever since!

#### *How did you become involved in quality?*

I saw it as a challenging area in healthcare. I wanted to learn how to continue making a difference in our patient's lives, improving the care we provide.

## Save the Date

Tuesday February 27, 2018  
12-1pm



### **Integrating Tobacco Treatment Along the Continuum of Lung Cancer Screening (1 CME Credit)**

Visit  
[mainequalitycounts.org](http://mainequalitycounts.org)

## MAHQ Board – continued from page 1

### Trudy Rairdon

#### **How did you hear about MAHQ and what interested you in becoming a member?**

My boss encouraged me to seek out peers in the State and to become certified as a CPHQ, both for my personal benefit and our facility. Once at my first meeting I enjoyed the networking and support. I have served as Program Chair and President and now am enjoying my Past-President time

#### **What are your interests/hobbies outside of work?**

I enjoy camping and fishing. My Husband and I enjoy time with our “bonus” child and my grandson and our three dogs.

Say hi to Trudy: [tobar@houltonregional.org](mailto:tobar@houltonregional.org)

### Trudy Iams

#### **What's your background in healthcare?**

I started in healthcare as a Navy Corpsman working in pharmacy, emergency room, ambulance crew, oncology, urology, laboratory and supply chain. After my naval career I attended nursing school. I was the lead nurse/care coordinator of an Internal Medicine/Behavioral Health office and have also worked as the lead nurse at the county jail prior to coming to Quality.

#### **How did you become involved in quality?**

I was working on my Masters in Public Health and found that I could specialize in Quality and Patient Safety; this interested me due to the fact that my father had to have an additional 27 surgeries due to a medical error. I wanted to become part of making healthcare safer.

#### **How did you hear about MAHQ and what interested you in becoming a member?**

I heard about MAHQ from a member and I wanted to join a group that promotes quality in healthcare

#### **What are your interests/hobbies outside of work?**

I enjoy going to camp, kayaking, fishing, cooking, gardening and spending time with my family

Say hi to Trudy: [tiams@fchn.org](mailto:tiams@fchn.org)

### Cindy Swift

#### **What's your background in healthcare?**

I have been in nursing for 37 years, primarily in community based nursing...in home health, ambulatory care and assisted living community settings.

*Continued next page*

## Mark the Date Healthcare Quality Week 2018

October 21st-27<sup>th</sup>



As a NAHQ member, you can expand your professional network, learn best practices, and brainstorm with peers in order to enhance your knowledge and ensure you bring the best information back to your organization. Join special interest groups including Regulation/Accreditation, Ambulatory Care, Behavioral Health, and Acute Care. These online communities provide a forum to share resources, solicit advice, and network.

After signing into the NAHQ Network, you can browse the special interest groups, join one or all of the groups that interest you, and create your first post introducing yourself to the group.

[nahq.org](http://nahq.org)  
[info@nahq.org](mailto:info@nahq.org)

**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!



Like

Find us on  
Facebook

## MAHQ Board

Cindy Swift

### **How did you become involved in quality?**

My desire to ensure folks get the very best care possible was the initial driving force. Understanding the relationship between systems of care and quality outcomes quickly followed.

### **How did you hear about MAHQ and what interested you in becoming a member?**

One key mentor, Elaine McMahon led me to MAHQ. She encouraged me to grow in my professional quality role & coached me to successfully complete my CPHQ.

### **What are your interests/hobbies outside of work?**

It may sound like a pat response, but spending time with family & friends. Love cheering on my teenage relatives in playing their respective sports. And 'Mardening' of course!

Say hi to Cindy: [cinmcsswift@gmail.com](mailto:cinmcsswift@gmail.com)

### **Five Maine Hospitals Earn CMS Five Star Rating**

*Written by Brian Zimmerman | Beckers Hospital Review (Dec 2017)*

When CMS updated the methodology used in its Overall Hospital Quality Star Rating program in December after a five-month delay, the number of hospitals that received the highest possible overall rating increased from 83 in December 2016 to 337.

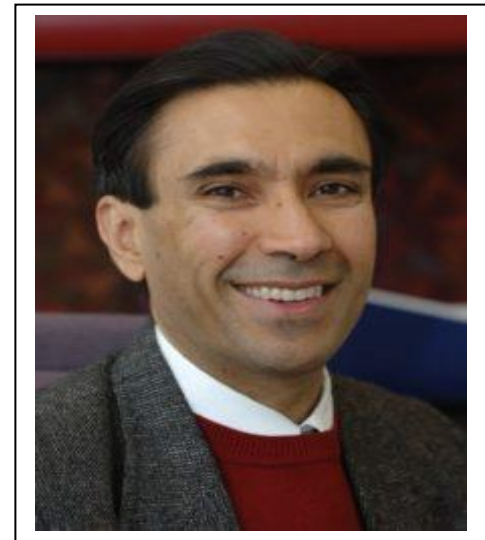
CMS' Hospital Compare website reports on quality measures for more than 4,000 hospitals from around the country. Changes in the specific methodology used to stratify the ratings include the removal of winsorization from the statistical breakdown. Winsorization is a process that limits extreme values from arising in statistical analysis. As a result, the new ratings have a higher number of 5-star and 1-star hospitals. The five Maine hospitals receiving the five star rating include:

Maine Coast Memorial Hospital (Ellsworth)  
Maine Medical Center (Portland)  
Mercy Hospital (Portland)  
Northern Maine Medical Center (Fort Kent)  
Redington Fairview General Hospital (Skowhegan)

## QC 2018: Building Communities of Practice through Innovation



APRIL 4, 2018 | AUGUSTA CIVIC CENTER



### **Keynote speaker Dr. Sanjeev Arora, MD, FACP, MACP**

Dr. Sanjeev's address will focus on his work with Project ECHO (Extension for Community Healthcare Outcomes).

Project ECHO is a disruptive innovation that dramatically improves both capacity and access to specialty care for rural and underserved populations.

**Registration at [mainequalitycounts.org/events-news/qc-2018](http://mainequalitycounts.org/events-news/qc-2018)  
Costs: \$90**

Please Note: QC Members should register using the member registration link sent via email.  
Contact Janine Bonk at [jbok@mainequalitycounts.org](mailto:jbok@mainequalitycounts.org) if you have questions.