A photograph of a white lighthouse with a black lantern room, situated on a rocky coastline. The lighthouse is surrounded by a few small buildings with red roofs. The ocean is visible in the background under a sunset sky with orange and yellow hues. The image is partially obscured by a dark grey diagonal overlay.

ANNUAL
REPORT

2023



*Each one of us can make a difference.
Together we make a change.*

-Barbara Mikulski

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Who We Are

The Maine Medical Association, Center for Quality Improvement (MMA-CQI) works to transform health and healthcare in Maine by leading, collaborating, and aligning improvement efforts on initiatives that span the continuum of care.

The CQI serves as a neutral convener committed to transforming health and healthcare in Maine.

The CQI has a proven track record of acting as a reliable impartial facilitator for numerous statewide, regional, and national initiatives. The CQI is also skilled in spearheading intricate quality improvement projects, adept at managing and fostering learning collaborations, coordinating live educational events both onsite and remotely, offering technical support, and guiding collaborative improvement processes. The CQI has effectively led multiple state and federal contracts.

Our Mission

To improve health care in Maine by leading, collaborating, and aligning improvement efforts on initiatives that span the continuum of care

Our Vision

To serve as a neutral convener committed to improving health and health care in Maine

Meet the CQI Team



**Amy Carter, BSHA-M
Director**



**Mary Milam, MPPM, CAPM
Project Manager**



**Jessica Reed, MSN, GNP-BC
Clinical Quality Manager**



**Ashlee Crowell-Smith, MBA
Project Manager**



**Kelly Roberts, MSN, RN
Project Manager**



**Mariah Pfeiffer, MPH, RN
Project Manager**



**Carmen Rogers, BS, RHIT
QI Data Analyst**



**Janet Johnson
Administrative Assistant**

Message from the CQI Director

Through the hard work of MMA-CQI's staff, sub-contractors, partnering organizations, stakeholders, and funders, I'm pleased to say we've trained, educated, and inspired thousands of healthcare workforce professionals across Maine. Our efforts build upon Maine's healthcare system by promoting preventive care, advocating for health equity, supporting the healthcare workforce, leveraging technology, and encouraging community engagement.

Enhancing health care for all is a noble and vital goal. When we work collectively to improve access, quality, and equity in healthcare services, we elevate the quality of life for everyone and create a healthier and more compassionate world.

Remember, quality improvement is a collective effort, and together, we can continue to enhance health care for all.

Amy Carter, Director
Maine Medical Association, Center for Quality Improvement



Message from the MMA President

The Maine Medical Association (MMA) is very appreciative of the work the Center for Quality Improvement (CQI) has accomplished this past year. Amy Carter and her team have expanded their programs and services significantly, as they continue to educate health care professionals across Maine. As part of our Maine Medical Educational Trust, CQI helps fulfill our mission to advance the quality of medicine and promote the health of all Maine people. CQI remains the only independent, non-profit health care improvement program in Maine.

Since CQI became associated with the MMA in 2020, the staff has shown a strong proficiency in grant acquisition for research and programs to improve health care delivery in Maine. The MMA recently collaborated with the Maine Hospital Association to hold a Clinician Wellness and Resiliency conference in Augusta. Health care professionals from throughout the state attended to hear discussions on how we can better serve our workforce and improve the quality of care. Many expressed a feeling of isolation and the need for clinical support. The CQI is an excellent vehicle to meet this need; it connects health care professionals, raises awareness of social drivers of health, and provides educational programs throughout our state. I urge all practices in Maine to consider taking advantage of CQI programs, which are detailed later in this report. Thanks to all at CQI for the good work that you do.

Paul Cain, M.D. President
Maine Medical Association



Our Impact

The **OPTIONS** program in Maine is a groundbreaking initiative that collaborates with local emergency services and law enforcement departments. Its mission is to address substance use disorder by integrating behavioral health clinicians and recovery coaches into these critical response teams. Here's how it works:

Team Integration: Behavioral health clinicians (Liaisons) and recovery coaches are embedded within local emergency services and law enforcement departments across Maine. They work side by side with first responders, creating a collaborative approach to addressing substance-related emergencies.

Promoting Prevention and Harm Reduction: These integrated teams actively promote drug prevention and harm reduction strategies. By engaging with the community, they raise awareness about substance use risks and educate individuals on safer practices.

Connecting People to Recovery and Treatment: When responding to incidents related to substance use, the clinicians and coaches connect individuals directly to recovery services and treatment options. This immediate linkage helps bridge the gap between crisis and long-term support.

Naloxone Distribution: The teams also play a crucial role in distributing naloxone, a life-saving medication that can reverse opioid overdoses. By having naloxone readily available, they contribute to saving lives during critical moments.

MMA-CQI Support: The Maine Medical Association's Clinical Quality Improvement (MMA-CQI) provides essential training and technical assistance to the behavioral health clinicians (Liaisons) and recovery coaches on these teams. To optimally support the implementation of expanding and multi-disciplinary roles on teams interacting with community stakeholders a learning collaborative approach has been adopted to facilitate systems level performance improvement and opportunities to share successes and pitfalls amongst teams across all 16 counties. This ensures that they are well-equipped to handle complex situations and provide effective care.

The OPTIONS program is a testament to Maine's commitment to addressing substance use disorder comprehensively. By combining behavioral health expertise with emergency response, it aims to make a positive impact on individuals and communities across the state.

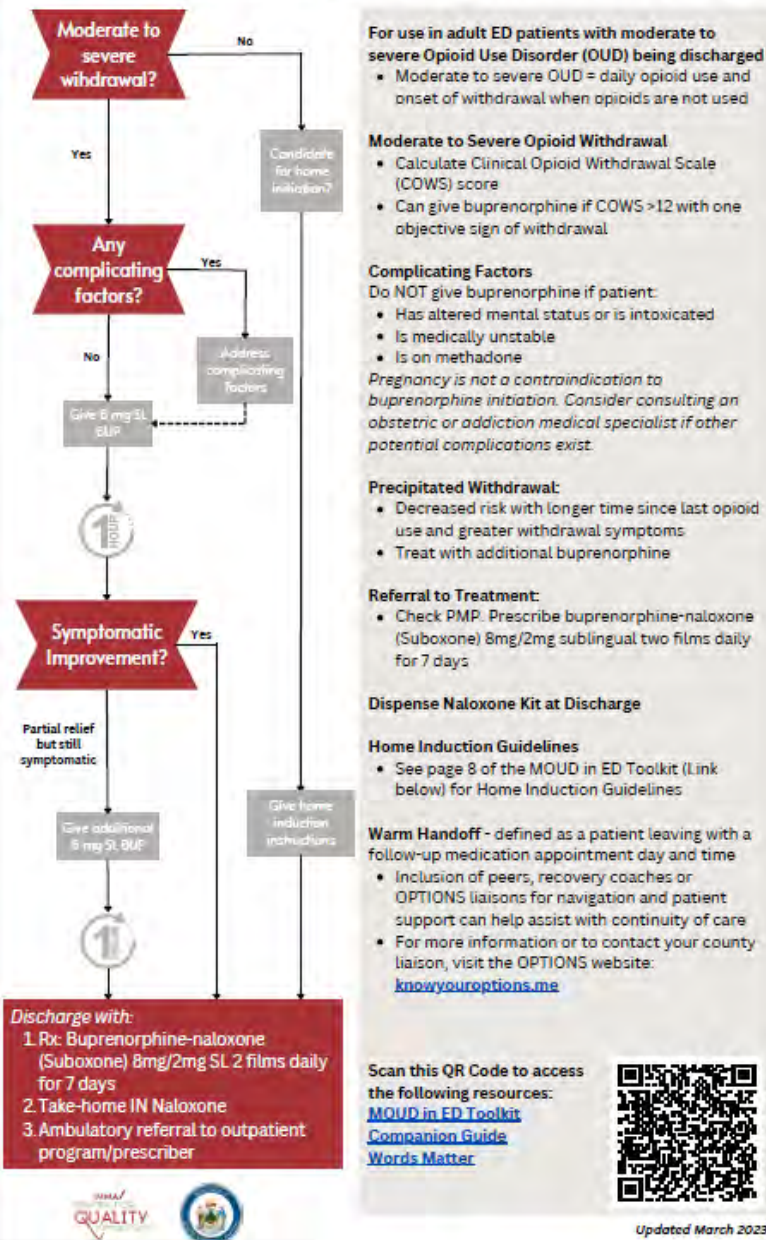


OPTIONS
SAVE LIVES
KNOWYOUROPTIONS.ME

The Growing Power of Connection for Mainer's OPTIONS Liaisons
[October 2023 #29 | Journey Magazine \(journey-magazine.com\)](https://journey-magazine.com/magazines/october-2023-29/)
<https://journey-magazine.com/magazines/october-2023-29/>

Rapid Induction Starting in the ED (RISE)

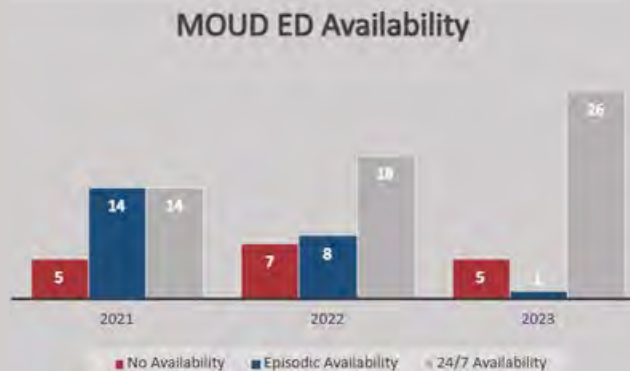
Initiating Buprenorphine Algorithm in Your ED



The Maine Medical Association, Center for Quality Improvement (MMA-CQI) presents an opportunity for Emergency Department (ED) directors, clinicians, nurses, and administrators to access technical assistance and mentoring. This support aims to facilitate the implementation of Medication for Opioid Use Disorder (MOUD) in the ED setting. While education is valuable, establishing a program like this may involve some challenges or barriers.

Through our collaboration with BlueWater Emergency Partners and other experts, we offer ad hoc technical assistance to address questions that may arise during the implementation process. Our support includes both virtual and in-person consultations. Training and training support, as well as content development and community partners for patient hand-off.

Despite the challenges posed by the global pandemic and workforce struggles, Maine's EDs have demonstrated exceptional dedication. Currently, 26 out of the 33 EDs in Maine provide these crucial services around the clock.



Launch of New Website
www.pqc4me.org



PQC4ME
PERINATAL QUALITY COLLABORATIVE FOR MAINE



PQC4ME Mission

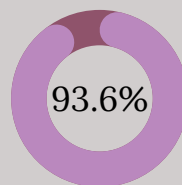
Optimizing perinatal health outcomes and experiences for all Maine families through collaboration, education, and continuous quality improvement.

PQC4ME Vision

All babies, birthing people, and families will have safe, high-quality, equitable and respectful care in their chosen setting.

45

Organizations represented in the PQC4ME Membership



The vast majority of Maine's 2023 births occurred in hospitals participating in AIM quality improvement programs



More than one quarter, or 8 of 29, Maine hospital OB units have closed in the last 10 years

PQC4ME 2023 Annual Conference Snapshot:

- **89 Attendees** - representing multiple community-based organizations, state organizations, hospitals, midwives, public health nurses and more.
- **5 Speakers** - Ann Borders, MD, MSc, MPH, Executive Director & Obstetric Lead Illinois PQC; Jeanne M. Lambrew, Ph.D., Commissioner Maine DHHS; Amy Belisle, MD, MA, MPH, Chief Child Health Officer Maine DHHS; Patricia Hart, MS, Founder of Hart Consulting; Bekah Bischoff, BS, MoMMA's Voices

Universal Postpartum Naloxone

The inclusion of naloxone in a new parent first-aid kit could potentially save the lives of family members or friends by addressing the risk of overdose in postpartum individuals who were not known to have used opioids before.



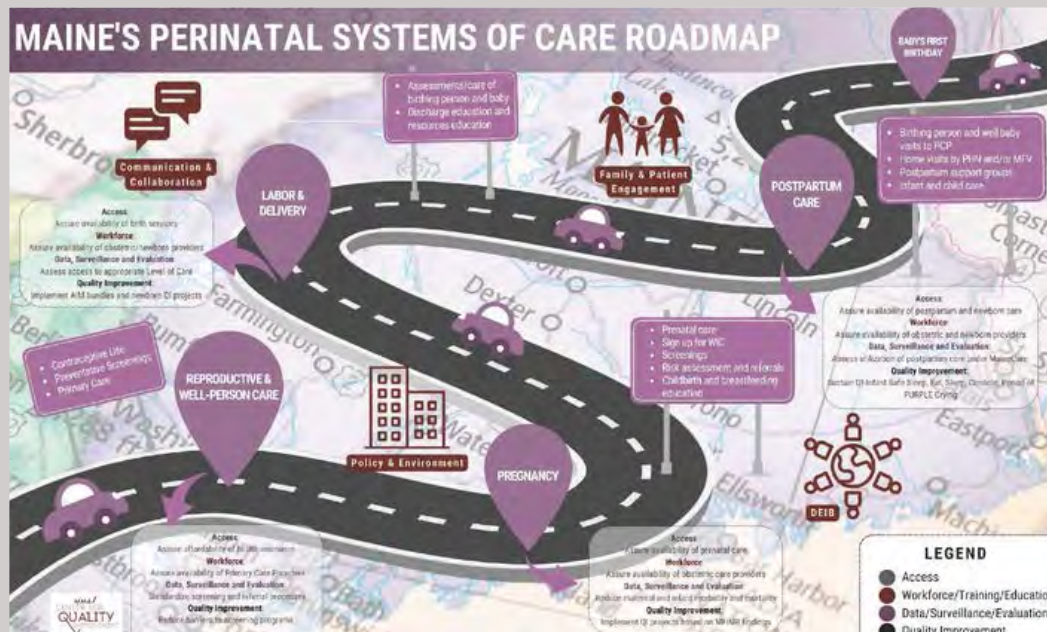
75% accepted Naloxone in their first aid kits

Below is a MaineHealth Publication
on MidCoast Hospital Implementation Success

MaineHealth Publication "Tackling the Opioid Overdose Crisis: Post-Partum Patients Equipped with Naloxone First Aid Kits"

<https://innovation.mainehealth.org/2023/06/23/naloxone-first-aid-kits/>

Maine's Perinatal Systems of Care Roadmap For the full report go to PQC4ME.org



The Roadmap graphic illustrates the dynamic progression along the continuum marked by key milestones: well person and reproductive health care, pregnancy, prenatal care, labor and delivery, birth of the infant, and postpartum and follow-up care through the first twelve months of the infant's life. The intent of the graphic is to depict an ideal seamless and coordinated progression along the road, marked by signposts for critical resources.

Maternal Child Health State Maternal Health Innovation



161 KangooFix Provided to Every Maine Emergency Medical Service (EMS)

These neonatal transport devices allow safe transport of the birthing person and newborn to be transported together.

All EMS personnel have been trained on how to properly use the device.

Convened Maine's First Maternal Health Task Force (MHTF)

This task force has 47 members that is comprised of state officials, clinicians, public health organizations, community members, and individuals with lived experiences.

They are instrumental in the development of Maine's Maternal Health Strategic Plan (MHSP).



Supportive Care Perinatal Learning Modules

1. Transforming Birth in Our Culture by Understanding, Preventing and Healing Obstetric and Birth Trauma.
2. Trauma-Informed and Trauma-Responsive Care for Perinatal Professionals.
3. Solution-Focused Communication and Self-Reflective Practice to Improve Quality of Care and Mitigate Compassion Fatigue.

To access these FREE on-demand trainings you can go to <https://qclearninglab.org/>



Prevention



HPV Vaccination Dental Project

Successfully created collaborative pathways for medical and dental professionals to work together to educate and promote HPV vaccinations. Dental professionals had **699** HPV vaccination educational conversations with patients and families while in the dental chair.

174

HPV Vaccinations Administered

HPV Vaccinations in Pediatric Practices

The Maine Chapter of the American Academy of Pediatrics and MMA-CQI supported three pediatric practices in Maine to help increase HPV vaccination rates. The highest performing practice increased their rates (1st HPV vaccination dose) by **8%**, and their completion rate (2nd HPV vaccination dose) by **21%** for their 9–13 year old patients.



Breast and Cervical Cancer Screening Learning Collaborative

The CQI partners with the Maine Breast and Cervical Health Program (MBCHP) to support three Federally Qualified Health Centers (FQHC) to increase their breast and cervical cancer screenings. The CQI has provided five trainings to FQHCs about MBCHP and how to refer patients.

Colorectal Cancer Screening

The Maine CDC Colorectal Cancer Screening Program Grant is currently supported through a partnership with the Maine Primary Care Association and MMA-CQI to help implement evidence-based interventions (EBIs) to increase CRC screening rates at 11 FQHC practices across the state of Maine.

CQI
Learning Lab



2023



The MMA-CQI Learning Lab offers informative and engaging continuing medical education courses for healthcare practitioners and professionals. The course presenters are local and national subject matter experts who use clear graphics, timely data, and current topic content to engage learners. The Learning Lab is available to learners in an on-demand platform that lets learners progress at their own pace.

1,505

CME CERTIFICATES ISSUED

631

NEW USERS

The Learning Lab hosted **21 courses** offering AMA PRA Category 1 Credit(s)[™]. Nine of the courses also serve a dual purpose in fulfilling Maine's opioid education requirements and meeting the MATE Act training obligations. It's crucial for healthcare professionals to stay informed and equipped to address the opioid crisis effectively.

What are people saying:

"SUPERB and COMPREHENSIVE course regarding providing medical care to the full spectrum of patients. EXCELLENT presenter. This is probably to BEST COURSE offered on the MMA-CQI website!" D.F.

"Very informative; well-paced; clear" J.D.

"The data presented were relevant and the graphics were well done." I.B.

"Well presented information that is easy to apply in a primary care practice." B.O.

MMA-CQI has recently introduced three new on-demand learning modules. These modules cater to both clinicians and non-clinicians, providing valuable education and training.

Gender Identity and Respectfulness in Medical Practice

This learning module focuses on equipping attendees with the necessary skills to be respectful of gender identity within the medical practice. By fostering an inclusive environment, we enhance patient experiences and improve health outcomes. While transgender individuals have always existed, recent progress has allowed many to access medical care authentically. Healthcare staff often grapple with navigating gender identity and respectfulness.

System-Level Care: Supporting Medical Professionals' Behavioral Health and Wellness

In this module, we provide tools and resources to prioritize the mental health and well-being of medical professionals. Recognizing the importance of self-care, we address screening tools, barriers, risk factors, protective measures, safety planning, and available resources. By fostering a supportive system, we contribute to the overall health of our healthcare workforce.

Chronic Pain, Opioids, and Suicide

This learning module delves into critical aspects related to suicide trends in the US. We explore the impact of prescription and illicit opioids, as well as Opioid Use Disorder (OUD), on suicidality. Risk factors within the context of chronic pain and OUD are also examined. Additionally, we discuss the effects of opioid de-prescribing on suicidality and population health. The module also covers compassionate opioid tapering and introduces the concept of Complex Persistent Opioid Dependence (CPOD).

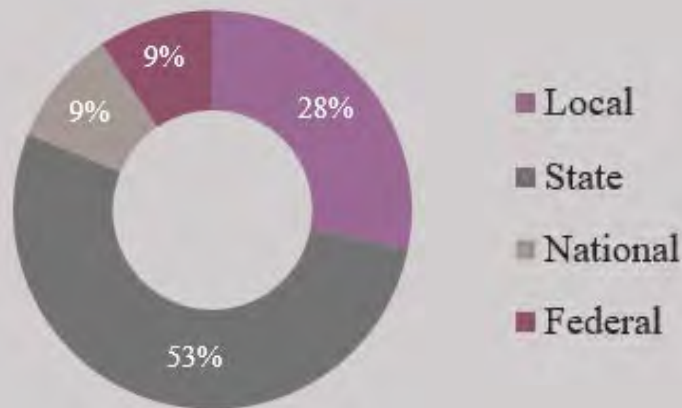
These modules are made possible by the generous support and funding from our partners at the Maine Board of Licensure in Medicine.

Growth By Numbers

The MMA-CQI continued to grow in 2023. We added two new team members and became a staff of nine and increased the number of projects we managed from 24 to 32.

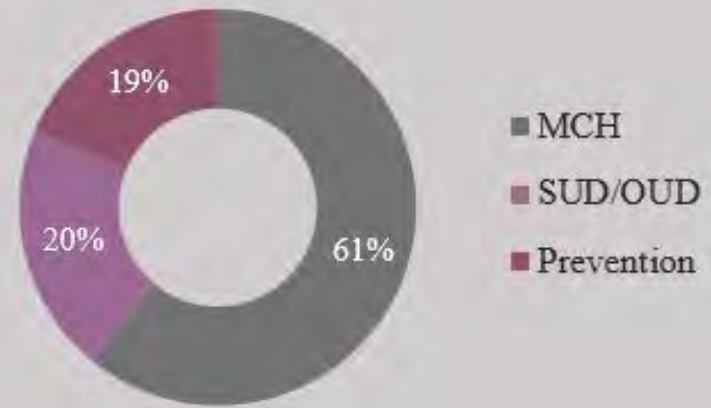
We manage projects across three program lines: Maternal, Perinatal, Child Health Improvement (MCH); Prevention; and Substance Use Disorder/Opioid Use Disorder Prevention and Treatment (OUD/SUD). The funding for these projects comes from local, state, and national governmental entities and from nonprofit organizations and foundations. The charts below show the source of funding for all projects and the share of revenue by MMA-CQI program.

Project Funding by Source



- 17 projects funded by state governmental entities
- 9 projects funded by local nonprofit organizations and foundations
- 3 projects funded by federal governmental entities
- 3 projects funded by national nonprofit organizations

Programs as Share of Revenue



- 9 SUD/OUD Prevention and Treatment projects
- 14 Maternal, Perinatal, and Child Health Improvement projects
- 9 Prevention projects

Sometimes work takes us to new places...



Amy Carter-Director
Maine Medical Association 2023 Annual Session



Ashlee Crowell-Smith and Mariah Pfeiffer
2023 PQC4ME Annual Conference

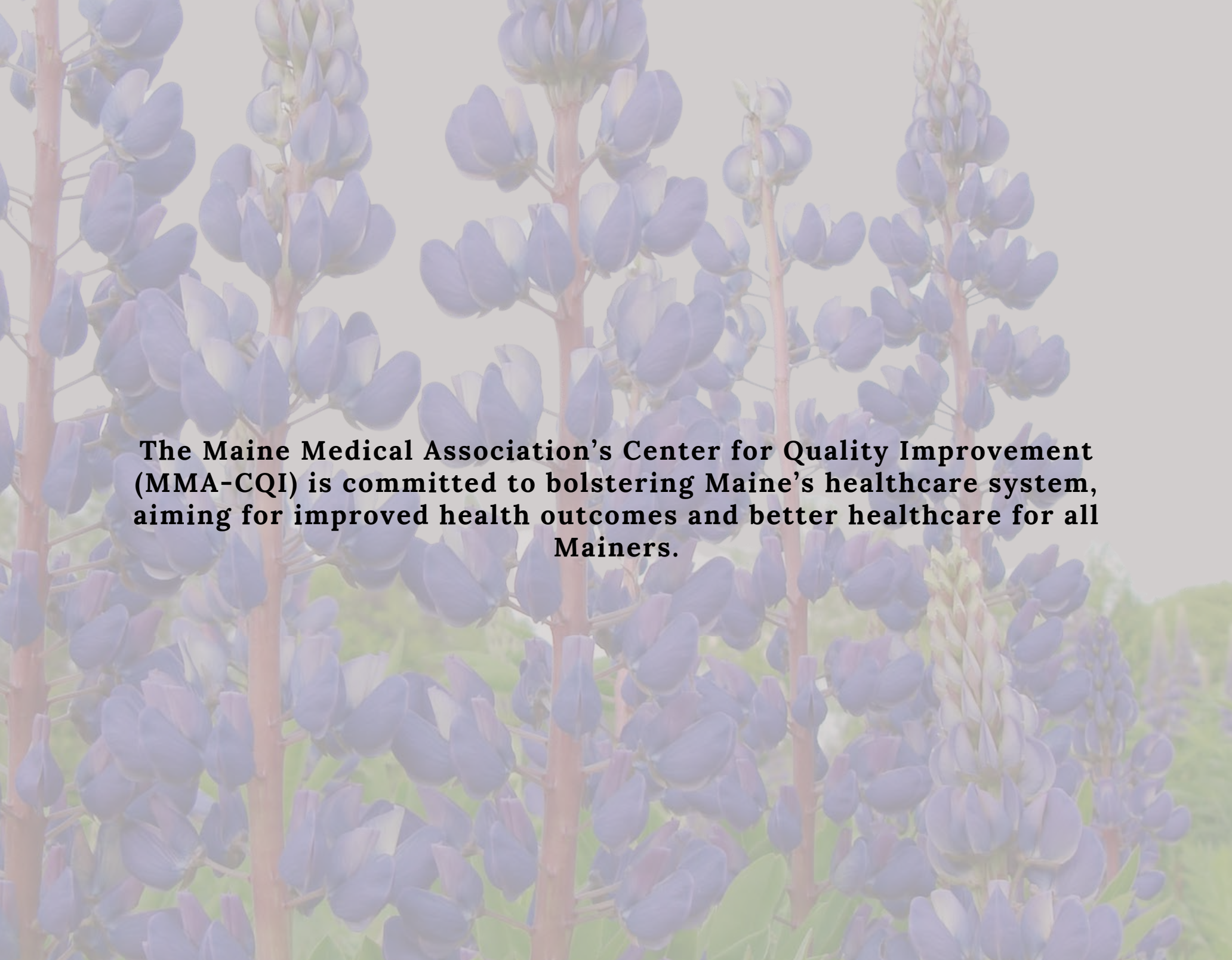


Ashlee Crowell-Smith PQC4ME Conference December 2023

The Northern New England Perinatal Quality Collaborative posted a reel on Instagram on December 7, 2023, that included an interview with Ashlee. Here are some screenshots that we captured along with the QR code of the reel. Forward to minutes 13:49 to see Ashlee live in her interview.



Jessica Reed
Maine Primary Care Association
Annual Conference
2023

The image shows a field of purple lupine flowers in bloom, with several tall, thin stems rising from the ground. The flowers are in various stages of opening, showing their characteristic two-petaled structure. The background is a soft, out-of-focus green, suggesting a natural outdoor setting. Overlaid on the center of the image is a block of text in a bold, black, sans-serif font. The text is centered and reads: "The Maine Medical Association's Center for Quality Improvement (MMA-CQI) is committed to bolstering Maine's healthcare system, aiming for improved health outcomes and better healthcare for all Mainers." The text is clearly legible against the lighter background of the flowers.

The Maine Medical Association's Center for Quality Improvement (MMA-CQI) is committed to bolstering Maine's healthcare system, aiming for improved health outcomes and better healthcare for all Mainers.

*Thank you,
MMA Board Members*

Amy Madden, MD
Christopher Mutter, DO
Dieter Kreckel, MD
Dora Anne Mills, MD, MPH
Elizabeth Pearce, MD
Erik Steele, DO, Immediate Past President
Hani Jarawan, MD
Henk Goorhuis, MD
James Jarvis, MD, Board Chair
James Mullen, MD, MBA
Jeffrey Barkin, MD
Jims Jean-Jacques, DO
Jonathan Meserve, MD
Karen Saylor, MD
Kenji Saito, MD, JD

Madison Oxley, UNECOM '24
Maroulla Gleaton, MD
Maryn Kanter, MD, MPH
Michael Parker, MD, Treasurer
Minda Gold, MD
Nathaniel Meyer, MD
Patrick Killoran, MD, MPH
Paul Cain, MD, President
R. Scott Hanson, MD, MPH
Raymond Hicks, MD
Robert Schlager, MD
Samuela Manages, MD
Sara Freedman, MD
Scott Schiff-Slater, MD





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Center for Quality Improvement*

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