



# Maine Association for Healthcare Quality Newsletter

Fall 2009

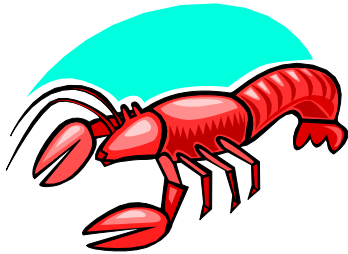
[www.maineaq.org](http://www.maineaq.org)

## President's Message

Quality colleagues -



It never ceases to amaze me how fast the summers in Maine go by. In fact, the board of MAHQ has already started thinking about the fall. On Friday November 6<sup>th</sup>, MAHQ will host our annual education program at the Senator Inn in Augusta. As healthcare reform takes center stage, it's important that we're able to connect all the dots in the quality realm. Doug Salvador, M.D., Associate Chief Medical Officer and Patient Safety Officer at Maine Medical Center, will talk about using the *Learning Collaborative Model* in leadership, shared decision making, and performance improvement. During the afternoon, Larry Ramunno, M.D., Director of the QIO at the Northeast Healthcare Quality Foundation will address healthcare reform and the future of quality. During the lunch hour, we will also have a business meeting to update members on the financial and membership status of MAHQ. Bill Zuber, Director of Quality, Risk, and Safety at Pen Bay Medical Center, will facilitate a session with attendees on what types of educational programs would be beneficial to our members in the future. It promises to be a very informative day!!



Fall is also the time that the MAHQ begins to think about the future. The nomination of officers for 2010 will begin soon. Be on the look out for nomination forms for the following open positions: President-elect 2011, and 2 Member-at-large positions. As you know, we are extremely fortunate as an association to have such a great group of volunteers that serve on the board and various committees. You can help us out by nominating a MAHQ colleague (or yourself!!) to fill one of these open positions on the board or work with one of our committees (e.g. Program, Newsletter, Membership). There are many ways that you can help keep our association moving forward.

MAHQ is fortunate to be affiliated with the National Association for Healthcare Quality. They are a great resource for education and networking at the national level. MAHQ plans to take advantage of an NAHQ program that encourages a NAHQ/HQCB board member to visit state chapters in an effort to help us improve our professional relationships. The costs of this initiative are absorbed totally by NAHQ. We are schedule for a site visit in 2010 during one of our education programs.

Finally, congratulations to Cindy Bridgham for being selected as the MAHQ's Distinguished Member for 2009. Cindy has been a huge asset to our organization over the years and is well deserving of this recognition. Kudos Cindy!!

Enjoy the beautiful fall weather and we will look forward to seeing you on November 6<sup>th</sup> in Augusta!

Regards,  
Jeff Gregory  
MAHQ President

### INSIDE:

- Page 2** June Educational Program
- Page 3** National Healthcare Quality Week  
Welcome New Members
- Page 4** Save the Date  
Your MAHQ Board

## Attendees Have Privilege of Hearing Successes of Maine's Quality Leaders

*Submitted by Mary Ann Johnson*

MAHQ's June 12<sup>th</sup> educational program was titled "What is Quality? An Exploration of the Components of Quality as it Relates to the Workplace and CPHQ Exam." This excellent multifaceted presentation of integral topics related to quality as it relates to the workplace interfacing the pertinence of the CPHQ Exam was well-received and garnered excellent reviews.

Presenters included Sharon King, RHIT, CPHQ Director, PI/RM/HIM Seabasticook Valley Hospital; Mary Finnegan, BSN, Med, Director of Performance Improvement, Goodall Hospital; Cheryl Roberts, BSN, MS, CPHQ, Director Quality, Safety and Ancillary Services Mayo Regional Hospital; Sue Devoe, RN, BSN, CPHQ Director of Quality Northern Maine Medical Center; Bill Zuber, OTR/L CPHRM Director of Quality, Risk and Safety Penobscot Bay Medical Center; Lynne Gagnon, BSN, MS, NEA-BC, CPHQ Director Patient Care Services Mayo Regional Hospital.

Each presenter provided course objective components in their area of expertise to

- Identify current Federal and State legislation which impacts quality and patient safety;
- Describe at least one component from each of the four modules outlined in the CPHQ study guide;
- Describe links common to quality risk and compliance; and
- Discuss critical success factors necessary for change in our organizations.

Sharon King expertly presented Health Care Quality Concepts focusing on Module 1 of the CPHQ Exam – highlights included key dimensions of quality care and performance across the continuum; strengths and weakness of traditional monitoring and evaluation; the concept of value and how it relates to cost and outcome, transparency and value based systems; and, how quality, cost and risk have played a role in improvement and what the future is expected to bring to expand these processes relating to current objectives for change to meet safe quality care to be valued by the provider, the regulators, insurers, payers and the customer.

Mary Finnegan adeptly presented Strategic Leadership components focusing on Module 2 of the CPHQ Exam –

*(Continued from left...)*

– highlights included the importance of the mission, vision and values of an organization; development of a culture within an organization and the length of time it takes to build; leadership characteristics, qualities and styles; leadership links to organizational quality and excellence and tie in to compliance and regulation relating the importance of the role of the healthcare quality professional. Mary encouraged that although a facility may not be a JCAHO facility there is value in following those guidelines to ensure positive achievement for meeting Medicare conditions of participation and other survey preparedness.

Cheryl Roberts nicely overviewed the common links between Compliance, Risk and Quality. This presentation, although brief, was very powerful and well received as it focused on applications relating to all three areas for achieving quality outcomes.

Sue Devoe provided an excellent report of what worked for her facility by presenting the topic of Living the Standards - Continuous Readiness in the Workplace. This encompassed Modules 3 and 4 of the CPHQ Exam. Sue's focus was on "getting ready for the next patient that enters your facility, not surveyors!" she noted that successful surveys are a byproduct of good day-to-day management. She stressed consistency, doing the right thing for the right patient at the right time, every time (a common thread to Sharon King's presentation) and emphasized safe, high quality patient care on a continuous basis as being key to continuous readiness. Sue shared key elements of evolutionary shifts in survey processes preparation that have worked for her facility citing the benefits of year round standards compliance; staff encouragement and involvement in reinforcement of continuous patient care and facilitation of patient safety practices. She stressed planning, communication, training and buy in as being successful for meeting organizational continuous readiness strategies.

Bill Zuber facilitated a dynamic group activity for Defining Quality to identify critical success factors for change in your organization. Bill cited Failure Modes and Effect Analysis, Quality Barriers, and Root Cause Analysis and FMEA "Why" and "But" questions as important to the process.

Lynne Gagnon presented a very well received Practical Guide to the CPHQ Exam, encouraging the group of the value of the CPHQ designation.

*(MAHQ June Educational Program, continued from page 2)*

Sandra Parker, VP and General Counsel for MHA offered Healthcare Quality Laws of Interest as of June 2009 and Mary Mayhew, MHA VP presented a Legislative Update comparing the composition of the 123rd Maine Legislature to the 124<sup>th</sup> Legislature and the impact of the economic crisis caused by state Budget Cuts will have on Maine hospitals.

Handouts are available upon request.

## Welcome New MAHQ Members! January – June, 2009

### March 2009

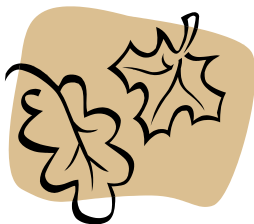
Melinda Bishop, RN, BSW – Maine Department of Health and Human Services  
Sara Scott, Portsmouth Regional Hospital

### May 2009

Brenda Kirk, RN – Central Maine Medical Center  
William Phillips, MS – Acadia Hospital  
Janie Smith, MS, RN – Husson University  
Tammy Therberge, RN – Central Maine Medical Center  
Carrie Wingate, PhD – Acadia Hospital

### June 2009

Susan Levenseler – Martins Point



## Celebrate National Healthcare Quality Week October 18–24, 2009



Healthcare Quality Week (HQW) features the work of healthcare quality professionals and highlights their influence on improved patient care outcomes and healthcare delivery systems. NAHQ members are encouraged to alert administrators, allied health professionals, and the public about the impact of healthcare quality through special events during the week of October 18–24. To promote HQW, a promotional poster, press release template, and logo are available. In addition, promotional items for HQW can be purchased online or by downloading the order form. For additional promotional suggestions and an activity planning guide, visit [www.nahq.org](http://www.nahq.org).

### NAHQ Webcast

“Leaning Toward Performance Improvement” will be presented on October 21 from 2-3:30 p.m. as a webcast during Healthcare Quality Week. Thomas Smith, RN MA CPHQ IQCI and past president of NAHQ will present how this session will highlight the Lean process and its impact on the healthcare industry, specifically projects in health information management systems, the operating room and the emergency department. Participants will be awarded 1.5 CE hours upon completion of the webcast.

For more details about the webcast, visit [www.nahq.org](http://www.nahq.org)

## SAVE THE DATE

*MAHQ Fall Educational Program:*  
**Journey to the Future of  
Healthcare Quality**

November 6, 2009  
Senator Inn, Augusta  
8:00 a.m. – 3:30 p.m.

Speakers include **Dr. Larry Ramunno, MD, MPH, CDE** and **Dr. Doug Salvador, MD, MPH**. Dr. Ramunno is the Chief Quality Officer of the Northeast Health Care Quality Foundation, the Medicare Quality Improvement Organization for the states of Maine, New Hampshire and Vermont. Dr. Salvador is the Associate Chief Medical Officer and Patient Safety Officer of Maine Medical Center in Portland.

\$75 MAHQ Members  
\$125 MAHQ Membership Renewal and Program  
\$90 Non-Members

### Your 2009 MAHQ Board

Jeff Gregory – President  
[GREGOJ@mmc.org](mailto:GREGOJ@mmc.org)

Cindy Bridgham – Immediate Past President  
[bridgec@mmc.org](mailto:bridgec@mmc.org)

Paula Dustin – President-Elect  
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Sue Wilcox – Program Chair  
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Joann Fuller – Treasurer  
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Jennifer Charrette – Secretary & Newsletter  
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MaryAnn Johnson – Membership Chair  
[maryannj@mocomaine.com](mailto:maryannj@mocomaine.com)

Beth Dodge – Member-at-Large  
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Cheryl Roberts – Member-at-Large  
[croberts@mayohospital.com](mailto:croberts@mayohospital.com)