



# Maine Association for Healthcare Quality Newsletter

Summer 2006

[www.maineahq.org](http://www.maineahq.org)

## Paul McMurray of VitalSmart Slated to Lead Fall Education Program on Crucial Conversations in Healthcare

Paul McMurray of VitalSmart will lead the Maine Association for Healthcare Quality Annual Program, facilitating an all day course on the "Crucial Conversations" that need to take place in healthcare. The program will be held October 27, 2006 at the Marriott Sable-Oaks in Portland.

Paul McMurray has served in the role of executive coach and consultant, working with individuals and teams at all levels to help them overcome obstacles in their work-life and find greater success in their professional performance.

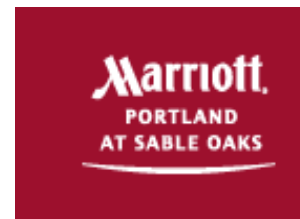
Problem-plagued organizations often share the same root cause: perplexed employees who are not quite sure how to bring up touchy, controversial, and complex issues and resolve them. And when three key forces show up – strong emotions, differing opinions, or high stakes – key business results suffer.

Learn to share information safely, get ideas and feelings out in the open, and maintain high levels of respect – all without causing resistance or resentment. Discover a model that truly helps individuals, teams and organizations get unstuck and achieve breakthrough results.

The program objectives are:

- Identify the conversations that are keeping you from your desired results
- Speak persuasively not abrasively, no matter the topic
- Make it safe for others to share their honest opinions
- Deal with people who either clam up or blow up
- Influence without exerting force

## When & Where



### *"Crucial Conversations in Healthcare"*

**Friday October 27, 2006**

**8:00 am – 3:00 pm**

**Costs: \$90 Members; \$110 Non-members; \$130 to join MAHQ and attend program or renew your MAHQ membership. For more information contact Jeff Gregory, MAHQ Treasurer, 207-662-4483**

## **CONGRATULATIONS TO TWILA DAMON ON WINNING THIS YEAR'S MAHQ DISTINGUISHED MEMBER AWARD**

Our 2006 Distinguished Member Award goes to Twila Damon. As so many of you know, Twila has served the MAHQ for many years in different roles. Twila has also served as a mentor for several of us who have called asking her sage advice. Twila is truly a results oriented professional who's most recent accomplishments have been planning and pulling off one successful educational conference after another! THANK YOU TWILA!!

### **INSIDE:**

**Page 2**

**MHA Summer Forum  
Muskie School Fall Forum**

**Page 3**

**Rural Health  
NAHQ/MAHQ News**



## MHA Summer Forum Featured Varied Speakers

By Anne Sands

Several MAHQ members attended the Maine Hospital Summer Forum lectures and luncheon on Thursday June 22, 2006. I have to admit I almost decided to stay at work and catch up on one too many projects. I am so glad that I chose to attend and I hope to be inspired by great speakers next year! We listened to two very different national speakers.

Doctor Lowell Catlett is an economist, futurist and I definitely believe he is a humorist. It was therapeutic to laugh through his session! He took us back to the 1900s and spoke of daily expectations. We journeyed through discussions of what a typical day included in the 20s, 30s up through today. For example, in the 1930s, 1/3 of a person's pay went toward feeding the family. Now only 10 % of pay is used for providing food. We have lots of opportunities to spend money on all sorts of gadgets large and small. He was able to enlighten us on how this impacts a customer's view of health care options. Private rooms are now the expectation. Who would want to be in a ward? I learned through his eloquent ability to capture an audience that the Healthcare industry needs to keep reaching to stay in the game.

**DID YOU KNOW?** That as a member of the National Association for Healthcare Quality (NAHQ), you have access to valuable information and networking opportunities. You can stay current with media reviews, tap into the Quality Network and read web exclusive *Journal for Healthcare Quality* articles. Visit [nahq.org](http://nahq.org) for more information!

The other speaker Scott Waddle was one of the top commanders in the Navy when a tragic accident occurred while his team was performing an emergency maneuver for some guests on board their submarine. They did not follow all protocols and this ultimately caused a major collision that tore a thirty foot hole in the side of a Japanese fishing vessel. High school kids were on board and nine died. Scott Waddle was quickly dismissed from his command post. He spoke of the difficulties he incurred while trying to come to terms with such a tragedy. He took responsibility for his decisions and actions and showed how someone with integrity can persevere after such an event. It was difficult to listen to his story but the message I took home is: do your best; don't cut corners; make sure procedures are followed and be honest if there is a bad unexpected outcome.

## Muskie School to Host Annual Forum for Healthcare Leaders

On October 18-19, 2006, the USM Muskie School's Graduate Program in Health Policy and Management will present the 2<sup>nd</sup> Annual Forum for Health Care Leaders, "Building an Integrated, High Quality and Evidenced-Based Mental Health Program," at the Abromson Community Education Center on the USM Portland Campus.

This meeting will focus on the development and expansion of evidence-based mental health services. Information sharing and discussion around this topic is particularly important and timely. As service needs, demands and costs escalate, policymakers, consumers, practitioners and purchasers must work together more closely to establish delivery and financing systems that advance accessible, efficient, integrated and quality-based mental health services.

The two day seminar will include a roundtable meeting to discuss Maine's research agenda for mental health, an evening lecture on Oct. 18<sup>th</sup>, featuring Dr. Mary Jane England, President of Regis College and chair of the Institute of Medicine Committee that authored the report *Improving the Quality of Healthcare for Mental and Substance-Use Conditions*.

Please visit the Forum web site, [www.muskie.usm.maine.edu/healthforum](http://www.muskie.usm.maine.edu/healthforum) for more details and for registration information. You can also contact Ray Dumont, University Outreach at 780-5892.



**31<sup>st</sup> Annual National Association for Healthcare Quality Conference begins Sept 17-20 in San Diego. Make plans now to attend the 2007 Conference in Boston! Abstracts for the Boston conference are due now. For more information please go the NAHQ website**

**[http://209.224.198.106/nahq\\_abstracts/07CallInstructions.pdf](http://209.224.198.106/nahq_abstracts/07CallInstructions.pdf)**

## **Rural Health is theme of September *Journal for Healthcare Quality* Issue MAHQ member Sue Boisvert serves as guest editor**

The September issue of the *Journal for Healthcare Quality* is a special issue dedicated to rural health. Guest edited by MAHQ member, Sue Boisvert, the issue contains four articles by Maine authors, as well as articles and editorials from national experts in rural health. This is the first time JHQ has devoted an entire issue to rural healthcare quality. As guest editor, Sue was responsible for soliciting articles and editorials and working with prospective authors. In addition, she interviewed rural healthcare quality expert Ira Moscovice and penned a review of the *Quality Chasm Series: Quality Through Collaboration: The Future of Rural Health*.

As a result of her work on the special issue, Sue has been asked to serve on the *Journal for Healthcare Quality* editorial board. "I am very excited to serve on the JHQ editorial board," Sue stated recently, "this is a huge honor and the first time anyone from Maine has served in this role. I look forward to working with the rest of the editorial team."

Sue is willing to work with anyone who might be interested in submitting to the Journal. She is Vice-President of Quality at St. Andrews Hospital and Healthcare Center in Boothbay Harbor. Sue can be contacted by phone at 207-633-1902 or email at [sueb@standrewshealthcare.org](mailto:sueb@standrewshealthcare.org).

### ***Congratulations Are in Order:***

- Jennifer Charrett for becoming CPHQ certified in the Spring
- Sue Boisvert for her guest editorial in the *Journal for Healthcare Quality*
- Anne Sands, RN, CPHQ, President Elect of the MAHQ



**Overheard – "The greatest thing in the world is not so much where we are, but in what direction we are moving."** Oliver Wendall Holmes