



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

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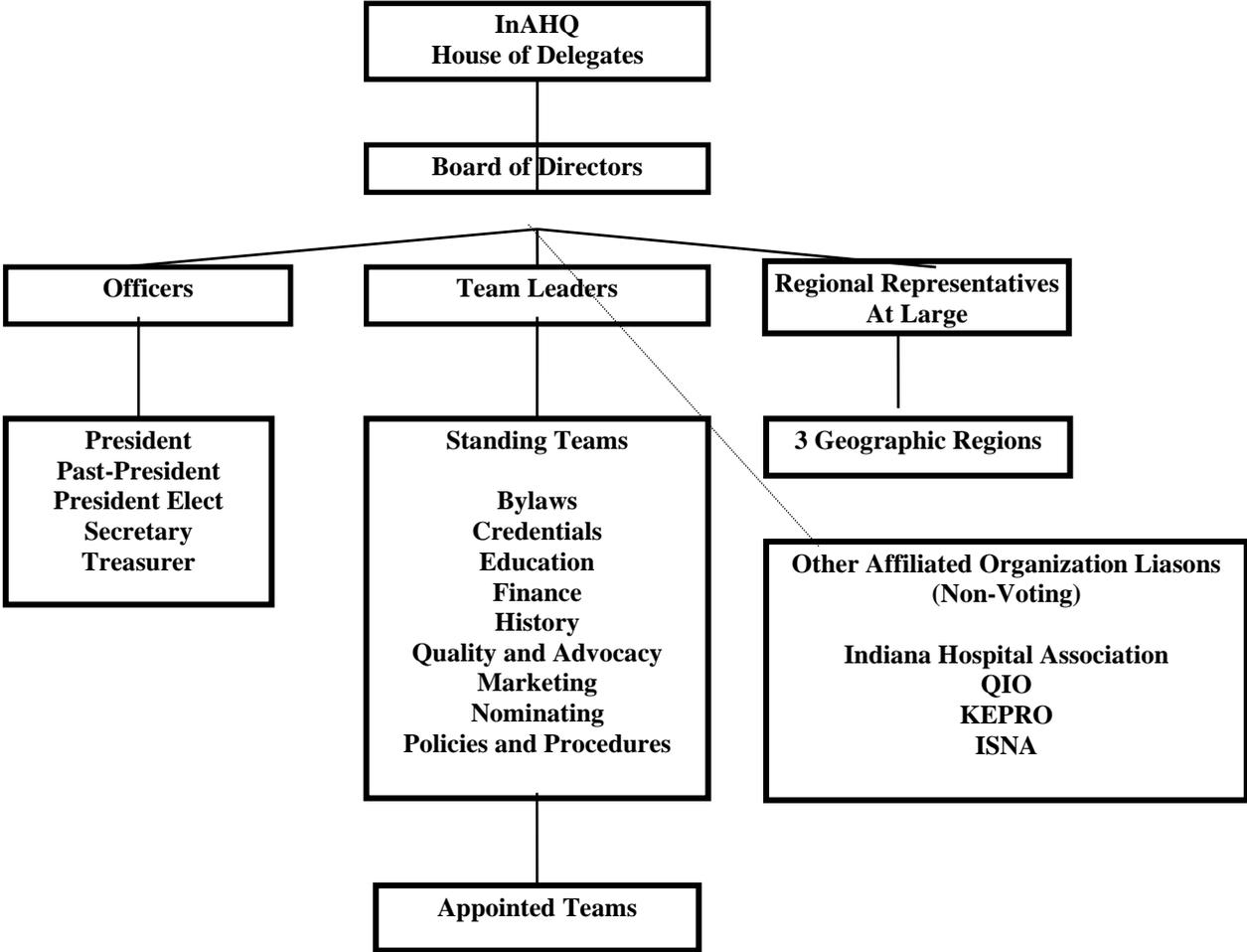
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ORGANIZATIONAL CHART



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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 **2015**, dues are amended to \$45.00 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. Region of Membership

1. Regional membership will be determined by the mailing address of the member's employer.
2. Any members not employed or employed by a national employer will be assigned a region based on their home address.
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 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 at Large
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, V and VI.
3. In addition to those referenced above, the Board of Director members:
 - a. Shall maintain membership in good standing in the state (InAHQ.)
 - b. Shall not expend any money not provided for in the budget as adopted, except by approval of the Board of Directors; and,
4. Shall submit annually a budget request. This request will be submitted by the Fall Board of Director's meeting for the following calendar year. 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 officer.

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. President's Duties and Responsibilities

- 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.
- 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 Representative at Large, 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 Representative at Large, 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 at Large 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 at Large, the activities performed in Indiana's health care facilities and other opportunities to promote the week.
- 15) Maintain a positive liaison with other health-related organizations (Indiana Hospital Association, Indiana Nurses Association, State QIO, etc.), within the state and work toward mutual goals.
- 16) The President may represent InAHQ at one quality-related CEU offering per year, with expenses not to exceed \$1,800.00 reimbursed by InAHQ. This conference attendance must have Board approval prior to registration and/or attendance to ensure it fits within the Mission and Vision of InAHQ. (per Board decision June 14, 2019)
- 17) Notify all nominees of election results prior to the Annual Meeting.
- 18) Prepare a President's message for each edition of the InAHQ newsletter - Q-tips.

- 19) Prepare and present a report of activities for each Board of Directors' meeting.
- 20) Prepare and present a report of the year's activities for the annual meeting of the House of Delegates.
- 21) 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.
- 22) 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. President-Elect Duties and Responsibilities

- 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.
- 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) Serve as consulting member of the Marketing Team.
- 10) Perform the duties of President in the event of the President's temporary absence.
- 11) Assume all duties of the President if the President is unable to fulfill the term of office, if the resignation occurs within the 2nd six-months of the President's term.
- 12) If the President-Elect is not able to fulfill the term of office, a special election will be held.

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. Secretary's Duties and Responsibilities

- 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.
- 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 Association, Indiana Nurses Association, State QIO, and other entities as appropriate.

- 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 InAHQ Board of Directors. Send meeting minutes to Board of Director members within three 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. Treasurer's Duties and Responsibilities

- 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.
- 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
- 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 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 on 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 30, (per the Bylaws) prior to the first Board of Directors meeting, the Treasurer will 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.

5. 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 complete the duties of the Past President's office at the close of the Annual Meeting of the InAHQ.

a. Past-President's Duties and Responsibilities

- 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.
- 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 Quality and Advocacy Team; other activities as deemed necessary by the President.
- 6) Responsible for orientation of the new Regional Representatives at Large 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 June 30th, meet with the President, Treasurer and outgoing treasurer if appropriate, to review financial standing of the Association.

IV. Regional Representative at Large

A. General Composition, Purpose and Membership

1. As established in ARTICLE XIII, SECTIONS 1-6 of the InAHQ Bylaws, members of each of the three (3) geographic regions will select one Regional Representative at Large 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 at Large Orientation and Section XIII. Mentor and Attachment C.)

B. Board of Directors' Duties and Responsibilities

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 may 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 NAHQ 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 Representatives at Large will coordinate these in a manner acceptable to each geographic region. CEU offerings are encouraged. (See ARTICLE XI, SECTION 6 of the InAHQ Bylaws). Submit application to NAHQ for continuing education hours that will be offered and follow up as required (send attendee list to NAHQ within 30 days of completion of the educational offering).
3. Receive information from Credentials Team 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. Welcome new members.
6. Recommend candidates for region representative at large to the President, if the position will be vacated.
7. Coordinate information sharing from the region to the Board of Directors and Team Leaders, when they cannot attend a Board of Directors meeting.
8. 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.
9. Keep region informed of Board of Directors activities.
10. Submit information quarterly to the Q-Tips newsletter regarding regional activities.
11. 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. Bylaws Team's Duties and Responsibilities

- 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. Bylaws Team Leader's Duties and Responsibilities

- 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 maintaining the membership list and 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 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. Credential Team's Duties and Responsibilities

- 1) Prepare an Annual Meeting mailing list as determined in conjunction with the Education Team and the Board of Directors.
- 2) Assist with membership recruitment activities during the Annual Meeting.
- 3) Verify the active InAHQ membership status of the slate of nominees for the annual general election.
- 4) 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.
- 5) Verify the active membership status of the delegates attending the Annual Meeting and identify those qualified to vote.
- 6) 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.

- 7) Prepare and distribute conference attendance/CEU certificates following the Annual Meeting.
 - 8) 10) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
 - 9) 11) Become familiar with the InAHQ Bylaws and Policies and Procedures.
- c. Credentials Team Leader's Duties and Responsibilities
- 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 maintain the active membership roster.
 - 4) Interface with the Nominating Team Leader to obtain the proposed slate of those nominated for InAHQ offices.
 - 5) Notify the Regional Representatives at Large, within 10 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 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. Education Team's Duties and Responsibilities

- 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. Education Team Leader's (Co-Leader) Duties and Responsibilities

- 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) Lead the meetings of the Education Team.
- 4) Coordinate and delegate all activities required to present the Annual Meeting in a timely and cost effective manner.
- 5) Meet or correspond with Team members to plan the Annual Meeting, CPHQ Review Workshop, and other educational offerings.
- 6) Prepare and present to the President an annual report to be included in the handouts at the Annual Meeting.
- 7) Collaborate with the new Education Leader to ensure information is passed on for smooth transition of the Education Team Leader's duties and responsibilities.
- 8) 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.
- 9) The Education Team Lead may represent InAHQ at one quality-related CEU offering per year, with expenses not to exceed \$1,800.00 reimbursed by InAHQ. This conference attendance must have Board approval prior to registration and/or attendance, to ensure it fits within the Mission and Vision of InAHQ. (per Board decision June 14, 2019)

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. Finance Team's Duties and Responsibilities

- 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 the Credentials Team and each region as dues are paid to the Treasurer.
- 4) Assist with membership recruitment activities during the Annual Meeting.

- 5) At the change of term of office and/or before July 15th 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.
 - 6) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
 - 7) Become familiar with the InAHQ Bylaws and Policies and Procedures.
- c. Finance Team Leader's Duties and Responsibilities (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 be appointed by the President.
- 2) The team members shall be approved by the Board of Directors.

b. History Team's Duties and Responsibilities

- 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 Representative at Large 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. History Team Leader's Duties and Responsibilities
 - 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. at the Annual Conference, and when deemed appropriate at other events 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. Quality and Advocacy Team
- As established in ARTICLE XII of the InAHQ Bylaws, the Quality and Advocacy Team is a standing team of InAHQ.
- a. Purpose

To promote awareness of issues affecting the healthcare quality and safety in the state of Indiana and to inform the membership of initiatives that pertain to healthcare quality and safety.
 - b. Composition of the Quality and Advocacy Team
 - 1) The Quality and Advocacy Team shall consist of the team leader and three additional members, appointed by the President.
 - 2) The Team Leader and/or Co-Leaders and the members of the Team shall serve a minimum of two years. It is preferable that no more than half of the Team will be replaced annually.
 - 3) New Team members shall be appointed prior to the next scheduled Board of Directors meeting following the Association's Annual Meeting.
 - c. Quality and Advocacy Team's Duties and Responsibilities
 - 1) Evaluate healthcare issues and legislation pertinent to healthcare quality and safety.
 - 2) Inform and make recommendations to the Board of Directors and the membership of the Association; i.e., recognition of statewide quality/safety and excellence in healthcare awards.
 - 3) Serve as liaison with other associations that can affect healthcare quality and safety.
 - 4) Serve as informational resource for quality and safety issues that might affect the healthcare quality professional and/or the state association.
 - 5) Develop and maintain a list of outside authorities and resources on healthcare issues and draw upon this list for input and advice.
 - 6) Assist in providing information and articles via various media (i.e., blog, Facebook).

- 7) Review and submit revisions of Team procedures to the Policies and Procedures Team annually.
- d. Quality and Advocacy Team Leader's Duties and Responsibilities
- 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 a 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 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) The President-Elect will be a consulting member of the Team.
 - 4) One member from each region is desirable.
 - 5) Additional interested members who volunteer can be appointed by the President.
- b. Marketing Team's Duties and Responsibilities
- 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 Newsletter Editor to include an "Ask the Board" column in the newsletter.
 - 9) Provide a forum for communication among the membership and to other interested parties.
 - 10) Information is submitted to the President-Elect, who will 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 Rising Star Award.
 - 13) Develop and administer the Membership Ladder. See Attachment F - Membership Ladder Recognition Process Forms.
 - 14) Create materials for InAHQ exhibits/vendor displays.

- 15) Identify potential new markets for InAHQ membership and provide information to them.
- 16) Organize the annual membership drive and renewal mailings.
- 17) Develop and implement a plan annually for recruitment and retention activities which includes participation of the Regional Representative at Large; report activities and results to the Board
- 18) Review and submit revisions of team procedures to the Policies and Procedures Team annually.
- 19) Become familiar with the InAHQ Bylaws and Policies and Procedures.
- 20) Send congratulatory letters annually to new CPHQs in Indiana; obtain membership status and include InAHQ membership information as appropriate.

c. Marketing Team Leader's Duties and Responsibilities

- 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. Nominating Team's Duties and Responsibilities - 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 15th, 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 Credentials Team Leader.
 - b) Must have served on the InAHQ Board of Directors in a voting or non-voting capacity.
 - c) 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 prior to the election.
 - 8) At least 30 days prior to the Annual Meeting, ballots setting forth the slate of candidates with biographical sketches shall be distributed to the membership.
 - 9) Ballots shall contain space for write-ins. Ballots must be returned to the Leader of the Nominating Team no later than fifteen (15) days prior to the Annual Meeting.
 - 10) 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.
 - 11) 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.
 - 12) 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. Nominating Team Leader's Duties and Responsibilities
- 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 they can be distributed in the appropriate timeframe.
 - 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.
 - 11) Decide the results of a tie vote.
 - 12) Prepare and submit an annual report of Team's 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 Representative at Large, 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 shall consist of the President-Elect and at least two additional members appointed by the 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.

b. Policies and Procedure Team's Duties and Responsibilities

- 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 at Large 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. Policies and Procedures Team Leader's Duties and Responsibilities
 - 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 Policies and Procedures Manual on the website so that it is available 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 Association (IHA) 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 Association (IHA) related activities.

B. Composition of IHA Liaison

1. Liaison should be person(s) who currently or frequently communicates with the IHA 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 IHA Liaison

1. Serve as the liaison between the InAHQ Board of Directors and the IHA.
2. Communicate frequently and closely with the Indiana Hospital Association on all matters related to the IHA.
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 IHA.
5. Assist InAHQ in taking a proactive approach to IHA-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) Indiana Association of Case Management
- e) Indiana Association of Medical Staff Services
- f) Indiana Association of Nursing Students
- g) Indiana Continuity of Care
- h) Indiana Hospital Association
- i) Indiana Health Information Management Association
- j) Indiana Medical Group Management Association
- k) Indiana Organization of Nurse Executives
- l) Indiana Pressler Memorial Chapter Healthcare Financial Management Association
- m) Indiana Society for Healthcare Education and Training, Inc.
- n) Indiana Society for Healthcare Human Resources Administration
- o) Indiana Society for Healthcare Risk Management
- p) Indiana Society for Patient Representation & Consumer Affairs
- q) Indiana State Medical Association
- r) Indiana State Nursing Association
- s) Quality Improvement Organization

C. Allied Association Liaison's Duties and Responsibilities

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 as appropriate.
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. Fees will be the same as InAHQ members.
 - b) 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. Delegate's Duties and Responsibilities

1. Attend the House of Delegates meeting during the InAHQ Annual Meeting.
2. Register prior to the meeting as a Delegate.
3. Review any changes in the Bylaws that will be voted on at the Annual Meeting.
4. 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. 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.
2. 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.
3. All reports and material for the permanent record shall be typed and immediately sent to the Secretary after presentation.
4. Annual Reports 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.

C. Resolutions

1. All new business shall be introduced through resolutions that must include a fiscal note if they necessitate an 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 discussed 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, who shall be a voting member of the house, will be directed to the presiding officer

6. Debate
 - a) To be entitled to the floor, a voting member must present themselves, address the Leader and give her/his name and affiliation (region).
 - b) 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.

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 maintaining printed membership list
2. Expenses for address labels of members for state-wide mailings
3. Expenses for postage incurred by Officers and Team Leader
4. Expenses to send President and Education Chair to an annual quality related CEU offering.

5. 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.
- b. Room reservations not to exceed two (2) nights per person may be considered for the President, President-Elect, Secretary, Treasurer, Leaders of Education Team and Credentials Team if the budget allows and with board approval.

6. Expenses related to regional programs and educational meetings
7. 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 - Expense statement. 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

The purpose is to ensure proper maintenance and retention of important Association documents.
Minimum requirements for record retention:

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	7 years
Audit reports	Permanently
Bank reconciliations	2 years
Checks (for important payments and purchases)	Permanently
Contracts (expired)	7 years
Contracts (still in effect)	Contract period
Correspondence (general)	3 years
Correspondence (legal and important matters)	Permanently
Duplicate deposit slips, balance sheets, income statements	2 years
Year-end financial statements	Permanently
Internal audit reports	3 years
Minute books, bylaws including amendments, charter, and policies and procedures	Permanently
Tax returns and worksheets, determination letter from the IRS, IRS Form 1023	Permanently
Minutes of meetings of board of directors, record of actions taken without a meeting, and actions taken by committees of the board of directors	Permanently

Paper or electronic documents indicated under the terms for retention in the above section will be transferred and maintained by the applicable officer
All other paper documents will be destroyed after three (3) years.
All other electronic documents will be deleted from all individual computers, data bases, networks and back-up storage after one (1) year.

XIII. Regional Representatives at Large Orientation

- A. Regional Representatives at Large Orientation - the President and President-Elect shall be responsible for maintaining orientation material. 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 Representative at Large are responsible for maintaining a list of mentors within their regions.

- B. Mentor's Duties and Responsibilities

1. A mentor will be assigned to a new member by the Regional Representative at Large. 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.

XV. Succession Planning

- A. Purpose

The InAHQ Board has identified as a high priority the need to have qualified candidates for the Board positions.

- B. Officer positions eligible for Succession Planning:

1. President-Elect
2. Treasurer
3. Secretary

(The officer positions of President and Past-President are progressive offices. The President-Elect progresses to the President position at the close of the annual meeting the year following election to the President-Elect position. The member serving in the President position progresses to the Past-President position at the close of the annual meeting at the end of the President's one year term.)

- C. Succession Planning Guidelines

1. Officer
 - a) Potential candidates will have served on the InAHQ Board for a minimum of two years in a voting position. The second year of experience on the InAHQ Board may be waived if the candidate has recently served on the InAHQ Board for at least one year and the candidate has served at least one year in a comparable position in another state quality organization.
 - b) At the first InAHQ Board meeting after the InAHQ annual conference, a request will be presented to the Board to have individuals (publicly or privately) submit interest in serving in an officer position. The Nominating Team Leader will maintain a list of interested individuals (Succession Roster).
 - c) The Nominating Team will review potential officer candidates and submit a slate to the Board for approval.
 - d) The candidates will be selected by the following criteria:
 - a) Board experience (two years on InAHQ Board or comparable experience as described in #1 above). In the event that there are no candidates that meet the criteria for the officer position, the Board will select the most qualified individual.
 - b) Expressed interest or Board identification
 - c) Prior position effectiveness
 - d) Board meeting attendance (includes phone)
2. Non-Officer
 - a) Region Representatives will compile a list of potential successors for Region Representative for their region and forward the list to the Nominating Team Leader to add to the Succession Roster.
 - b) Team Leaders are responsible for making recommendations for their successors to the President. The President will forward the names to the Nominating Team Leader to add to the Succession Roster.
 - c) A three – five-year succession plan will be maintained.

XVI. Conflict of Interest

A. Purpose

The Board of Directors (“Board”) of the Indiana Association for Healthcare Quality (InAHQ) seeks to create and sustain an ethical business climate, which is critical to the success of the organization and in the best interests of the members of InAHQ. Each Board of Director and Officer must observe the highest standards of ethical business conduct, including strict adherence to this policy. This statement of policy with respect to conflict of interest applies to all InAHQ Directors and Officers. It is intended to serve as guidance for each Director and Officer.

B. Fiduciary Responsibilities/Disclosures

1. Board of Directors and Officers should recognize their fundamental responsibility to the organization, and exercise good faith in all transactions and matters in which they are involved and which involve the InAHQ

- Organization. In their dealings with and on behalf of InAHQ, their judgments and determinations shall be guided by the rule of honest and fair dealings.
2. Board of Directors and Officers shall disclose any involvement or interest which they may have in connection with a matter if such involvement or interest competes with or is in conflict with the interest of the InAHQ.
 3. Board of Directors and Officers will excuse themselves from discussions and votes where they have a conflict of interest.
 4. Board of Directors and Officers shall annually sign the Conflict of Interest Disclosure Form. See Attachment H
 5. Forms will be maintained according to the Record Retention Policy.

XVII. Complaint Policy

If any member reasonably believes that some policy, practice, or activity of the Indiana Association of Healthcare Quality (InAHQ) is in violation of law, a written complaint must be filed by that member with the President, or the President-Elect if the alleged violation is being committed solely by the President.

1. It is the intent of InAHQ to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all members is necessary to achieve compliance with various laws and regulations. A member is protected from retaliation only if the member brings the alleged unlawful activity, policy, or practice to the attention of InAHQ and provides InAHQ with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to members that comply with this requirement.
2. InAHQ will not retaliate against any member who in good faith, has made a protest or raised a complaint against some practice of the InAHQ, or of another individual or entity with whom the InAHQ has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.
3. InAHQ will not retaliate against members who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of InAHQ that the member reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment.

Indiana Association for Health Care Quality
Annual Finance Audit Procedure

Procedure Step	Key Points
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: <ul style="list-style-type: none"> a. All monthly and quarterly reports fiscal year to date b. All InAHQ financial policies and procedures c. bank statements year to date d. check register stubs e. invoices paid year to date f. expense statements year to date g. current year approved budget. 	
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: <ul style="list-style-type: none"> a. itemized categories report b. invoice/expense statements/deposits c. budget summaries 	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: <ul style="list-style-type: none"> a. deposits b. check payments c. bank statements d. reports 	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/expense statements/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/expense statements/deposit records: have same date, payee, amount, and category for entries.

--

Budget summaries and invoices/expense statements/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 Health Care Quality
Annual Audit-Internal Audit Summary and Recommendations

Date of Audit: _____

Audit Team conducting audit:

Name	Position

Findings:

Recommendations:

Report submitted to InAHQ Board on: _____ by: _____

Indiana Association for Healthcare Quality, Inc.

Regional Representative at Large 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

Indiana Association for Healthcare Quality

- ◇ Formed 1978 by 16 members of NAQAP; Named Indiana Association of Quality Assurance Professionals (IAQAP). Incorporated 11/24/1980
- ◇ 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, 3 Regional Representative at Large, 9 Team Leaders
- ◇ In 2010: Region Map redrawn to expand from 7 regions to 9.
- ◇ In 2016: Region Map redrawn to go from 9 regions to 3.

Regional Representative at Large 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_____

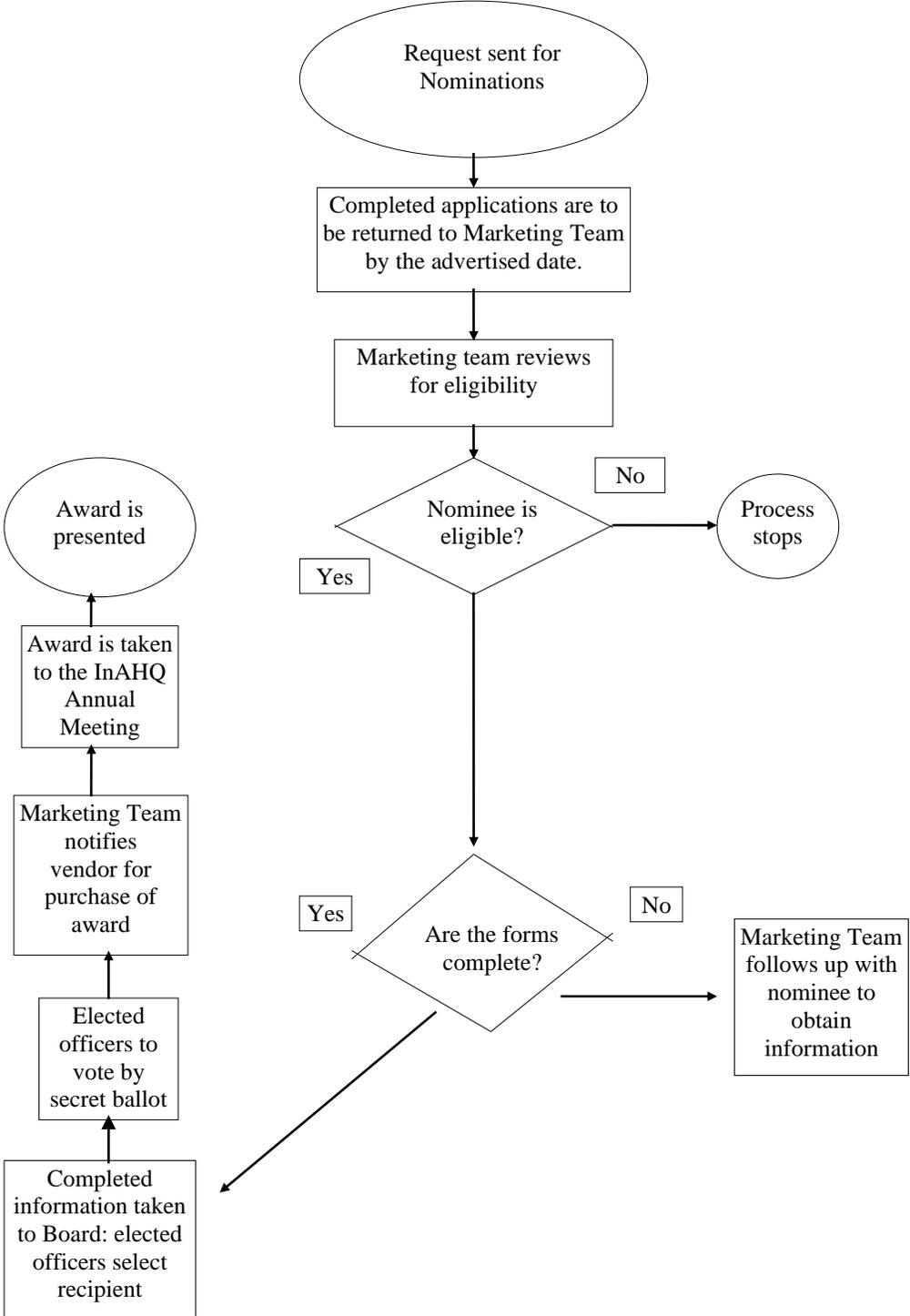
Income (Loss)_____

Program Evaluation Score_____

Chairperson's Signature_____ Date_____

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 or completing the online form prior to the advertised date.
- B. The Board of Directors will select the award winner at the Board meeting just prior to the Annual Meeting (usually held in May) or through online balloting. 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 via available media channels.

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 submitted through the InAHQ Website or forwarded to the Chair of the Marketing Team.

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: _____

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. Name of Local Program Year

b. Name of State/Regional Program Year

c. Name of National Program Year

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

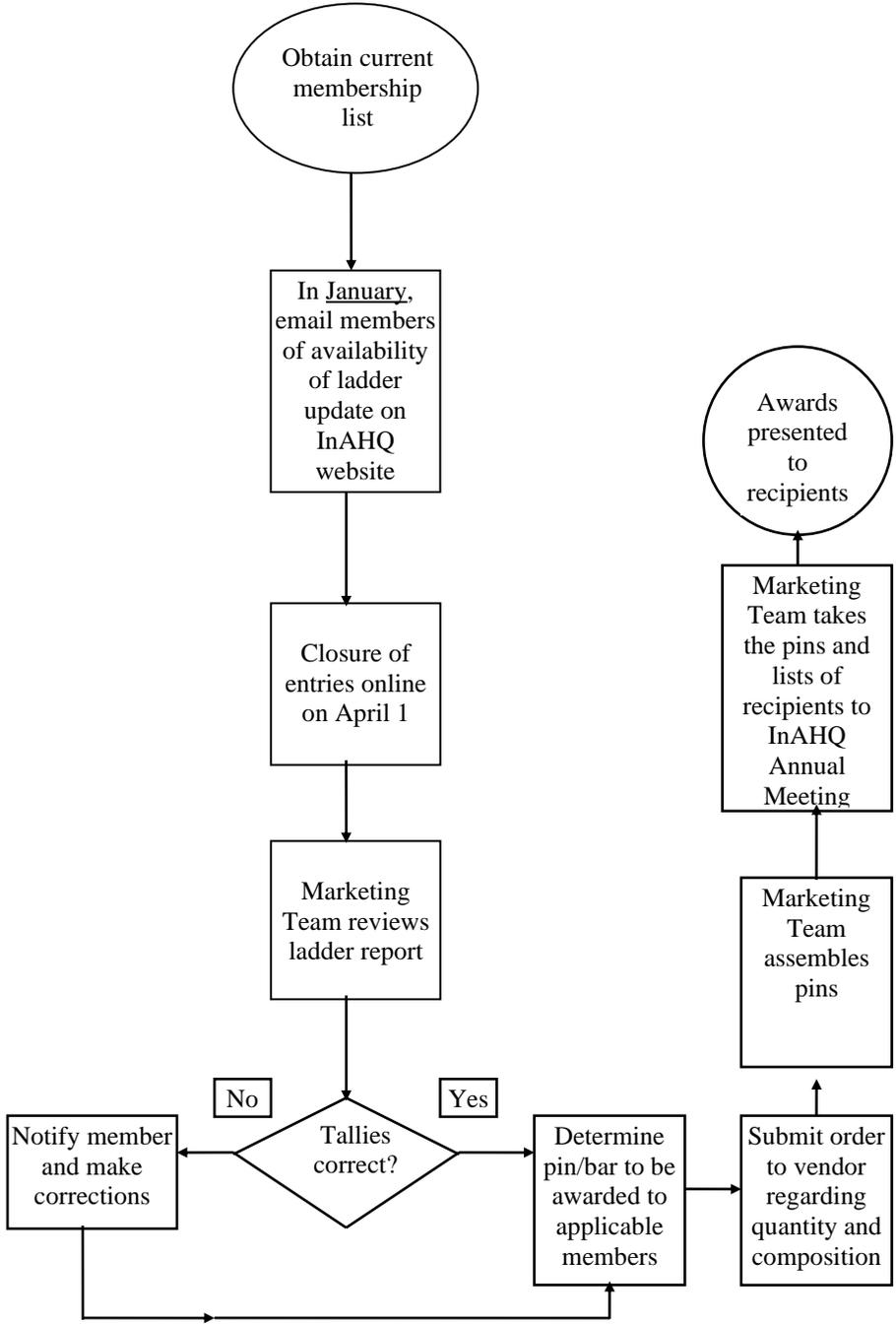
F. Name two references who may be contacted regarding your professional activities.

<u>Name</u>	<u>Address</u>	<u>Phone number</u>	<u>Email</u>
<hr/>			
<hr/>			

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Indiana Association for Healthcare Quality, Inc.

InAHQ Membership Ladder Recognition Process



InAHQ Membership Ladder <i>Achievement Points Calculation Sheets</i>

Name _____ Title _____

Day Phone Number _____

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:

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

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 at Large 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 15th.

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

**Indiana Association for Healthcare Quality
Conflict of Interest
Disclosure Form**

Name: _____

Position: _____

Please describe below any relationships, transactions, positions you hold (volunteer or otherwise), or circumstances that you believe could contribute to a conflict of interest between Indiana Association for Healthcare Quality and your personal interests, financial or otherwise:

_____ I have no conflict of interest to report

_____ I have the following conflict of interest to report (please specify other nonprofit and for-profit boards you (and your spouse) sit on, any for-profit businesses for which you or an immediate family member are an officer or director, or a majority shareholder, and the name of your employer and any businesses you or a family member own):

1. _____

2. _____

3. _____

I hereby certify that the information set forth above is true and complete to the best of my knowledge. I have reviewed, and agree to abide by, the Policy of Conflict of Interest of Indiana Association for Healthcare Quality.

Signature: _____

Date: _____