

# **Indiana Association For Healthcare Quality**

## **Policy and Procedure Manual**

## **Indiana Association for Healthcare Quality, Inc.**

### **INTRODUCTION**

The purpose of this document is to explicitly define the policies and procedures that have been established by both the House of Delegates and the Board of Directors of the Indiana Association for Healthcare Quality (InAHQ). These policies and procedures are consistent with and should be considered an extension of the InAHQ Bylaws. These policies and procedures have been established to assist the Board of Directors and the membership in their operation of the Association's affairs.

InAHQ's House of Delegates  
InAHQ's Board of Director's

Approved: May 2, 1997  
Revised: May 1, 1998  
Revised: April 28, 2000  
Revised: April 27, 2001  
Revised: March 12, 2003  
Revised: March 10, 2004  
Revised: April 29, 2005  
Revised: February 2007  
Revised: November 30, 2007  
Revised: January 18, 2008  
Reviewed July 17, 2009



# Indiana Association for Healthcare Quality, Incorporated

## Policy and Procedure Manual

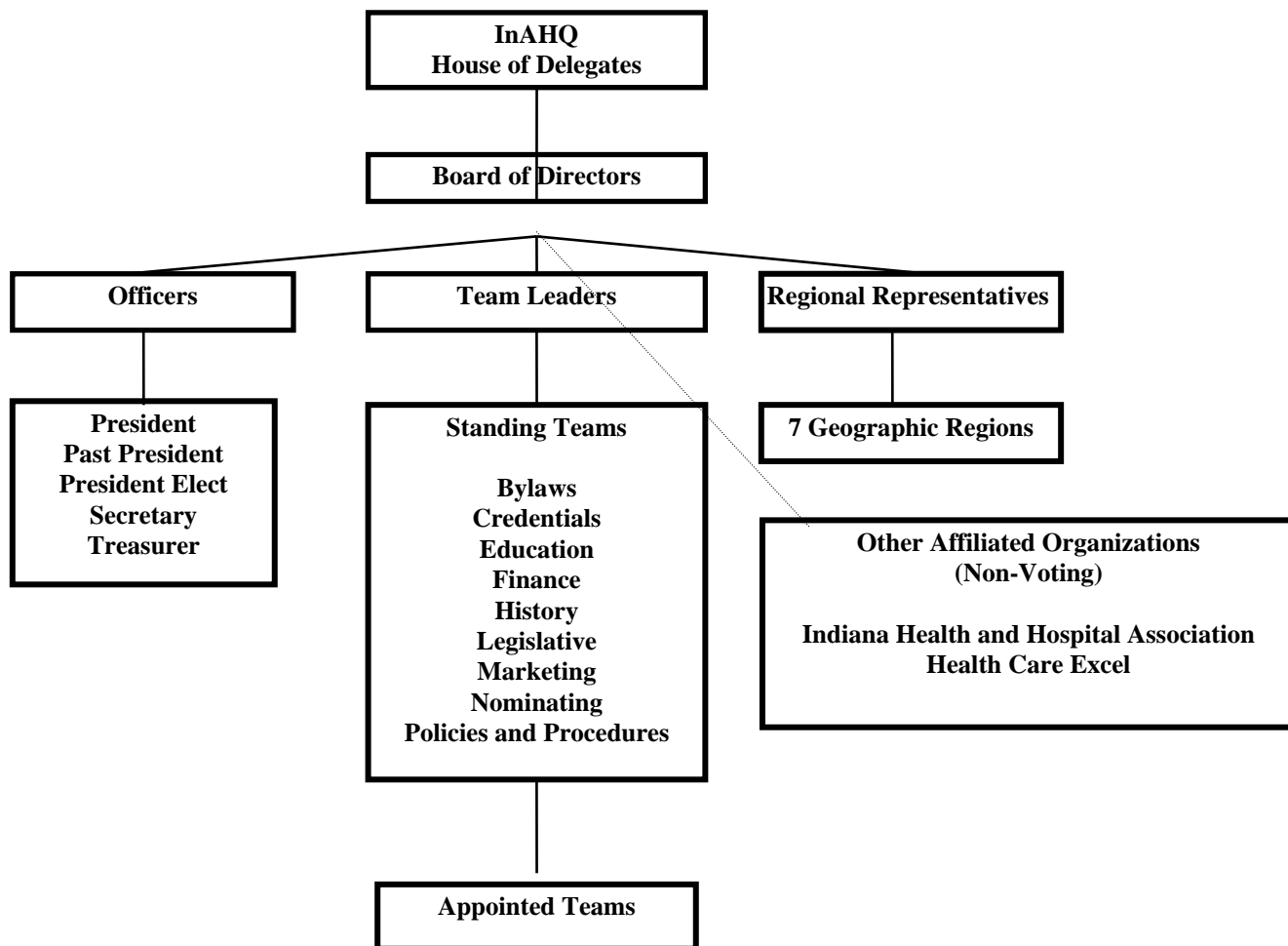
### TABLE OF CONTENTS

|   |     |
|---|-----|
| <b>INTRODUCTION</b>                                       | ii  |
| <b>TABLE OF CONTENTS</b>                                  | iii |
| <b>ORGANIZATIONAL CHART</b>                               | v   |
| <br>  |     |
| <b>I. Membership</b>                                      | 1   |
| A. Purpose  |     |
| B. Types of Membership                                    |     |
| C. Distribution of Membership Dues                        |     |
| D. Region of Membership                                   |     |
| <br>  |     |
| <b>II. Board of Directors</b>                             | 2   |
| A. Purpose  |     |
| B. Membership   |     |
| C. Duties and Responsibilities                            |     |
| <br>  |     |
| <b>III. Officers</b>                                      | 3   |
| A. Purpose  |     |
| B. Officers of InAHQ                                      |     |
| 1. President  | 3   |
| 2. President Elect  | 4   |
| 3. Secretary  | 4   |
| 4. Treasurer  | 5   |
| 5. Past President   | 6   |
| <br>  |     |
| <b>IV. Regional Representatives</b>                       | 7   |
| A. General Composition, Purpose, and Membership           |     |
| B. Duties and Responsibilities to the Board of Directors  |     |
| C. Duties and Responsibilities to the Region              |     |
| <br>  |     |
| <b>V. Standing Teams and Team Leaders</b>                 | 8   |
| A. Purpose  |     |
| B. Standing Teams Outlined                                |     |
| 1. Bylaws   | 8   |
| 2. Credentials  | 9   |
| 3. Education  | 10  |
| 4. Finance  | 11  |
| 5. History  | 12  |
| 6. Legislative  | 13  |
| 7. Marketing  | 14  |
| 8. Nominating   | 15  |
| 9. Policies and Procedures                                | 16  |
| <br>  |     |
| <b>VI. Quality Improvement Organization (QIO) Liaison</b> | 17  |
| A. Purpose  |     |
| B. Composition of PRO Liaison                             |     |
| C. Duties and responsibilities of PRO Liaison             |     |

|  |    |
|--|----|
| <b>VII. Indiana Hospital and Health Association (IHHA) Liaison</b> | 18 |
| A. Purpose   |    |
| B. Composition of PRO Liaison                                      |    |
| C. Duties and responsibilities of PRO Liaison                      |    |
| <b>VIII. InAHQ Allied Association Liaisons</b>                     | 19 |
| A. Purpose   |    |
| B. Composition of Allied Association Liaisons                      |    |
| C. Duties and responsibilities of Allied Association Liaisons      |    |
| <b>IX. InAHQ House of Delegates</b>                                | 20 |
| A. Purpose   |    |
| B. B. Duties and responsibilities of the Delegate                  |    |
| C. Delegate Eligibility  |    |
| <b>X. Standing Rules of the InAHQ House of Delegates</b>           | 20 |
| A. Purpose   |    |
| B. General Procedures  |    |
| C. Resolutions   |    |
| D. Debate  |    |
| <b>XI. Expense Claim Submission Procedure</b>                      | 21 |
| A. Purpose   |    |
| B. Submitted Claim forms   |    |
| C. Expenses deemed to be approved                                  |    |
| <b>XII. Record Retention</b>                                       | 23 |
| <b>XIII. Regional Representative Orientation</b>                   | 24 |
| <b>XIV .Mentor</b>   | 24 |
| A. Purpose   |    |
| B. Duties and responsibilities of mentors                          |    |
| <b>Attachments</b>   |    |
| A1 Check Request form  | 25 |
| A2 Monthly Finance Report  | 26 |
| A3 Quarterly Finance Report  | 27 |
| A4 Annual Finance Audit Procedure                                  | 28 |
| B Specifics of Exhibit/Vendor Displays                             | 32 |
| C Regional Representative Orientation                              | 33 |
| D InAHQ Educational Offering Report form                           | 34 |
| E InAHQ Distinguished Member Award Process (FlowChart)             | 35 |
| E-1 InAHQ Distinguished Member Award (nomination form)             | 36 |
| E-2 InAHQ Distinguished Member (member form)                       | 38 |
| F InAHQ Membership Ladder Recognition Process (FlowChart)          | 41 |
| F-1 InAHQ Membership Ladder Achievement Points Calculation Sheets  | 42 |
| G InAHQ Nominating Team Response form                              | 46 |

**Indiana Association for Healthcare Quality, Incorporated**

**ORGANIZATIONAL CHART**



# Indiana Association for Healthcare Quality, Incorporated

## Policy and Procedure Manual

### I. Membership

A. Purpose - To clearly define the Bylaws, ARTICLE III, regarding membership, dues, and distribution of money.

### B. Types of Membership

#### 1. Individual Membership

- a. Granted to those individuals who are involved in professional health care quality activities;
- b. Annual dues are determined by the Board of Directors and payable according to ARTICLE IV of the Bylaws. Effective with the payment of dues for the year 2005, dues are amended to \$40.00 annually.
- c. New memberships received during the last quarter of the year will be credited toward the next year's membership.

#### 2. Honorary Membership

- a. Granted to those individuals who have been approved by the Board of Directors as having rendered outstanding service to InAHQ or are not otherwise eligible for membership.
- b. All honorary members will be presented a plaque in appreciation for their service to the organization at the Annual Meeting for the year in which they are inducted.
- c. Honorary membership constitutes a paid lifetime membership only and no other gratuities are inferred.

### C. Distribution of Membership Dues

1. Ten dollars (\$10.00) of each individual's membership annual dues will be credited to the member's geographic region.
2. The regional treasury is retained by the InAHQ Treasurer in a central account that can be accessed by the requesting Regional Representative by completing an InAHQ Check Request Form (See Attachment A and refer to Policy and Procedure X.G.).

### D. Region of Membership

1. Regional membership will be determined by the mailing address of the member's employer.
2. Any members working outside the state of Indiana will be assigned to the nearest geographical region.
3. Although each member is assigned to a region, members may attend and be active in any region throughout the state.

## II. Board of Directors

- A. Purpose - The Board of Directors conducts the business of the InAHQ between the Annual Meetings.
  - 1. After each InAHQ Board meeting “Board Bullets” will be compiled and distributed to all membership one week after the meeting via blast email and posted on the InAHQ Website.
  - 2. InAHQ members can submit questions to the InAHQ Board at any time via the InAHQ Website, email to any Board member or written correspondence. The questions and answers will be posted in the Q-Tips newsletter under “Ask Your Board”.
  
- B. Membership: The following are members of the Board of Directors
  - 1. Officers
  - 2. Regional Representatives
  - 3. Team Leaders
  
- C. Duties and Responsibilities
  - 1. Duties and responsibilities of the Board of Directors are outlined in the InAHQ Bylaws under ARTICLES V, VI, X, XI, and XII.
  - 2. Further and clearer definitions of the duties and responsibilities of the Board of Directors members follow in these Policies and Procedures under Section III, IV, and VI.
  - 3. In addition to those referenced above, the Board of Director members
    - a. Shall maintain membership in the state (InAHQ) and if an elected officer, shall maintain membership in the national (NAHQ) organization. If the elected officer of InAHQ is not a member of the NAHQ at the time of being elected, the newly elected officer will become a member of the NAHQ within sixty (60) days of being elected.
    - b. Shall not expend any money not provided for in the budget as adopted, except by approval of the Board of Directors; and,
    - c. Shall submit annually a budget request. This request will be submitted by the Fall Board of Director’s meeting for the following calendar year.
  - 4. If absent from two consecutive meetings without just cause, the Board of Director’s member shall be deemed as failing to perform the duties of her/his office and may be removed from office and replaced.

## III. Officers

- A. Purpose - To identify the officers and define the duties and responsibilities of each.
  
- B. Officers of the InAHQ are as follows:
  - 1. President
  - 2. President Elect
  - 3. Secretary
  - 4. Treasurer
  - 5. Past President

C. Definition, Term and Duties and Responsibilities of each Officer are:

1. President - The President is an elected officer of the InAHQ as set forth in ARTICLE V of the InAHQ Bylaws. The term of office will be one year. The President Elect will assume the office of President at the close of the InAHQ Annual Meeting one year after being elected President Elect.
  - a. Duties and Responsibilities of the office of President are
    - (1) Serve as leader of the Board of Directors and preside at all meetings of the board of Directors, House of Delegates, and InAHQ. Conduct meetings according to Parliamentary Procedure as defined in the most recent edition of Robert's Rules of Order.
    - (2) Support the purposes, aims, and ideals of the InAHQ and NAHQ.
    - (3) Schedule and plan agenda for scheduled Board of Directors, House of Delegates, and InAHQ meetings.
    - (4) May call a special meeting in the event of a reason deemed appropriate by the President and/or upon request of three or more officers, or three or more Regional Representatives, or by majority of the Board of Directors, or by written petition signed by not less than one-seventh (1/7) of all members authorized to vote by the Articles of Incorporation. Notice of the meeting shall be mailed to all members no less than fifteen (15) days prior to the meeting. (See ARTICLE VIII of the Bylaws).
    - (5) Confirm that a quorum is present before beginning a Board of Directors meeting.
    - (6) Compile and present a list of appointees for Team Leaders of all standing and ad hoc teams for Board of Directors' approval.
    - (7) Prepare and send a welcome letter to each new Board member after the annual meeting.
    - (8) Act as Board of Directors' liaison to the Regional Representatives, Bylaws Team, and Education Team. Is considered an ex officio member of all teams except the Nominating Team.
    - (9) Supervise the activities of InAHQ and attend to usual duties of the office.
    - (10) Conduct an annual member survey asking questions deemed appropriate by the Board of Directors to achieve input from members to aid in building the Strategic Plan for the InAHQ.
    - (11) With the members of the Board of Directors, prepare a Strategic Plan with a range of three (3) calendar years to present at the Annual Meeting to the House of Delegates for approval.
    - (12) Assure adherence to the InAHQ Bylaws and Policies and Procedures by being familiar with them.
    - (13) Maintain an active interest and communicate or visit with Regional Representatives and, as needed, with all Team Leaders.
    - (14) Promote, with the assistance of the Board of Directors, National Healthcare Quality Week held in October of each year. Solicit, with the help of the Regional Representatives, the activities performed in Indiana's health care facilities and other opportunities to promote the week. Distribute a HC quality poster developed by the marketing team electronically to other state presidents and NAHQ leadership.

- (15) Maintain a positive liaison with other health-related organizations (Indiana Hospital and Health Association, Indiana Health Information Management Association, Health Care Excel, etc.), within the state and work toward mutual goals.
- (16) Represent InAHQ as a delegate to the NAHQ Annual Leadership Council meeting as specified in the NAHQ Affiliated State Guidelines. Expenses are reimbursed by InAHQ. (See ARTICLE XIV of the InAHQ Bylaws).
- (17) Report to NAHQ regarding Membership/Affiliation in February.
- (18) Appoint state delegates/alternates to the annual NAHQ Leadership Council Meeting.
- (19) Notify all nominees of election results prior to the Annual Meeting.
- (20) Prepare a President's message for each edition of the InAHQ newsletter - Q-tips.
- (21) Prepare and present a report of activities for each Board of Directors' meeting.
- (22) Prepare and present a report of the year's activities for the annual meeting of the House of Delegates.
- (23) Along with the Past President for the next fiscal year, prepare the materials for the NAHQ State Association Award and submit them to NAHQ for consideration of the award. This distinction is awarded annually by NAHQ, but if the State Association wins the coveted Gold Award, the Association is not eligible to submit an entry for a period of three (3) years.
- (24) At the end of the term of office and before July 15, meet with the Past President, current treasurer, and the outgoing treasurer if applicable, to review financial standing of the Association.
- (25) Pass on all records and properties of the InAHQ to the succeeding President.

2. President Elect - The President Elect is an elected officer of the InAHQ, as set forth in ARTICLE VII of the InAHQ Bylaws. The term of office is one year and takes effect at the close of the Annual Meeting of InAHQ. The President Elect assumes the duties of President at the close of the next Annual Meeting of the InAHQ.
  - a. Duties and responsibilities of the office of President Elect are
    - (1) Participate in all meetings of the Board of Directors, House of Delegates, and InAHQ, serving as a voting member. If unable to attend, the officer is to select a proxy for voting purposes.
    - (2) Support the purposes, aims, and ideals of the InAHQ and NAHQ.
    - (3) Become familiar with the InAHQ Bylaws and Policies and Procedures.
    - (4) Present a report to the Board of Directors at each meeting.
    - (5) Submit information for the newsletter quarterly, including articles outlining Board of Directors' meeting activities.
    - (6) Prepare an annual report for submission to the President to be included in the Annual Meeting packet.
    - (7) Serve as Leader of the Policies and Procedures Team.
    - (8) Maintain the InAHQ Website.
    - (9) Perform the duties of President in the event of the President's temporary absence.
    - (10) Assume all duties of the President if the President is unable to fulfill the term of office, if the resignation occurs within the 2<sup>nd</sup> six-months of the President's term.

- (11) Represent InAHQ as a delegate to the NAHQ Annual Leadership Council meeting as specified in the NAHQ Affiliated State Guidelines. Expenses are reimbursed by InAHQ. (See ARTICLE XIV of the InAHQ Bylaws).
  - (12) Along with the new Past President for the next fiscal year, prepare the materials for the NAHQ State Association Award and submit them to NAHQ for consideration of the award.
  - (13) Prepare the exhibit booths for vendor display and presentation at the National Association for Healthcare Quality annual meeting and other vendor displays as deemed appropriate by the Board of Directors. (See Attachment B - Specifics of Exhibit/Vendor Displays).
3. Secretary - The Secretary is an elected officer of InAHQ, as set forth in ARTICLE VII of the InAHQ Bylaws. The term of office is two years and takes effect at the close of the Annual Meeting of InAHQ.
- a. Duties and responsibilities of the office of Secretary are
    - (1) Participate in all meetings of the Board of Directors, House of Delegates, and InAHQ, serving as a voting member. If unable to attend, the officer is to select a proxy for voting purposes.
    - (2) Support the purposes, aims, and ideals of InAHQ and NAHQ.
    - (3) Become familiar with the InAHQ Bylaws and Policies and Procedures.
    - (4) Provide a current copy of the InAHQ Bylaws and InAHQ Policy and Procedure Manual to each Board member. Notify other organizations of new officers, i.e., Indiana Hospital and Health Association, Indiana Health Information Management Association, NAHQ, Chamber of Commerce.
    - (5) Coordinate meeting place and time for Board of Directors meetings.
    - (6) Issue notices and agendas of all Board of Directors meetings after consultation with the President.
    - (7) Record the minutes of all meetings of the Board of Directors and InAHQ. Send meeting minutes to Board of Director members, within two working weeks after each board meeting.
    - (8) Keep an Attendance Record of the Board of Directors meetings with a designation if present, proxy, or absent with or without notice.
    - (9) Record the minutes of the Annual Meeting of the House of Delegates and prepare for inclusion in the Annual Meeting packet.
    - (10) Conduct correspondence as directed by the Board of Directors.
    - (11) Preserve and maintain all minutes and correspondence of the Association.
    - (12) Pass all records on to the succeeding Secretary.
4. Treasurer - the Treasurer is an elected officer of InAHQ, as set forth in ARTICLE VII of the InAHQ Bylaws. The term of office is two years and takes effect at the first scheduled Board meeting following the Annual Meeting of InAHQ.
- a. Duties and responsibilities of the office of Treasurer are
    - (1) Participate in all meetings of the Board of Directors, serving as a voting member. If unable to attend, the officer is to select a proxy for voting purposes.

- (2) Support the purposes, aims and ideals of InAHQ and NAHQ.
  - (3) Receive and deposit all monies and pay all bills incurred on behalf of InAHQ within 30 days of receipt. The treasurer will establish a direct mailing address in lieu of the PO Box for all critical correspondence and/or financial statements. The list of those correspondence/statements using the direct mail address will be kept current for transition purposes.
  - (4) Enlist a liability carrier for InAHQ.
  - (5) Maintain appropriate records of monies of InAHQ to include:
    - (a) Checking account
    - (b) Investment accounts
    - (c) Listing of monies received
    - (d) Listing of monies paid
    - (e) Budget preparation
  - (5) Distribute annual membership cards to all paid members.
  - (6) Submit Federal and State tax forms as required. Not for Profit Income Tax Return Forms IT-20 are due to the Indiana Department of Revenue by May 15 of each year. Form 990 EZ with Schedule A is due to the Internal Revenue Service by May 15. Form 2423 report to Indiana Nonprofit Corporation shall be completed online at [www.in.gov](http://www.in.gov) in November of each year. Change of address, name of contact and/or phone numbers shall also be updated as needed.
  - (7) Conduct and prepare monthly and quarterly financial reports (see finance procedures A2 and A3) and submit to the Board of Directors at each of its regularly scheduled meetings.
  - (8) Submit an annual (calendar year) report regarding the financial status of the Association to members at the Annual Meeting.
  - (9) Become familiar with the InAHQ Bylaws and Policies and Procedures.
  - (10) Submit information for the newsletter quarterly.
  - (11) Serve as the Leader of the Finance Team and coordinate with the Team the establishment of an annual budget for InAHQ for presentation at the last Board of Directors meeting of the calendar year.
  - (12) Present the approved budget to the House of Delegates at the Annual Meeting.
  - (13) Yearly after the Annual Meeting and before July 15, meet with the President, Past President, and outgoing Treasurer if applicable, to review financial standing of the Association; conduct an internal audit with the participation of the finance team and outgoing treasurer if applicable using Finance Procedure A4.
6. Past President - The Past President, as set forth in ARTICLE VI, SECTION 2 of the InAHQ Bylaws, serves a term of office of one year and shall assume the duties of the office at the close of the Annual Meeting of the InAHQ.
- a. Duties and responsibilities of the office of Past President are
    - (1) Participate in all meetings of the Board of Directors, serving as a voting member. If unable to attend, the officer is to select a proxy for voting purposes.
    - (2) Support the purposes, aims, and ideals of InAHQ and NAHQ.
    - (3) Become familiar with the InAHQ Bylaws and Policies and Procedures.

- (4) Assume all duties and responsibilities of the President in the event she/he cannot fulfill the term of office. The Past President will serve out the unexpired term if the vacancy occurs within the first six months of the President's term.
- (5) Serve as the Team Leader of the Nominating Team and as a liaison to the Legislative Team; other activities as deemed necessary by the President.
- (6) Responsible for orientation of the new Regional Representatives at the Annual Meeting or first Board of Directors meeting of the new term. Present a report at each Board of Directors meeting.
- (7) Prepare an annual report to the President to be included in the Annual Meeting packet.
- (8) Provide consultation to the President.
- (9) At the beginning of the term as past president and before July 15, meet with the President, Treasurer and outgoing treasurer if appropriate, to review financial standing of the Association.

#### IV. Regional Representatives

##### A. General Composition, Purpose and Membership

1. As established in ARTICLE XIII, SECTIONS 1-6 of the InAHQ Bylaws, members of each of the seven (7) geographic regions will select one Regional Representative to coordinate the educational and administrative affairs of the Association within her/his region and to act as spokesperson for the members of the region to the Board of Directors. The term of office is one year and takes effect at the close of the Annual Meeting. Multiple consecutive terms are acceptable and regions may have co-representatives - without additional vote. (Refer to InAHQ Bylaws, ARTICLE XIII, SECTION 2. E.) See Section XII. Regional Representative Orientation and Section XIII. Mentor and Attachment C.)

##### B. Duties and Responsibilities to the Board of Directors

1. Serve as a voting member of the Board of Directors and represent the members of her/his region at all Board of Directors meetings and at the Annual Meeting. Every effort should be made to attend or send a designee to all Board of Directors meetings. If the representative cannot attend the meetings, a designee from the region will be sent in proxy.
2. Prepare a written report of region activities, ideas and concerns. This report will be presented at each Board of Directors meeting. CEU offerings are encouraged and when they exist, reports to the board will include a copy of the completed and approved HQCB CEU certification form.
3. Prepare a summary report of the region's activities at the end of the year and submit to the President for inclusion in the Annual Meeting packet.
4. Serve as a delegate to the InAHQ Annual Meeting and House of Delegates in addition to those individuals who have been designated as delegates under ARTICLE IX, SECTIONS 1-3 of the InAHQ Bylaws.

##### C. Duties and responsibilities to the Region

1. Serve as leader or president to the members of the Region - as members designate.

2. Since each region is encouraged to hold at least three (3) meetings each year, the Regional Representative will coordinate these in a manner acceptable to each geographic region. CEU offerings are encouraged. (See ARTICLE XIII, SECTION 6 of the InAHQ Bylaws).
3. Receive information from the Treasurer on current regional funds and on current membership. Remind members to renew membership.
4. Provide a region membership list to all regional membership annually.
5. Solicit membership in the region. Develop recruitment and retention processes.
6. Recommends to the President a representative to the Nominating Team and, if appointed, assist this representative in soliciting candidates to run for office.
7. Recommend candidates for region representative to the President, if the position will be vacated.
8. Coordinate information sharing from the region to the Board of Directors and Team Leaders, when they cannot attend a Board of Directors meeting.
9. See that delegates to the Annual Meeting are elected or selected. Send information to the Credentials Team Leader by the deadline specified. Inform delegates of duties at the Annual Meeting.
10. Purchase attendance prizes (baskets, etc.) for the InAHQ Annual Meeting. Regional funds may be used for these expenditures, if the Region account balance suffices, by completing a Check Request Form (See Attachment A) and submitting it to the Treasurer for reimbursement.
11. Keep region informed of Board of Directors activities.
12. Submit information quarterly to the Q-Tips newsletter regarding regional activities.
13. Recommend to the President a representative to serve on the InAHQ Standing Teams.

## V. Standing Teams and Team Leaders

A. Purpose - The InAHQ shall have standing and ad hoc teams. After recommendations from current team chairs and/or volunteers, the President appoints the Leader and members of all teams, subject to approval by the Board of Directors. See ARTICLE XII of the InAHQ Bylaws. Team Leaders are voting members of the Board of Directors.

### B. Standing Teams Outlined

1. Bylaws Team - As established in ARTICLE XII of the InAHQ Bylaws, the Bylaws team shall be a standing team of InAHQ. The purpose of the Bylaws team is to review the Bylaws annually and to recommend any necessary changes. New team members shall be appointed prior to the next scheduled Board of Directors meeting following the Annual Meeting of InAHQ.
  - a. Composition of the Bylaws Team
    - (1) The Leader or Co-leader shall be appointed each year by the President following the conclusion of the Annual Meeting of InAHQ.
    - (2) The President Elect as Team Leader of the Policies and Procedures Team will serve as a member of the Bylaws team.
    - (3) At least two additional InAHQ members who volunteer are appointed by the President.
  - b. Duties and responsibilities of Bylaws Team
    - (1) Become familiar with the InAHQ Bylaws and Policies and Procedures.

- (2) Review the existing Bylaws, working with the President, and submit suggested changes to the InAHQ Board of Directors at the second Board of Directors meeting following the Annual Meeting.
  - (3) Mail InAHQ Board of Directors amendments to the full membership 30 days prior to the Annual Meeting.
  - (4) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
- c. Duties and responsibilities of the Bylaws Team Leader
- (1) Attend scheduled Board of Directors meeting, serving as a voting member. If unable to attend, the team leader is to select a proxy for voting purposes.
  - (2) Submits information quarterly for the newsletter regarding Team activities.
  - (3) Conduct Team meetings, working with the President, to review the Bylaws for suggested revisions. Present suggested changes to the Board of Directors.
  - (4) See that the Board of Directors approved amendments are mailed to the full membership 30 days prior to the Annual Meeting.
  - (5) Serve as a member of the Policies and Procedures Team, working closely with the Team to identify potential Bylaws revisions and assure that these changes are coordinated with InAHQ's Policies and Procedures.
  - (6) Report proposed Bylaws amendments to the membership at the Annual Meeting and submit these amendments to the President for vote by the membership or a representative group (delegates).
  - (7) Prepare an annual report to be included in the Annual Meeting packet.
  - (8) Maintain supplies and historical data of the Team.
2. Credentials Team - As established in ARTICLE XII of the InAHQ Bylaws, the Credentials Team shall be a standing team of InAHQ. The Team has the responsibility for ensuring that each delegate who presents herself/himself at any meeting of the state delegates is, indeed, a member in good standing in the state association and is also the designee of the regional association. New Team members shall be appointed to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
- a. Composition of the Credentials Team
- (1) The Leader (Co-Leader) shall be appointed each year by the President following the conclusion of the InAHQ Annual Meeting. The appointment is subject to ratification by the InAHQ Board of Directors.
  - (2) Additional Team members are interested members who volunteer and are appointed by the President. One member from each region is suggested.
- b. Duties and responsibilities of the Credentials Team
- (1) Verify the active InAHQ membership status of the slate of nominees for the annual general election.
  - (2) Determine the number of delegates to the Annual Meeting to be elected from each region. One delegate and one alternate per every five (5) members with a minimum of one (1) delegate and one (1) alternate for each region.
  - (3) Verify the active membership status of the delegates attending the Annual Meeting and identify those qualified to vote.
  - (4) Conduct the registration process at the Annual Meeting. The team will ask the InAHQ member attendees at the Annual Meeting to verify current address and email addresses.

- (5) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
- (6) Become familiar with the InAHQ Bylaws and Policies and Procedures.
- c. Duties and responsibilities of the Credentials Team Leader
  - (1) Attend scheduled Board of Directors Meetings, serving as a voting member of the Board of Directors. If unable to attend, the Team Leader is to select a proxy for voting purposes.
  - (2) Submit information quarterly for the newsletter regarding Team activities.
  - (3) Interface with the Treasurer to obtain the active membership roster effective March 31.
  - (4) Interface with the Nominating Team Leader to obtain the proposed slate of those nominated for InAHQ offices.
  - (5) Notify the Regional Representatives, in writing 30 days prior to the Annual Meeting of the number of delegates and alternates from their respective regions to be elected for the Annual Meeting.
  - (6) Prepare a written report to the President and the Board of Directors in the month preceding the Annual meeting including the status of Regional delegate selection for the Annual Meeting.
  - (7) Prepare and present a verbal report to the membership including purpose and responsibilities of the Team, voting strength of the Regions, and Team activities/achievements of the past year.
  - (8) Call the roll of delegates at the House of Delegates at the Annual Meeting for the purpose of establishing a quorum.
  - (9) Present documentation of Team expenses to the Treasurer for reimbursement.
  - (10) Responsible for the registration process at the annual education conference.
  - (11) Responsible for preparation of the official badges for the annual education conference.
  - (12) Maintain supplies and historical data of Team.
- 3. Education Team - As established in ARTICLE XII of the InAHQ Bylaws, the Education Team shall be a standing team of InAHQ. The Team shall have the responsibility of planning and coordinating the educational opportunities sponsored by InAHQ. New Team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
  - a. Composition of the Education Team
    - (1) The Leader (Co-Leader) shall be appointed by the President following the conclusion of the Annual Meeting. A Team Leader Elect (can be a Co-Leader) shall be a member of the Team and shall become the Team Leader for the next year.
    - (2) Additional Team Members are interested InAHQ members who volunteer and are appointed by the President.
    - (3) One member from each region is desirable.
    - (4) A member of the Marketing Team shall be appointed to the Education Team.
  - b. Duties and responsibilities of the Education Team
    - (1) Attend meetings called by the Leader.

- (2) Submit information and suggestions for the Annual Meeting program and other educational offerings sponsored by InAHQ. The Team Leader and the team members will coordinate all things necessary for a successful educational conference, i.e. speakers, facilities arrangements, publicity, vendors, attendance prizes, food and catering, entertainment, new CPHQ member's gifts, etc.
  - (3) Propose to the Board of Directors a format for the Annual Meeting.
  - (4) Review the previous year's evaluation forms and utilize information gathered for future planning.
  - (5) Assist, as requested by the Team Leader, at the Annual Meeting. Review and submit revisions of the Team procedures to the Policies and Procedures Team annually.
  - (6) Become familiar with the InAHQ Bylaws and Policies and Procedures.
- c. Duties and responsibilities of Education Team Leader (Co-Leaders)
- (1) Attend scheduled Board of Directors meetings, serving as a voting Board of Directors member. If unable to attend, the Team Leader is to select a proxy for voting purposes.
  - (2) Present a report on the status of the program for educational offerings/Annual Meeting at each Board of Directors meetings.
  - (3) Submit information for the newsletter regarding Team activities at least quarterly. Develop an "Ask the Board" column for the quarterly newsletter in which the Education Team Leader assigns a Board of Director's member (or someone the Board member designates) to ask and answer one to three questions in an area in which they are expert.
  - (4) Lead the meetings of the Education Team.
  - (5) Coordinate and delegate all activities required to present the Annual Meeting in a timely and cost effective manner.
  - (6) Serve as or recommend to the President the Education Liaison with the Indiana Hospital and Health Association.
  - (7) Meet or correspond with Team members to plan the Annual Meeting, CPHQ Review Workshop, and other educational offerings.
  - (8) Prepare and present to the President an annual report to be included in the handouts at the Annual Meeting.
  - (9) Collaborate with the new Leader to ensure information is passed on for smooth transition of the Education Team Leader's duties and responsibilities.
  - (10) The chairperson of each educational offering is to complete an InAHQ Educational Offering Report within sixty days following the offering and forward it to the Board of Directors. See Attachment D - Educational Offering Report. If CEUs have been approved for the offering by NAHQ, a report with attendance must be submitted on the NAHQ form to them within the required timeframe.
- d. Duties and responsibilities for the Education Team Leader and Team concerning the Annual Meeting and CPHQ Workshop.
- (1) Develop format and date for Annual Meeting.
  - (2) Develop and propose a budget to be presented by the Team Leader to the Board of Directors for approval.
  - (3) Set the dates and select and secure the hotel for the Annual Meeting and the CPHQ Review Workshop for the next calendar year. The Educator for the CPHQ Review Workshop will be selected for the next calendar year if at all possible.

- (4) Contact proposed speakers. Send confirmation letters/contracts to prospective speakers. Include a clause addressing failure of speaker to present.
  - (5) Recommend to the Board of Directors registration fees for the Annual Meeting.
  - (6) Work with the Marketing Team to develop the brochure for the Annual Meeting.
  - (7) Annual brochure will include a registration deadline. Cancellation after the registration deadline will incur a cancellation fee, not to exceed \$100.
  - (8) Contact professional organizations to seek approval for the continuing education units/contact hours for the Annual Meeting.
  - (9) Send copies of all expenses and speakers' fees to the Treasurer. Provide the Treasurer with adequate information to prepare a report of the Annual Meeting.
  - (10) Make hotel reservations for speakers, if needed.
  - (11) Collaborate with the Marketing Team and Treasurer for mailing of brochures and enclosures.
  - (12) Introduce speakers at the Annual Meeting.
  - (13) Following the Annual meeting, send thank you letters to the speakers. Return information to professional organizations for granting of continuing education units/contact hours and review evaluations. Pass on to the new Team all information needed for the next Annual Meeting.
  - (14) Maintain supplies and historical data of Team.
4. Finance Team - As established in ARTICLE XII of the InAHQ Bylaws, the Finance Team shall be a standing team of InAHQ. The purpose of this team is to prepare the association's budget annually and to conduct an internal audit. New Team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting. For additional information, see Section X. of these Policies and Procedures, Expense Claim Submission Procedure.
- a. Composition of the Finance Team
    - (1) The Team shall consist of no less than three (3) members, appointed by the President, one of which will not be a member of the Board of Directors.
    - (2) The InAHQ Treasurer shall serve as Team Leader.
  - b. Duties and responsibilities of the Finance Team
    - (1) Review budget requests submitted to the Treasurer by the Team Leaders, including that of the Finance and Team.
    - (2) Preparation of the annual budget for presentation at the last regularly scheduled Board of Directors meeting of the calendar year.
    - (3) Maintain a current mailing list of the InAHQ membership. This list should include current email addresses. This list is shared with each region as dues are paid to the Treasurer.
    - (4) Provide to the Nominating and Credentials Team Leaders a current membership list as of March 31<sup>st</sup> of each year. This list shall be forwarded by the second week of April.
    - (5) Prepare an Annual Meeting mailing list as determined in conjunction with the Education Team and the Board of Directors.
    - (6) Assist with membership recruitment activities during the Annual Meeting.
    - (7) At the change of term of office and/or before July 15<sup>th</sup> of each year, an internal audit of the financial records shall be conducted by the Team with the assistance of the outgoing treasurer if applicable. The audit shall follow Finance Procedure A4.

- (8) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
  - (9) Become familiar with the InAHQ Bylaws and Policies and Procedures.
  - c. Duties and responsibilities of the Finance Team Leader (Also see Treasurer's Duties and Responsibilities)
    - (1) Attend scheduled Board of Directors meetings and present a written report, including at least the total current membership, number of renewals and new members by region.
    - (2) Present the proposed budget to the Board of Directors, and later, to the House of Delegates at the Annual Meeting.
    - (3) Submit information quarterly to the newsletter.
    - (4) Prepare and submit to the President a financial report to be included in the Annual Meeting packet.
    - (5) Maintain supplies and historical data of Team.
5. History Team - As established in ARTICLE XII of the InAHQ Bylaws, the History Team is a standing team of InAHQ. The purpose of the History Team is to collect and display in History Books/Albums the past events of the Indiana Association for Healthcare Quality in order to preserve our heritage and learn from our past experiences. New team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
- a. Composition of the History Team
    - (1) The History Team shall consist of at least three members, appointed by the President. A team member, representative from each region, is preferable.
    - (2) The team members shall be approved by the Board of Directors.
  - b. Duties and responsibilities of the History Team
    - (1) In developing the History for the InAHQ, the team shall gather information from past and present officers in InAHQ (and other former official names of the Association), past and present Team Leaders, past and present Regional Representatives and others who may have been associated with state association.
    - (2) The gathered materials will be prepared in chronological order for display in History Books/Albums. Some items may be kept in files or boxes for review if and when desirable.
    - (3) The team shall continue the process on a current basis once the history from the beginning of the Association to the present has been gathered, organized, and preserved.
    - (4) The History Books/Albums of the Association will be housed in the Storage Unit currently in use by the Association in the central part of the State for use at Education offerings and other important activities of the Association. Other items of historical importance to InAHQ are preserved in the Storage Unit, i.e. NAHQ State Association Awards, Banners, Exhibit/Vendor Display Boards and items for use in the display booths.
  - c. Duties and responsibilities of the History Team Leader

- (1) Conduct meetings with team members to determine how to obtain the articles of historical importance.
  - (2) Organize with the help of the team members the historical information.
  - (3) Attend Board of Directors meetings and present a report of activities and information. Serve as a voting member of the Board of Directors. If unable to attend, the team leader is to select a proxy for voting purposes.
  - (4) Responsible for displaying the InAHQ History, i.e. books, albums, poster, etc. when deemed appropriate by the History Team and the Board of Directors.
  - (5) Prepare and submit report annually for inclusion in the Annual Meeting packet.
  - (6) Maintain supplies and historical data of Team.
  - (7) The Team Leader and/or designee is responsible for maintenance of the storage unit.
6. Legislative Team - As established in ARTICLE XII of the InAHQ Bylaws, the Legislative Team is a standing team of InAHQ. The purpose of the team is to coordinate activities which relate to issues affecting the healthcare quality professional on the local, state, and national level and to inform the membership of legislative initiatives that pertain to healthcare quality. New Team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
- a. Composition of the Legislative Team
    - (1) The Legislative Team shall consist of three members, appointed by the President with at least one member from the central section of the state. Rationale: The centrally located member has better geographic access to the Indiana State General Assembly. The Team Leader and the members of the Team shall serve for two years. Half of the members will be replaced annually to allow for continuity.
    - (2) The Team members shall be approved by the Board of Directors.
  - b. Duties and responsibilities of the Legislative Team
    - (1) Evaluate healthcare issues and legislation pertinent to healthcare quality.
    - (2) Inform and make recommendations to the Board of Directors and the membership of the Association.
    - (3) Serve as liaison with Indiana Hospital and Health Association and NAHQ for legislative issues that might affect the healthcare quality professional and/or the state association.
    - (4) Serve as informational resource for state and national legislation that might affect the healthcare quality professional and/or the state association.
    - (5) Develop and maintain a list of outside authorities and resources on legislation and healthcare issues and draw upon this list for input and advice.
    - (6) Assist in providing information and articles quarterly for the newsletter.
    - (7) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
    - (8) Become familiar with the InAHQ Bylaws and Policies and Procedures.
  - c. Duties and responsibilities of the Legislative Team Leader
    - (1) The leader shall conduct meetings at the Leader's discretion that can be at a formal location or by phone or correspondence.

- (2) Attend Board of Directors meetings and present a report of activities and information. Serve as a voting member of the Board of Directors. If unable to attend, the Team Leader is to select a proxy for voting purposes.
  - (3) Prepare and submit report annually for inclusion in the Annual Meeting packet.
  - (4) Maintain supplies and historical data of Team.
7. Marketing Team - As established in ARTICLE XII of the InAHQ Bylaws, the Marketing Team shall be a standing team of InAHQ. This team shall have the responsibility of identifying and acting upon marketing opportunities sponsored by InAHQ. New team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
- a. Composition of the Marketing Team
    - (1) The leader shall be appointed by the President following the conclusion of the Annual Meeting.
    - (2) The Treasurer will be a consulting member of the Team.
    - (3) One member from each region is desirable.
    - (4) Additional interested members who volunteer can be appointed by the President
  - b. Duties and responsibilities of the Marketing Team
    - (1) One member shall be a member of the Education Team to facilitate brochure development and other activities related to sponsoring educational opportunities
    - (2) One team member shall serve as Editor of the newsletter Q-Tips.
    - (3) Attend meetings called by the Leader.
    - (4) Develop short and long range marketing plans for InAHQ.
    - (5) Develop marketing materials.
    - (6) Write and/or solicit articles for publication and submit to the leader in a timely manner.
    - (7) Provide educational information about current issues in healthcare quality.
    - (8) Work with the Education Team to include an "Ask the Board" column in the newsletter. REFER TO POLICY AND PROCEDURE SECTION V. B. 3. c. (3).
    - (9) Provide a forum for communication among the membership and to other interested parties.
    - (10) Maintain the InAHQ Web Site.
    - (11) Develop and administer the Distinguished Member Award. See Attachment E - InAHQ Distinguished Member Award Process Forms.
    - (12) Develop and administer the Membership Ladder. See Attachment F - Membership Ladder Recognition Process Forms.
    - (13) Create materials for InAHQ exhibits/vendor displays.
    - (14) Identify potential new markets for InAHQ membership and provide information to them.
    - (15) Organize the annual membership drive and renewal mailings.
    - (16) Develop and implement a plan annually for recruitment and retention activities which includes participation of the regional representatives; report activities and results to the Board
    - (17) Review and submit revisions of team procedures to the Policies and Procedures Team annually.
    - (18) Become familiar with the InAHQ Bylaws and Policies and Procedures.

- (19) Send congratulatory letters annually to new CPHQs in Indiana; obtain membership status and include InAHQ membership information as appropriate.
  - (20) Maintains master copy of membership list.
- c. Duties and responsibilities of Marketing Team Leader
- (1) Attend all of the Board of Directors meetings as a voting member. If unable to attend, the team leader is to select a proxy for voting purposes.
  - (2) Schedule and coordinate meetings of the team.
  - (3) Determine the team member who will serve on the Education Team.
  - (4) Communicate with members of the team and InAHQ Board of Directors to ensure timeliness and appropriateness of content.
  - (5) Submit a report of activities to the InAHQ Board of Directors.
  - (6) Prepare and submit to the President an annual report to be included in the handouts at the Annual Meeting.
  - (7) Present documentation of the teams' expenses to the Treasurer for reimbursement.
  - (8) Maintain supplies and historical data of the Team.
  - (9) Mentor the potential Marketing Team Leader.
  - (10) Collaborate with the new leader to ensure information is passed on for smooth transition of the Marketing Team's responsibilities.
8. Nominating Team - As established in ARTICLE XII of the InAHQ Bylaws, the Nominating Team is a standing team. It shall be the responsibility of the Nominating Team to prepare a slate of nominees for the general election.
- a. Composition of the Nominating Team
- (1) Shall consist of the three immediate past presidents.
  - (2) The Team Leader is the most recent past president; shall attend the regular Board of Directors meetings.
  - (3) The President cannot serve as ex-officio member.
- b. Duties and responsibilities of the Nominating Team - Nomination and Ballot process
- (1) The following officers are to be elected from and by the membership according to the current InAHQ Bylaws: President Elect, Secretary and Treasurer every other year.
  - (2) Solicit from each Region by January 15<sup>th</sup>, the names of active members interested in running for office. Request names of potential candidates on February 1. See Attachment G - InAHQ Nominating Team Response Form.
  - (3) Check each nominee's credentials to determine eligibility for office. State office potential nominees must meet the following minimum qualifications:
    - (a) Has been a member of InAHQ a minimum of two years with current membership in good standing as verified by the Treasurer;
    - (b) Is a member of NAHQ for the year the name is placed in nominations or would become a member of NAHQ within 60 days of being elected.
    - (c) Must have served on the InAHQ Board of Directors in a voting or non-voting capacity.
    - (d) Submits a biographical sketch of the nominee's professional activity and services to the Association for inclusion on the ballot.
  - (4) Review and submit revisions, as appropriate, of team procedures to the Policies and Procedures Team annually.

- (5) Become familiar with the InAHQ Bylaws and Policies and Procedures.
  - (6) At least one meeting shall be held, to be scheduled by the leader, and may be conducted by phone, correspondence or formal meeting.
  - (7) Present a slate of candidates at the Board of Directors meeting for review at least 60 days prior to the Annual Meeting.
  - (8) At least 45 days prior to the Annual Meeting, ballots setting forth the slate of nominees with biographical sketches, shall be mailed to each member eligible to vote at her/his last address on record with the Association.
  - (9) Ballots shall contain space for write-ins and the biographical sketch of each candidate shall accompany the ballot.
  - (10) Ballots must be returned to the Leader of the Nominating Team no later than fifteen (15) days prior to the Annual Meeting.
  - (11) The ballots shall be tabulated by the Leader and a member in good standing of InAHQ ten (10) days prior to the Annual Meeting. The Team will notify the current President of the election results by seven (7) days prior to the Annual Meeting.
  - (12) The results shall be announced by the Leader of the Team during the Annual Meeting. Ballots shall be retained by the Leader for a period of six (6) months
  - (13) Each officer shall be elected by a majority of the votes cast. A tie vote will be determined by placement of the two names in a receptacle and the Leader shall draw one name. This name shall be declared the winner.
- c. Duties and responsibilities of the Nominating Team Leader
- (1) Attend scheduled Board of Directors meetings, serving as a voting Board of Directors member. If unable to attend, the Team Leader is to select a proxy for voting purposes.
  - (2) Present a report of activities at each Board of Directors meeting
  - (3) Submit information quarterly for the newsletter regarding Team activities.
  - (4) Inform the Team members of InAHQ Board of Directors activities and decisions that might affect the Team's activities and timetables.
  - (5) Schedule and coordinate Team meetings, calls, and correspondence in a timely manner so that all time tables specified in the Bylaws and written policies are met.
  - (6) Prepare the ballot and attachments so that the 45-day mail out can be accomplished.
  - (7) Receive ballots from the membership up to and including the fifteenth (15) day prior to the Annual Meeting.
  - (8) Coordinate the tabulation of ballots.
  - (9) Announce the results of the elections at the Annual Meeting.
  - (10) Retain ballots for a period of six (6) months after the election. Ballots are then to be destroyed.
  - (11) Decide the results of a tie vote.
  - (12) Prepare and submit an annual report of Team activities.
  - (13) Maintain supplies and historical data of Team.
9. Policies and Procedures Team - As established in ARTICLE XII of the InAHQ Bylaws, the Policies and Procedures Team shall be a standing team of InAHQ. This Team shall have the responsibility of documenting the areas of responsibility for the Board of Directors, Officers, Regional Representatives, and other Teams. The Team shall also develop general policies for the general membership as needed to clarify the Bylaws. Policies and Procedures changes are made by approval of the Board of Directors. The Board of Directors shall review and revise

the Policies and Procedures so as to coincide with the InAHQ Bylaws. The InAHQ Policies and Procedures Manual must be congruent with the InAHQ Bylaws. The Policies and Procedures Manual shall be available to all members.

- a. Composition of the Policies and Procedures Team
  - (1) The Policies and Procedures Team will be made up of the Executive Board of Directors members: President, President Elect, Secretary, Treasurer, and Past President.
  - (2) The President Elect shall serve as the Team Leader.
  - (3) The Leader of the Bylaws Team will be a member since many issues and policies reviewed directly relate to the Bylaws.
  - (4) Additional members may be appointed at the Team and President's discretion.
- b. Duties and responsibilities of the Policies and Procedure Team
  - (1) Clarify existing Bylaws and/or policies and procedures implemented by the Board of Directors.
  - (2) Provide an accurate list of duties for each Officer, Region Representative and Team Leader to avoid duplication of duties and provide each with a detailed list of activities, responsibilities and a timetable to accomplish each duty.
  - (3) Develop and implement general policies and procedures to assist the members in conducting InAHQ business.
  - (4) Review and revise existing policies and procedures annually or more frequently, if deemed necessary by the Board of Directors or Team.
- c. Duties and responsibilities of the Policies and Procedures Team Leader
  - (1) The Team Leader, working closely with the Bylaws Team Leader, will prepare the revisions appointed by the Board of Directors during the tenure of the current President.
  - (2) The prepared Policies and Procedures revisions will be reviewed by the House of Delegates when the proposed InAHQ Bylaws' revisions, deletions, and additions are presented for approval at the Annual Meeting.
  - (3) The Team Leader will work closely with the Bylaws Team Leader to allow for a smooth and concise process of presenting to the House of Delegates.
  - (4) Maintain an updated copy of the Manual to be distributed to all Board of Directors members at the start of each new Board year
  - (5) Maintain supplies and historical data of Team.

## VI. Quality Improvement Organization (QIO)Liaison

- A. Purpose - Provide the Board of Directors and members with a source of current information which will allow the Association to take a pro-active approach to Quality Improvement Organization (QIO) related activities.
- B. Composition of QIO Liaison
  1. Liaison should be person(s) who currently or frequently communicates with the QIO in their place of employment and shall be appointed by the President.
  2. Liaison may consult or request appointment of others from InAHQ to assist in remaining current.
- C. Duties and responsibilities of QIO Liaison

1. Serve as the liaison between the InAHQ Board of Directors and the QIO.
2. Communicate frequently and closely with the Indiana Hospital and Health Association on all matters related to the QIO.
3. Provide updated information to the InAHQ Board of Directors and general membership at regular intervals.
4. Review and comment upon proposed screens, scopes of work and activities undertaken by the QIO.
5. Assist InAHQ in taking a proactive approach to QIO-related activities.
6. Serve as a non-voting member of the Board of Directors.
7. Attend Board of Directors meetings on an as-needed basis. A written report may be submitted.

## VII. Indiana Hospital and Health Association (IHHA) Liaison

- A. Purpose - Provide the Board of Directors and members with a source of current information which will allow the Association to take a pro-active approach Indiana Hospital and Health Association (IHHA) related activities.
- B. Composition of IHHA Liaison
  1. Liaison should be person(s) who currently or frequently communicates with the IHHA in their place of employment and shall be appointed by the President.
  2. Liaison may consult or request appointment of others from InAHQ to assist in remaining current.
- C. Duties and responsibilities of IHHA Liaison
  1. Serve as the liaison between the InAHQ Board of Directors and the IHHA.
  2. Communicate frequently and closely with the Indiana Hospital and Health Association on all matters related to the IHHA.
  3. Provide updated information to the InAHQ Board of Directors and general membership at regular intervals.
  4. Review and comment upon proposed screens, scopes of work and activities undertaken by the IHHA.
  5. Assist InAHQ in taking a proactive approach to IHHA-related activities.
  6. Serve as a non-voting member of the Board of Directors.
  7. Attend Board of Directors meetings on as-needed basis. A written report may be submitted.

## VIII. InAHQ Allied Association Liaisons

- A. Purpose - Provide the InAHQ Board of Directors, InAHQ members, the Allied Association Board of Directors, and members with a source of current information which allows the organizations to work collaboratively on issues of mutual interest or concern.
- B. Composition of Allied Association Liaisons
  1. Liaison will be a person who has been given authority to represent their organization to the InAHQ Board of Directors.

2. Societies in Indiana selected with whom to affiliate are included here. It will not be necessary to have a liaison for each of those listed. This list is non-inclusive. It is the policy of InAHQ to affiliate with any Association whose mission, vision, and values are similar in nature to that of the Indiana Association for Healthcare Quality. The purpose is to have a contact person with the affiliate and to work toward mutual goals.
  - a. Association for Professionals in Infection Control and Epidemiology, Inc.
  - b. Association of Occupation Health Professionals in Healthcare - Employee Health Professionals
  - c. Greater Indiana Chapter of Clinical Laboratory Management Association
  - d. Health Care Excel
  - e. Indiana Association of Case Management
  - f. Indiana Association of Medical Staff Services
  - g. Indiana Continuity of Care
  - h. Indiana Health Information Management Association
  - i. Indiana Organization of Nurse Executives
  - j. Indiana Pressler Memorial Chapter Healthcare Financial Management Association
  - k. Indiana Society for Healthcare Education and Training, Inc.
  - l. Indiana Society for Healthcare Human Resources Administration
  - m. Indiana Society for Healthcare Risk Management
  - n. Indiana Society for Patient Representation & Consumer Affairs
  - o. Indiana State Medical Association
  - p. Medical Group Management Association.

#### C. Duties and Responsibilities of an Allied Association Liaison

1. Attend Board of Directors meeting for the purpose of sharing a report from the Allied Association. If unable to attend the meeting, a written report will be presented. The Allied Association Liaison will be excused from the meeting following the Allied Association report.
2. Provide an article for the InAHQ newsletter quarterly.
3. Two categories which define the extent of involvement by InAHQ with another Association:
  - a. Relationship
    - (1) InAHQ will maintain communication with the Allied Associations via mailings of meeting announcements, educational offering, and publications.
    - (2) InAHQ will invite representative from the Allied Association to attend the annual conference, but will not waive fees.
  - a. Coalition
    - (1) InAHQ will form a coalition with an Association for working together on a joint activity, the responsibilities of each Association, the sharing of expenses and revenues, and the time commitment. Expenses for any legal documents will be shared equally by each Association.
    - (2) A coalition will be terminated at the conclusion of the activities involved.

#### IX. Indiana Association for Healthcare Quality House of Delegates

- A. Purpose - The primary responsibility of the House of Delegates, refer to ARTICLE IX of the InAHQ Bylaws, is to determine the direction of InAHQ based on business presented in the House of Delegates through Presentation(s) of resolution(s) by voting delegates.
- B. Duties and responsibilities of the Delegate
  1. Attend the House of Delegates meeting during the InAHQ Annual Meeting.
  2. Register prior to the meeting as a Delegate and receive a special badge.
  3. Review and become familiar with any changes in the Bylaws that will be voted on at the Annual Meeting.
  4. Sit in the House of Delegates area designated for your region.
  5. Vote as a representative of your region on issues coming before the House reflecting the views of your region.
- C. Delegate Eligibility - Must be a member in good standing as defined in ARTICLE IV, SECTION 3 of the InAHQ Bylaws.

#### X. Standing Rules of the InAHQ House of Delegates

- A. Purpose - To assure that the proceedings of the House of Delegates at the Annual Meeting are conducted in uniform and orderly fashion.
- B. General Procedures
  1. Delegates and alternates shall be required to wear the badge issued upon registration and must wear it at all meetings of the House of Delegates.
  2. A member registered as an alternate may, upon proper clearance by the Credentials Team, become the delegate at any time during the continuance of the business meetings.
  3. The Credentials Team Leader, after roll call by regions, shall report the number of delegates and alternates registered as present with proper credentials at each House of Delegates meeting.
  4. All reports and material for the permanent record shall be typed and immediately sent to the Secretary after presentation.
  5. Notices of the announcement to the House shall be in writing, signed by the person (or proper representative) under whose authority the announcement is issued, and sent to the Secretary.
  6. Smoking shall not be permitted in meeting rooms.
- C. Resolutions
  1. All new business shall be introduced through resolutions that must include a fiscal note if they necessitate and expenditure of funds.
  2. Late resolutions, received by the President after the 30-day deadline, and before noon of the day before the House of Delegates convenes, require a two-thirds (2/3) vote of approval by the delegates for consideration.
  3. All resolutions will be assigned to the Credentials Team for discussion at an open hearing before final action by the House.
  4. Emergency resolutions received the final day of the convention shall be referred to an appropriate Team to determine its emergency nature and, if legitimate, then require a two-thirds (2/3) vote of approval by the House of Delegates for consideration.

5. Motions - Motions offered by an individual member shall be in writing, signed by the maker who shall be a voting member of the house, and shall be sent directly to the presiding officer.
6. Debate
  - a. To be entitled to the floor, a member must go to a microphone, address the Leader and give her/his name and affiliation (region).
  - b. A delegate shall speak no more than two minutes to a motion with consent of the House.
  - c. A delegate may speak more than once to the same question only after all who wish to speak have done so. Permission of the House must be granted.
  - d. A non-delegate may speak once to an issue for two minutes after all interested delegates have spoken.
  - e. A timekeeper will signal when allotted time has expired.

#### XI. Expense Claim Submission Procedure

- A. Purpose - to maintain a uniform method of expense reimbursement which assures the Treasurer that the expense is authorized and trackable. The Treasurer has the authority to pay all claims presented with proper documentation.
- B. The submitted claim forms are to establish:
  1. Name, address, and phone number of the person requesting reimbursement;
  2. Amount due;
  3. Reason for expense;
  4. Items purchased;
  5. Signature of person incurring expense;
  6. Legitimacy of expense claim.
- C. The following expenses are deemed Board of Directors approved and may be paid by the Treasurer upon receipt:
  1. Expenses for newsletter printing/ mailing;
  2. Expenses for maintaining printed membership list;
  3. Expenses for address labels of members for state-wide mailings;
  4. Expenses for postage incurred by Officers and Team Leader;
  5. Expenses to send President and President Elect to the NAHQ Annual Meeting;
  6. Expenses of the InAHQ's Annual Educational Meeting:
    - a) Fees for President, President-Elect, Secretary, Treasurer, Leaders of Education and Credentials Teams shall include conference registration. Room reservations not to exceed two (2) nights per person may be considered for the President and Education Team Leader if the budget allows and with board approval;
  7. Expenses related to the purchase of giveaway items for the InAHQ Annual Meeting. These expenses are disbursed from the regional funds held for individual regions;
  8. Expenses related to regional programs and educational meetings;
  9. Other expenses given to Board of Directors approval as organizational expenses.
- D. The Leader or designee of an InAHQ Team or InAHQ Board of Directors member shall be able to submit an expense form for reimbursement.

- E. Claims for expenses other than stated above must have specific Board of Directors approval prior to payment by the Treasurer.
- F. All expenses paid must be presented by the Treasurer at the next scheduled Board of Directors meeting.
- G. Expense claims **MUST** be submitted on the attached check-request form with bills/receipt attached. See Attachment A - Check Request Form. Expense claims **MUST** be received by the Treasurer within 90 days after expenditure in order for reimbursement to take place. Only under Board scrutinized circumstances will this policy be overruled by the Board of Directors.

## XII. Record Retention Policy

Purpose - to ensure proper maintenance and retention of important Association documents.

\*An asterisk (\*) following a number signifies that the retention begins after final payment, settlement, expiration, termination, etc.

| <b>Type of Record</b>   | <b>Retention Period</b>                      |
|---|--|
| <b><u>ACCOUNTING</u></b>  |  |
| Auditors report/work papers   | Permanent                                    |
| Bank deposit slips  | 3 years                                      |
| Bank statements/reconciliation's  | 7 years                                      |
| Budgets   | 2 years                                      |
| Canceled checks, generally  | 7 years                                      |
| Cash disbursements journal  | Permanent                                    |
| Cash receipts journal   | Permanent                                    |
| Annual financial statements   | 3 years                                      |
| Interim/Internal financial statements   | 3 years                                      |
| General journal or ledger   | Permanent                                    |
| Inventory lists   | 3 years                                      |
| Invoices  | 3 years                                      |
| Payroll journal   | 4 years                                      |
| Petty cash vouchers   | 3 years                                      |
| <b><u>CORPORATE RECORDS</u></b>   |  |
| Annual reports  | Permanent                                    |
| Articles of Incorporation   | Permanent                                    |
| Constitutions and Bylaws  | Permanent                                    |
| Qualifications to do business   | Permanent                                    |
| Minutes (Board of Directors and Teams with B of D authority)  | Permanent                                    |
| Minutes (Teams without Board of Directors authority)  | 3-5 years                                    |
| Authorizations and appropriations for expenditures  | 3 years                                      |
| Contracts, generally  | 3 years                                      |
| Contracts, government*  | 10 years*                                    |
| Contract, sales (UCC)   | 4 years                                      |
| <b><u>INSURANCE, LEGAL, TAXES</u></b>   |  |
| Accident reports  | 6 years                                      |
| Insurance Claims  | 6 years                                      |
| Insurance policies  | 6 years                                      |
| Claims and litigation files   | 10 years*                                    |
| Copyright, trade name, trademark registration   | Permanent                                    |
| Income tax returns and canceled checks (federal, state and local)   | Permanent                                    |
| Sales and use tax returns   | 4 years                                      |
| <b><u>GENERAL</u></b>   |  |
| Supporting correspondence and notes, re: patents, copyrights, licenses agreements, bill permits, contracts, liabilities | For the life of principle documents supports |
| <b><u>REGIONS, TEAMS, EDUCATION CONFERENCE, NEWSLETTERS</u></b>   |  |
| Corporate records of individual regions should be retained for the same period as...                                    | ...comparable documents of.                  |
| Final reports to Board of Directors   | Permanent                                    |
| Working papers, correspondence related to Board of Directors reports  | 4 years                                      |
| Education Conference Attendance Roster  | Permanent                                    |
| Education Conference Brochures (retain a minimum of 8 copies)   | Permanent                                    |
| Education Conference Biographical sketches of presenters  | Permanent                                    |
| Education Conference evaluations  | Permanent                                    |
| InAHQ Newsletters (retain copies on disc)   | Permanent                                    |

### XIII. Regional Representative Orientation

- A. Orientation for the Regional Representatives, who serve the seven (7) regions in Indiana, should be given at a special meeting, i.e. time set aside at the Annual Meeting or first subsequent Board of Directors meeting. See Attachment C for the History of NAHQ, InAHQ, Characteristics, Affiliations, and Responsibilities.

### XIV. Mentor

#### A. Purpose

A mentor is a voluntary position that lasts as long as the InAHQ member consents to serve in this capacity. The purpose of having mentors is to orient new members to InAHQ. Regional Representatives are responsible for maintaining a list of mentors within their regions.

#### B. Duties and responsibilities of mentors

1. A mentor will be assigned to a new member by the Regional Representative. Mentors will only mentor new members who are assigned to the same region.
2. Maintain membership in the state association (InAHQ).
3. Support the purposes, aims, and ideals of InAHQ.
4. Contact the new member to welcome her/him into the Association.
5. Establish a communication path between the mentor and the new member.
6. Encourage participation at regional meetings. Facilitate introductions to other members in the region.
7. Encourage participation in educational offerings at regional and state levels.
8. Facilitate introductions to processes and members of InAHQ's Annual Education Conference.
9. Encourage participation in InAHQ Standing Teams.
10. At a minimum, maintain mentor relationship for the first full year of the new membership.



Indiana Association for Health Care Quality  
Monthly Finance Report

| Procedure Step  | Key Points   |
|---|--|
| 1. Monthly reports are produced by the Treasurer each month after the previous month's bank statement is received.  |  |
| 2. InAHQ account will be reconciled when the bank statement is received.  | Any discrepancies in balance or entry will be investigated and corrected prior to reporting. |
| 3. After reconciliation, the following reports are produced using Quicken:<br>a. reconciliation summary<br>b. account balance<br>c. transaction report                                    | All reports are produced for the month just ending.  |
| 4. Report packets are distributed to the Board of Directors at their next regularly scheduled meeting.  |  |
| 5. The original reports will be filed in the Financial Audit Notebook.  |  |
| 6. The Financial Audit Notebook will be considered part of the official InAHQ financial records.  |  |
| 7. The Treasurer will maintain the current and previous year financial records active in notebooks and will file older notebook contents with InAHQ records for at least seven (7) years. |  |

**Indiana Association for Healthcare Quality  
Quarterly Finance Report**

| <b>Procedure Step</b>  | <b>Key Points</b>  |
|--|--|
| 1. Quarterly reports are produced by the Treasurer each quarter after the bank statement is received for the last month of the quarter.  | InAHQ Quarters are:<br>January – March<br>April – June<br>July – September<br>October - December |
| 2. After producing the monthly report for the month just ended, the following reports are produced in Quicken for the quarter:<br>a. itemized category by category<br>b. budget report year to date<br>c. comparison report (quarter to quarter) |  |
| 3. Report packets are distributed to the Board of Directors at the next regularly scheduled meeting.   |  |
| 4. The reports are to be filed in the financial audit notebook as follows:<br>a. itemized category<br>b. comparison report<br>c. budget report year to date  |  |
| 5. The financial audit notebook will be considered part of the official InAHQ financial records.   |  |
| 6. The Treasurer will maintain the current and immediate past year financial records in the notebook and will file older documents with the InAHQ records for at least seven (7) years.  |  |

**Indiana Association for Health Care Quality  
Annual Finance Audit Procedure**

| <b>Procedure Step</b>  | <b>Key Points</b>  |
|--|--|
| 1. Treasurer and the Finance Team are to schedule the annual audit for after the spring annual meeting and before July 15.   | Finance team consists of Treasurer (team leader), Board Member and one member at large who does not have access to the checkbook.  |
| 2. Treasurer to make available for review: <ol style="list-style-type: none"> <li>a. All monthly and quarterly reports fiscal year to date</li> <li>b. All InAHQ financial policies and procedures</li> <li>c. bank statements year to date</li> <li>d. check register stubs</li> <li>e. invoices paid year to date</li> <li>f. check requests year to date</li> <li>g. current year approved budget.</li> </ol> |  |
| 3. Team will select one quarter for auditing.  | Certain activities, such as categorizing income and expense and budget monitoring, are only done quarterly.  |
| 4. For quarter selected, team should use audit tool to compare: <ol style="list-style-type: none"> <li>a. itemized categories report</li> <li>b. invoice/check requests/deposits</li> <li>c. budget summaries</li> </ol>   | See attached Quarterly Audit Tool (Attachment A4pg3). Comparison validates that deposits are entered correctly and relate to revenue generating activities; that clear documentation supports all payments made; and, that reports accurately reflect actual activity. |
| 5. Team will select one month from each of the remaining three quarters for auditing.  | Months should be selected from separate quarters at random.  |
| 6. For months selected, team should use monthly audit tool to compare: <ol style="list-style-type: none"> <li>a. deposits</li> <li>b. check payments</li> <li>c. bank statements</li> <li>d. reports</li> </ol>  | See attached Monthly Audit Tool (Attachment A4pg2). Comparison validates that income and expense are placed in appropriate categories and posted to correct project, as well as accurately brought forward to reports.   |
| 7. Finance Team may select additional months or quarters to audit if needed.   |  |
| 8. Results of audit are verified by all team members and reported to the InAHQ Board of Directors.   | Use attached Internal Audit summary and recommendations form to verify report.   |
| 9. Recommendations made by the audit team and approved by the Board will be implemented by the Treasurer within one quarter.   |  |
| 10. A written report will be provided by the Treasurer to verify implementation of any recommendations.  |  |
| 11. Audit records will be maintained by the secretary with the applicable Board minutes.   |  |

Indiana Association for Health Care Quality  
Annual Audit-Monthly Audit Tool

Month/year selected for audit: \_\_\_\_\_

For month selected, review the following records to compare for consistent entries and note variances:

|   |
|---|
| Check register stubs, cancelled checks and transaction report: should have same date, payee and amount. |
|   |
| Transaction report and invoices/check requests/deposits: Should have same dates, payee and category.    |
|   |
| Reconciliation report and bank statements: deposits, expenditures, and balances match.                  |
|   |
| InAHQ financial policies and other materials: process matches policies and procedures                   |
|   |

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

**Indiana Association for Health Care Quality  
Annual Audit-Quarterly Audit Tool**

Quarter/year selected for audit: \_\_\_\_\_

For Quarter selected, review the following records to compare entries and note variances.

Itemized category reports and invoice/check requests/deposit records: have same date, payee, amount, and category for entries.

|  |
|--|
|  |
|--|

Budget summaries and invoices/check requests/deposits: have same date, payee, amount and category.

|  |
|--|
|  |
|--|

Monthly/quarterly reports and budget summaries: entries are consistent.

|  |
|--|
|  |
|--|

InAHQ financial policies and other materials: processes match policies and procedures.

|  |
|--|
|  |
|--|

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_



**Indiana Association for Healthcare Quality, Inc.**

**Specifics of Exhibit/Vendor Displays**

The President Elect is responsible for the displays at the National Association for Healthcare Quality national educational conference . Refer to Policy and Procedure III.C.2.a.(14).

|                  | NAHQ   |
|------------------|--|
| Early Spring     | President receives vendor packet and forwards to the president elect   |
| June             | Space rental due. Determine needs for booth and associated costs   |
| Items in Storage | Display Board<br>All awards<br>The State Banner<br>Two baskets<br>Giveaways from prior conferences if any remain   |
| Need to Acquire  | Decorations/Display needs<br>Current year <b>give</b> giveaways<br>Candy<br>Q-Tips Newsletters - 100<br>Membership packets 50-100<br>HC Quality Week Poster – 100<br>CPHQ Workshop information - 50<br>One to two people to work the booth at any given time |
| Insurance        | InAHQ has Liability Insurance.   |

## **Indiana Association for Healthcare Quality, Inc.**

### **Regional Representative Orientation**

#### **History**

##### **National Association for Healthcare Quality (NAHQ)**

- ◇ Formed 1975
- ◇ First conference Fall 1975 in Atlanta
- ◇ First called: National Association of Utilization Review Coordinators (NAURC)
- ◇ Late 70's: National Association of Quality Assurance Professionals (NAQAP)
- ◇ In 1991: National Association for Healthcare Quality (NAHQ)
- ◇ National educational conferences held annually in the fall
- ◇ National certification - Certified Professional in Healthcare Quality (CPHQ) every November. In 2000, the test became an international test.
- ◇ Publications include: Journal for Healthcare Quality (JHQ), NAHQ News, Membership directory
- ◇ Annual dues \$115
- ◇ Affiliation with the state requires at least 25% of state Association members are members of NAHQ
- ◇ State Association President is automatically a member of the NAHQ Leadership Council. President Elect is one of the representatives to the Leadership Council. Additional representatives and alternates are appointed by the President.

##### **Indiana Association for Healthcare Quality**

- ◇ Formed 1978 by 16 members of NAQAP; Named Indiana Association of Quality Assurance Professionals (IAQAP).
- ◇ First conference May 1979
- ◇ In 1992: Name changed to Indiana Association for Healthcare Quality
- ◇ Board of Directors - President, President Elect, Secretary, Treasurer, Treasurer Elect, Past President, 7 Regional Representatives, 9 Team Leaders

#### **Regional Representative Responsibilities**

Refer to the InAHQ Policy and Procedure Manual IV. A.,B.,and C.

**Indiana Association for Healthcare Quality**

**InAHQ Educational Offering Report**

The Chairperson of an educational offering sponsored in whole or in part by the InAHQ will complete this report within sixty days following the educational offering. The completed form is then forwarded to the Education Team Leader or the President.

**Title of Workshop** \_\_\_\_\_  
\_\_\_\_\_

**Chairperson of the Educational Offering** \_\_\_\_\_ **Date of Offering** \_\_\_\_\_

**Location of the Educational Offering** \_\_\_\_\_

**Number of Registrations** \_\_\_\_\_

**Total Registration Fees** \_\_\_\_\_

**Total Refunds Remitted** \_\_\_\_\_

**Speaker(s) Fees** \_\_\_\_\_

**Brochure Printing #** \_\_\_\_\_ **Cost** \_\_\_\_\_

**Postage Expense for Mailing Brochures** \_\_\_\_\_

**Other Mailings/Postage Cost** \_\_\_\_\_

**Facility Cost/Room Rental** \_\_\_\_\_

**Audio-Visual Expense** \_\_\_\_\_

**Food Expense** \_\_\_\_\_

**Other Expense, please list** \_\_\_\_\_

**Summary**

**Total Income** \_\_\_\_\_

**Total Expense** \_\_\_\_\_

**Income (Loss)** \_\_\_\_\_

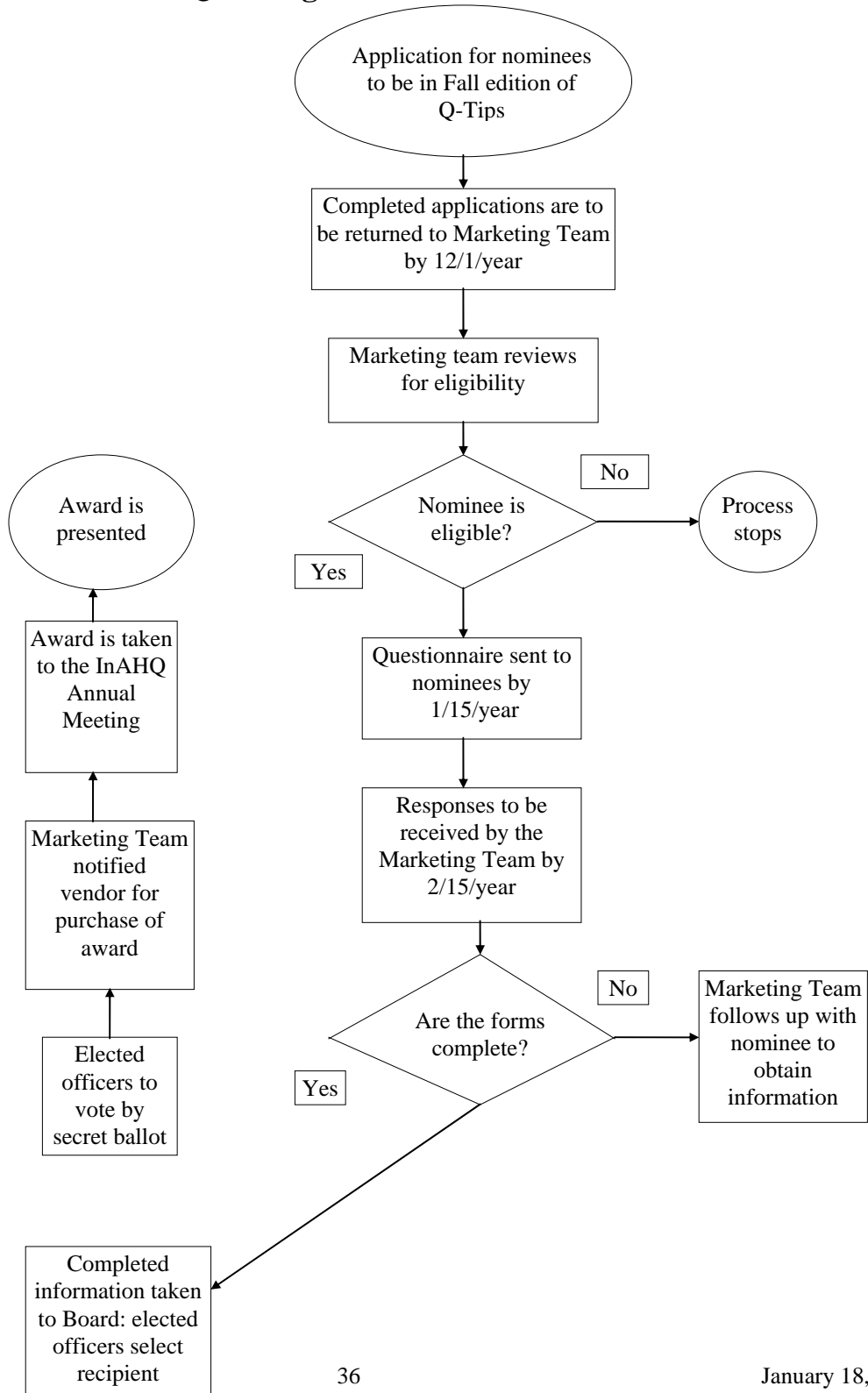
Program Evaluation Score \_\_\_\_\_

Chairperson's Signature \_\_\_\_\_ Date \_\_\_\_\_

Attachment E  
IV.B. 7. c. (13)

**Indiana Association for Healthcare Quality, Inc.**

**InAHQ Distinguished Member Award Process**



**Indiana Association for Healthcare Quality, Inc.**  
**DISTINGUISHED MEMBER AWARD**

- I. **Mechanism**
- A. Nominations may be made by a member(s) by obtaining and submitting a signed nomination form to the Marketing Team prior to December 1<sup>st</sup>.
  - B. The Board of Directors will select the award winner at the Board meeting just prior to the Annual Meeting (usually held in March). The Board reserves the right to accept or reject the nomination of any candidate based upon the information provided.
  - C. Formal presentation of the award will take place at the Annual Meeting. The award will be published in the InAHQ Q-Tips edition following the conference.
- II. **Policies Regarding Nominees and Recipients**
- A. Elected members of the InAHQ Board are ineligible for awards during terms of office.
  - B. Honorary members are eligible.
  - C. There may be no recipient of the award in a given year if the Board determines nominees have not met the eligibility criteria.
  - D. Recipients may receive only on Distinguished Member Award.
- III. **Eligibility Criteria**
- Candidate must be a current member of InAHQ and have made an *outstanding contribution to the profession* in any of the following:
- A. InAHQ participation as a Board Member, team leader, team member or delegate to the InAHQ House of Delegates.
  - B. National participation in NAHQ as a Board member, team leader, team member and/or Leadership Council member.
  - C. Dissemination of knowledge of practice through voluntary consultation to others in the field. Recognized resource person in area of specialty.
  - D. Successful completion of CPHQ certification and recertification.
  - E. Publication of healthcare quality management articles in InAHQ publication or other professional journals.
  - F. Present/instructor at region, state, or national workshops, seminars, conferences or inservice training program.

Nominee's Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Email: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip: \_\_\_\_\_

Current Member of InAHQ:  Yes Number of Years: \_\_\_\_\_

Person nominating the candidate: \_\_\_\_\_

Which criteria does this individual meet?  A  B  C  D  E  F

Why does this candidate deserve this award? \_\_\_\_\_

---

---

\_\_\_\_\_. Use reverse side for additional comments if needed.

All of the information I/we have provided about the nominee for the InAHQ Distinguished Member Award is accurate.

\_\_\_\_\_  
Signature

Date

**Nominations must be sent to InAHQ, PO Box 419, Terre Haute, IN 47808 and post marked by 12/1/\_\_\_.**

**Indiana Association for Healthcare Quality, Inc.**

**DISTINGUISHED MEMBER AWARD**

(To be completed by the member nominated for the award.)

Name

\_\_\_\_\_

—

Please thoroughly complete this form. If an item does not apply to you, indicate N/A. If additional space is required, attach a separate page and identify the portion of the questionnaire to which the information applies.

**A. Service to InAHQ**

If answer is “yes” indicate name of each office and/or each team and years served.

1. Participation in InAHQ:

a. Officer?  Yes  No

Office \_\_\_\_\_ Year  
: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_

b. Team Leader?  Yes  No

Team: \_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_

c. Team Member?  Yes  No

Team: \_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_

d. Delegate to the InAHQ’s House of Delegates?  Yes  No

Year: \_\_\_\_\_

\_\_\_\_\_ Year:\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Year:\_\_\_\_  
\_\_\_\_\_

**B. Service to NAHQ**

If answer is “yes” indicate name of each office and/or team and years served.

1. Participation in NAHQ

a. Member of the Board of Directors?  Yes  No

Specify positions held

: \_\_\_\_\_ Year:\_\_\_\_  
\_\_\_\_\_ Year:\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ Year:\_\_\_\_  
\_\_\_\_\_

b. Team Leader?  Yes  No

Team: \_\_\_\_\_ Year: \_\_\_\_\_  
—  
\_\_\_\_\_ Year: \_\_\_\_\_  
—  
\_\_\_\_\_ Year: \_\_\_\_\_

c. Team Member?  Yes  No

Team: \_\_\_\_\_ Year: \_\_\_\_\_  
\_\_\_\_\_ Year: \_\_\_\_\_  
—  
\_\_\_\_\_ Year: \_\_\_\_\_  
—

d. Member of the Leadership Council?  Yes  No

Year: \_\_\_\_\_  
—  
Year: \_\_\_\_\_  
—

**C. Contribution to Body of Knowledge**

1. Dissemination of knowledge of practice through voluntary consultation:

| <u>Subject/Content</u> | <u>Client</u> | <u>Year</u> |
|------------------------|---------------|-------------|
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |
| _____                  | _____         | _____       |

2. Successful completion of CPHQ Certification?  Yes  No

Date certification awarded: \_\_\_\_\_ Are you currently certified?  Yes  No

**D. Publication Activities**

1. Publication of healthcare quality management articles in professional journals:

| <u>Title</u> | <u>Journal/Publication</u> | <u>Year</u> |
|--------------|----------------------------|-------------|
| _____        | _____                      | _____       |
| _____        | _____                      | _____       |
| _____        | _____                      | _____       |

2. Author or co-author of publication of written material in monographs, instructional guides, position papers, or books:

| <u>Title</u> | <u>Journal/Publication</u> | <u>Year</u> |
|--------------|----------------------------|-------------|
| _____        | _____                      | _____       |
| _____        | _____                      | _____       |
| _____        | _____                      | _____       |

**E. Educational Leadership**

*(Exclude entrepreneurial activities, full-time consultation, and educating.)*

1. Presenter/Instructor at seminar, workshop, or conference:

|                                 |             |
|---------------------------------|-------------|
| a. <u>Name of Local Program</u> | <u>Year</u> |
| _____                           | _____       |
| _____                           | _____       |

|  |             |
|--|-------------|
| b. <u>Name of State/Regional Program</u> | <u>Year</u> |
| _____                                    | _____       |
| _____                                    | _____       |

|                                    |             |
|------------------------------------|-------------|
| c. <u>Name of National Program</u> | <u>Year</u> |
| _____                              | _____       |
| _____                              | _____       |

---

---

2. Co-presenter/Co-instructor at seminar, workshop, or conference:

a. Name of Local Program Year

---

---

---

b. Name of State/Regional Program Year

---

---

---

c. Name of National Program Year

---

---

---

---

**F. Name two references who may be contacted regarding your professional activities.**

| <u>Name</u>  | <u>Address</u> | <u>Phone number</u> |
|--------------|----------------|---------------------|
| <u>Email</u> |                |                     |

---

---

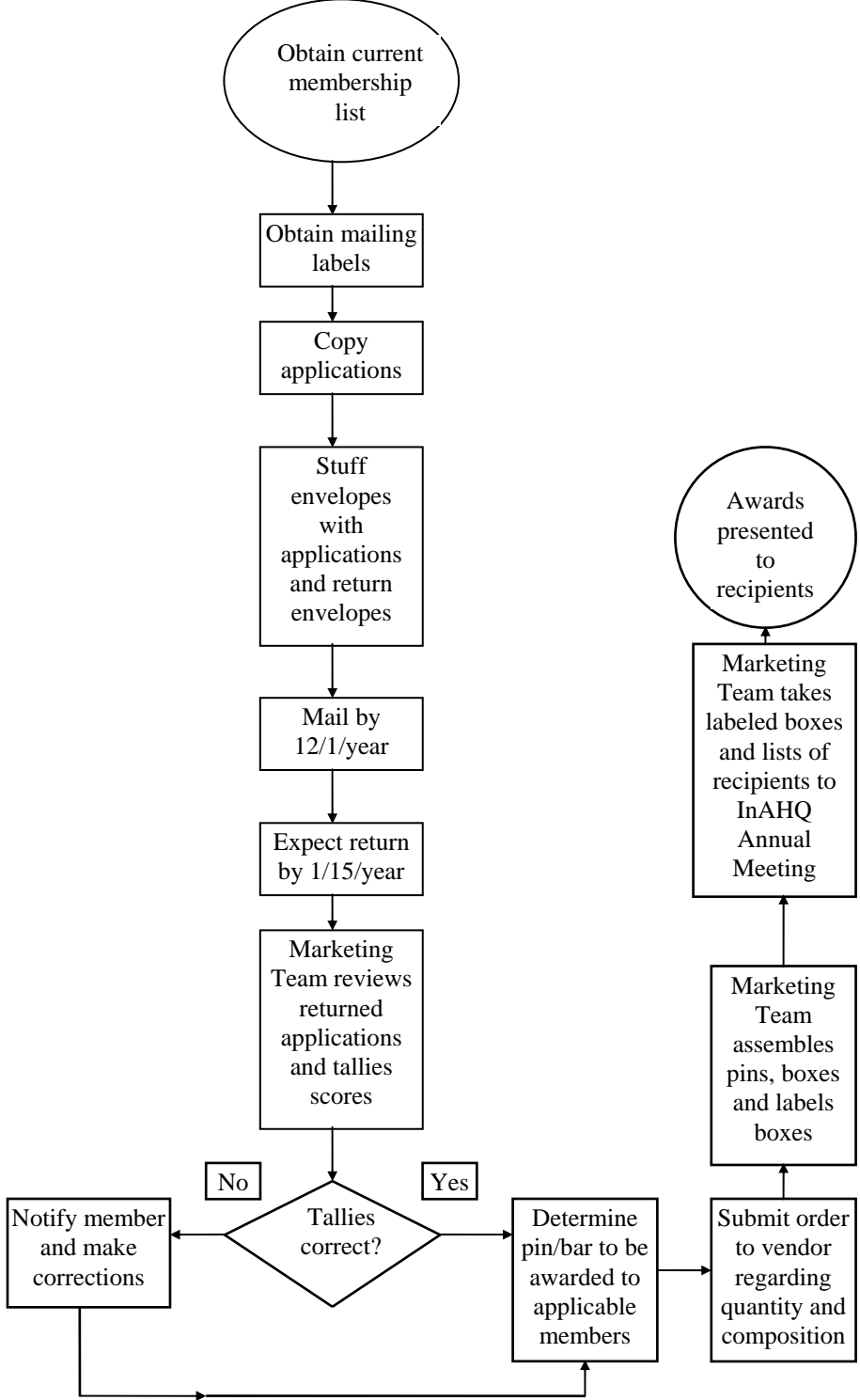
---

---

Original 6/98

**Indiana Association for Healthcare Quality, Inc.**

**InAHQ Membership Ladder Recognition Process**



Attachment F - 1

**InAHQ Membership Ladder**  
*Achievement Points Calculation Sheets*

Name \_\_\_\_\_ Title \_\_\_\_\_  
 \_\_\_\_\_

Day Phone Number \_\_\_\_\_

Directions: Circle the highest points of achievement for each category and write the number of point achieved in the blank lines provided for each category. Please note the time frame for each category. Complete the form and return on/or before January 15, 20\_\_ in the enclosed envelope. If you have any questions, contact the Marketing Team Leader at \_\_\_\_\_. Pins will be awarded at the InAHQ's Annual Meeting in the Spring of \_\_\_\_\_, based on accomplishments as follows:

|                     |  |
|---------------------|--|
| <b>5-6 Points</b>   | <b>Membership Pin only</b>                       |
| <b>7-10 Points</b>  | <b>The above plus a synthetic sapphire guard</b> |
| <b>11-22 Points</b> | <b>The above plus a synthetic ruby guard</b>     |
| <b>23-34 Points</b> | <b>The above plus a synthetic emerald guard</b>  |
| <b>35-47 Points</b> | <b>The above plus a synthetic diamond guard</b>  |

**CATEGORY I: Total Job Experience in Healthcare Quality**

- 1 Point      1 year or less
- 2 Points     >1-3 years
- 3 Points     >3-6 years
- 4 Points     >6-10 years
- 5 Points     >10 years

\_\_\_\_\_ Point(s) Earned

**CATEGORY II: Total Years of InAHQ Membership**

- 1 Point      1 year or less
- 2 Points     >1-3 years
- 3 Points     >3-6 years
- 4 Points     >6-10 years
- 5 Points     >10 years

\_\_\_\_\_ Point(s) Earned

**CATEGORY III: InAHQ Regional Meeting Attendance/Participation (For this category include only meetings held between January 1, 20\_\_ and December 31, 20\_\_. Calendar year prior to Annual Meeting.)**

- 2 Points      attended 2 or more regional meetings in a calendar year
- 1 Bonus Point - in addition to one of the above, attended the InAHQ's annual educational conference.

\_\_\_\_\_ Point(s) Earned

**CATEGORY IV: Support of InAHQ (Count highest point(s) achieved since membership began.)**

- 1 Point      hosted a regional meeting
- 2 Points      served on a team
- 3 Points      served as a team leader
- 4 Points      served as a regional representative or an elected officer other than President
- 5 Points      served as President of InAHQ
- 1 Bonus Point to be added if served as delegate or alternate to the InAHQ's House of Delegates.

\_\_\_\_\_ Point(s) Earned

**CATEGORY V: Certification (CPHQ)**

- 5 points - Obtain CPHQ certification
- 5 points – Obtain CPHQ recertification

\_\_\_\_\_ Point(s) Earned

**CATEGORY VI: Poster Creation in Healthcare Quality (For this category count all points for this area for each unique item created between January 1, 20\_\_ and December 31, 20\_\_. Calendar year prior to Annual Meeting.)**

- 1 Point created or presented in your workplace
- 2 Points created or presented to an external organization
- 3 Points created or presented to any state or national association/organization
- 4 Points created or presented to InAHQ
- 5 Points created or presented to NAHQ

\_\_\_\_\_ Point(s) Earned

**CATEGORY VII: Speaker/Co-speaker Presentation in Healthcare Quality (For this category count all points for this area for each unique item done between January 1, 20\_\_ and December 31, 20\_\_. Calendar year prior to Annual Meeting.)**

- 1 Point presented at your workplace
- 2 Points presented to an external organization and/or InAHQ (at region level)
- 3 Points presented to any state or national association/organization
- 4 Points presented to InAHQ (at state level)
- 5 Points presented to NAHQ

\_\_\_\_\_ Point(s) Earned

**CATEGORY VIII: Publication in Healthcare Quality (For this category count all points for this area for each unique item submitted between January 1, 20\_\_ and December 31, 20\_\_. Calendar year prior to Annual Meeting.)**

- 2 Points published for an external organization
- 3 Points published for any state or national association /organization
- 4 Points published for InAHQ
- 5 Points published for NAHQ

\_\_\_\_\_ Point(s) Earned

**CATEGORY IX: BONUS SECTION Count all achieved since InAHQ membership began.**

- 2 Points served on NAHQ Board
- 1 Point attended an NAHQ Annual Education Conference
- 1 Point served as an alternate to the NAHQ Leadership Council
- 1 Point served as state representative to the NAHQ Annual Education Conference
- 1 Point served on a NAHQ Committee Team
- 1 Point present member of NAHQ

\_\_\_\_\_ Point(s) Earned

**Total Point(s) Requested** \_\_\_\_\_  
**(Completed by Member)**

**Total Point(s) Awarded** \_\_\_\_\_  
**(Completed by Marketing Team)**

\_\_\_\_\_  
**InAHQ Member (Signature)**

\_\_\_\_\_  
**InAHQ Marketing Team Member (Signature)**

**Indiana Association for Healthcare Quality, Inc.**

**InAHQ Nominating Team Response Form**

Deadline for nominations is February 15<sup>th</sup>.

Please enter the following name in nomination for the indicated office:

Nominee: \_\_\_\_\_ Title: \_\_\_\_\_

Hospital/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

InAHQ Region # \_\_\_\_\_

Submitted

By: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ President Elect

\_\_\_\_\_ Secretary (only elected on the odd numbered year to a two-year term)

\_\_\_\_\_ Treasurer Elect

Mail to: \_\_\_\_\_

Name

Nominating Team Leader

\_\_\_\_\_  
Address

\_\_\_\_\_  
City, State, Zip

\_\_\_\_\_  
-FOR NOMINATING TEAM LEADER'S USE:

Member of InAHQ verified \_\_\_\_\_ Region \_\_\_\_\_

Member of NAHQ verified \_\_\_\_\_ or Member has agreed to terms of joining  
NAHQ within 60 days of being elected