



## President's Comments

**Lynne Gagnon, RN, MS, CPHQ, MAHQ President**

The year 2003 has rapidly come and is near gone. This year has been a year of transition for MAHQ. It has brought challenges as well as opportunities for MAHQ and its Board. We have experienced a drop in membership, and a decrease in the number of currently certified professionals in healthcare quality (CPHQ's). Many of us have had to assume additional responsibilities in our professional jobs as the demand to do more with less is ever increasing. Finding the balance between our professional and personal lives is a continuous challenge

That said, MAHQ is your professional peer organization and wants to continue to be your resource for meeting some of those professional challenges. We, as quality professionals, should be setting the example in our organizations, for commitment to professional networking and demonstrating the value of having a certified quality professional within. Instead of moving away from quality as a dedicated, full time responsibility, organizations are being asked to demonstrate quality and continuous improvement in all facets of their operations. CMS has instituted mandatory quality indicator reporting; the national Leapfrog group; the Institute of Safe Medicines Practices, JCAHO, third party payors, all are demanding that hospitals and healthcare providers address quality with continuous improvement. This is a time when we all should have an interest in making our own professional organization as strong and resourceful as possible.

Your Board, in attempting to respond to our member's suggestions, has added an additional educational

Cont. on page 2

<b>Inside this issue:</b>	
1. Presidents Message	Pg 1
2. Committee Updates	Pg 1
3. MAHQ News	Pg 2
4. NAHQ News	Pg 2
5. Upcoming Events	Pg 2
6. New Job Listings	Pg 2

## Committee Reports

### Program Committee:

Anyone who would like to work with the Committee to plan more great events for 2004, please contact Twila Damon, Membership Chair, at 872-1362 or [twila.damon@mainegeneral.org](mailto:twila.damon@mainegeneral.org).

### Membership Committee:

We had a total of 43 registrations received for our October 2003 Annual meeting. The majority of the registrations were current members with 5 new members joining us for this meeting. Overall membership registrations are down for this year (2003) but we have already seen a steady renewal of membership for 2004. For questions on membership contact Carrie McFadden at [membership@maineahq.org](mailto:membership@maineahq.org).

### Nominating Committee:

The nominating committee members for 2003 were Jeff Gregory, Cindy Bridgham and Mary Johnson (chair). Nomination forms for election of President-Elect and Secretary for calendar year 2004 were sent to Association members in August with a return date of September 5<sup>th</sup>. Three members were nominated for President-Elect and five members were nominated for Secretary. Nominees were contacted to determine interest in serving as officers of the Association. Ballots were distributed at the annual meeting in September. Members not present at the meeting were sent a ballot and asked to vote by October 10, 2003. Thirty-three votes were cast for officers.

Michele Briggs was elected to the office of President-Elect. Michele is the Co-Director of CQI at Sweetser. She has served on the MAHQ Board as Secretary in 2002-2003. Michele is a member of NAHQ.

Debra Tillotson was elected to serve as Secretary for 2004-2005. Deb is the Director for the Center for

Cont. on page 2

meeting this year, brought in national faculty for our Annual Education Day, and explored options for half day versus full day meetings. Now we need YOU to help us continue this work. MAHQ can only be that resource if we have active participation. I am asking each of you to take a personal inventory of MAHQ has done for you and what you would like to see it do for you. Then consider 'volunteering' for some role in making it happen. Many of us are drawn to do some kind of "volunteer" work. Why not do it for your professional peers?

Thank you for the opportunity to serve as your President.

**Lynne Gagnon, RN, MAHQ President**

If you would like to contact me, you may email me at [lgagnon@emh.org](mailto:lgagnon@emh.org).

## MAHQ News

Have you visited our website yet? It is fantastic and full of valuable information. Check out our library resources!! Job postings are also listed. Please visit it at [www.maineahq.org](http://www.maineahq.org). All Board members are listed under "Contact Us". We would love feedback from you!

- If interested in being on a MAHQ committee, call Georges Nashan - 2004 President at 262.1753.
- Don't forget to thank your employer for your membership in MAHQ.

## NAHQ News

Four MAHQ members attended the annual conference in Phoenix. This was a wonderful educational opportunity filled with exciting key note speakers, knowledgeable presenters at the educational sessions and many networking opportunities. In addition after the cold, rainy spring and summer the weather in Phoenix was cooperative - hot and sunny every day! If you haven't attended a conference in the past it is well worth the time and expense to attend one. MAHQ will sponsor the registration fee for one member, so look for application information in the spring.

The next conference is scheduled for September 2004 in Orlando, FL. More information can be found on the NAHQ website at [www.nahq.org](http://www.nahq.org).

Performance Improvement at Maine Medical Center. Deb is a member of NAHQ and ASQ. The nominating committee would like to thank all those who participated.

## Bylaws Committee:

The Bylaws will be reviewed at the December 18 Board meeting. A copy of the current Bylaws is available on our [website](#).

## Treasurer's Report:

The MAHQ financial records are due for an annual audit which will be completed by years end.

For questions contact Carrie McFadden at [treasurer@maineahq.org](mailto:treasurer@maineahq.org).

## Newsletter Committee:

This is a one-person task force supported by the Newsletter Chair. This position will be open for 2004 and requires a minimal amount of time. Please call Lynne Gagnon if you are interested.

Your submissions to the newsletter are always welcome.

## MAHQ Education Meetings

An excellent educational session was held in November at Captain Cote's in Augusta and focused on use of the Internet – Evaluating and Using Healthcare Related Websites. Barbara Hames and Cora Damon from MaineGeneral Hospital did a great job in presenting the session and providing us with invaluable information.

The next educational session will be in February 2004. Location and topic to be determined.

## MAHQ Board Meetings

Board meetings are open to all members and we welcome your participation. Our next Board meeting is scheduled for December 18<sup>th</sup> at MMC Dana Building, Classroom #1, beginning at 9:00 AM.

## Odds & Ends

Received notice of a **PI Analyst** opening at St. Joseph Hospital in Bangor. Contact [Georges Nashan](#) at 262-1753 if you are interested in more information.

For more job listings please visit our website!