Leadership 2019 - 2020

Officers
Past-President: Rita Morin, MSN, RN, CPHQ
President: Taruna Banerjee, MPH
President-Elect: Alyson Mitchell, BS
Treasurer: Clara Rivera, MPH

Board of Directors
Deborah Darveau, RN, BSN
Absa Fall, MBA
Jennifer Fexis, CPHQ
Haley Friedler, MPH
Lauren Hartwell, MPH
Shanika Wright, MPH
Rebecca Lucente, LSW, LNHA
Lynn Keeley, M.ED
Lynn Myers, RN, MBA, CPHQ
Gloria Stone Plottel, MS, MBA, CPHQ, CPXP
Leila Volinksy, MHA, MSN, RN, CPHQ
Aliysa Rajwani, BDS, MPH
Mission
The purpose of NEAHQ is to advance excellence among healthcare quality professionals practicing across every specialty by providing opportunities for professional growth and to promote collaboration within the healthcare quality community.

Core Values
- **Excellence** - Set high professional standards and support Health Care Quality (HCQ) professionals in promoting standards of excellence in healthcare practice; we invest in each other and value individual and cultural differences that make us strong.
- **Professional Ethics** - professional accountability and moral obligation to a wide range of customers served (colleagues, organizations, patients).
- **Integrity** - honest, ethical and responsible with our customers and members; ensure support and accountability over the association’s operational resources.
- **Partnerships** - engaging in collaborative relationships that support mission driven values to improve quality healthcare services; encourage and reward individual and team
2019 – 2020 Goals

- **Organizational Growth** - Enhance Fiscal Growth & Viability to support advancement of mission related activities
- **Professional Development** - Expand curriculum content that attracts HCQP practicing across various settings/disciplines, and New England States
- **Membership** - Increase membership to include HCQP from HCO in all New England States that extend beyond managed care and acute care organizations
- **Strategic Alliances** - Enhance partnerships with state/regional organizations that have interest in healthcare quality/safety
Governance and leadership
- Oversee organizational strategy & growth
- Review and maintain by-laws
- Prepare next year’s slate

Program:
- Provide educational and networking opportunities to members
- Identify national speakers for meetings
- CPHQ credits

Membership
- Improve member benefits/offerings
- Maintain current members and recruit new ones
- Quarterly newsletter for members

Finance
- Ensure accurate and timely financial reporting
- Complete annual financial audits
Membership Offerings

- Membership categories include Individual, Student, Retiree, and Corporate
- Improved Quarterly newsletter
  - Relevant QI article
  - PI Corner (features a Quality “tip” or “tool” in each edition)
  - Member Corner highlighting a NEAHQ member
- Benefits for members by funding the Professional Enhancement Grant awarded annually
- Enhanced web site with Job Board, Member Forums, archived events
- Increased presence and networking through LinkedIn
- Recognize and celebrate National Health Care Quality Week
- Annually recognize and celebrate Massachusetts CPHQ recipients
Program Offerings in 2019-2020

• Winter Webinar Series 2019:
  • "Approaching Risk Preemptively to Manage the Rapidly Increasing Complexity in Cancer Care" March 2019
  • "Lean Principles and Application in Healthcare" Feb 2019
  • "Dealing with Difficult Situations" on Jan 2019.

• Annual Meeting 2019 – “Transitions in Care”

• CPHQ Review Course on June 2019

• Healthcare Quality Week Networking Event – SDOH panel & Public Health Museum Tour Oct 2019

• Winter Webinar Series 2020:
  • “Listening Isn’t Easy" Jan 2020
  • "Influencing Without Authority" Feb 2020
  • “Robology 101: A Customer’s Perspective on Quality Customer Care" Feb 2020
  • “Run & Control Charts” March 2020

• Spring Webinar Series 2020 – Population Health Management
  • Dates and Topics Coming Soon

• CPHQ Review Course in Oct 2020
## 2019 Income

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<tr>
<th>Description</th>
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<tr>
<td>Due</td>
<td>$ 6,160.00</td>
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<tr>
<td>Program Fees</td>
<td>$7,199.00</td>
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<tr>
<td>Webinar Fees</td>
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<td>Advertising</td>
<td>$345.00</td>
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<td>Interest</td>
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<td><strong>Total</strong></td>
<td><strong>$16,219.00</strong></td>
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## 2019 Expenses

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<td>Admin</td>
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<td>Programs</td>
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<td>Refunds</td>
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<td>Operations</td>
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<td>Other types</td>
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<td>Website</td>
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<td>Travel/ Meetings</td>
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<td>Misc. Expenses</td>
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<td><strong>Total</strong></td>
<td><strong>$17,045.79</strong></td>
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<td><strong>Profit</strong></td>
<td><strong>($826.79)</strong></td>
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## Total Assets

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<th>Period</th>
<th>Amount</th>
<th>% Change</th>
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<tr>
<td>December 2018</td>
<td>$53,366.69</td>
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<td>December 2019</td>
<td>$48,944.90</td>
<td>- 8.29%</td>
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Thank you to our Volunteers!

Antonia Blinn
Donna Lee Eannuzzo
Jessica Kerr
Heidi Koppelkam
Amanda Chuk
Claire Davis
Kristina Kehlenbach
Jonathan Morely
Leadership 2020 - 2021

Officers
President – Alyson Mitchell, BS
President Elect – Haley Friedler, MPH
Past-President – Taruna Banerjee, MPH
Treasurer – Jonathan Morely, MPH, CPPS

Board of Directors
Lynn Keeley, ME.D, CHES
Absa Fall, MBA
Lynn Myers, RN, MBA, CPHQ
Lauren Hartwell, MPH
Aliysa Rajwani, BDS, MPH
Sandra Van Gundy, BS, EdD, RN, CPHQ
Kristina Kehlenbach, MPT
Gloria Plottel, MS, MBA, CPHQ, CPXP
Shanika Wright, MPH
Jennifer Fexis, CPHQ, MBA