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**Strategic Plan**

**Vision:** The healthcare quality profession is recognized and valued as essential.

**Mission:** To advance the Healthcare Quality Profession leading to positive health outcomes.

**Strategic Goal Areas:**

*Certification/Recertification*
The healthcare quality profession is strengthened by certification and recertification programs which are based on industry standards of certifying bodies.

*Education*
NAHQ is the primary source for healthcare quality education for the healthcare quality professional to advance the profession.

*Essential Competencies*
To define the body of knowledge and competencies for the healthcare quality profession.

*Recognition of the profession*
Individuals working in healthcare quality identify themselves as a member of the profession and employers recognize the profession.
Operations

2017 Actual Operating Revenues

- Membership: 22%
- Education Programs/Production: 17%
- JHQ Publication: 2%
- Certification: 33%
- Annual Events: 19%
- Job Board Advertising: 2%
- Interest/Dividends: 4%
- Other Income: 0%
- Corporate Support: 1%
- Competencies: 0%

2017 Actual Operating Expenses

- Membership/Recognition of the Profession: 10%
- Annual Events: 19%
- Transition: 14%
- Strategic Initiatives: 1%
- Certification: 12%
- Education Programs/Production: 29%
- Governance & G&A: 9%
- JHQ Publication: 3%
- Competencies: 0%

NAHQ Net Assets (Operating and Investment)

- 2016: $4,383,675
- 2015: $4,124,460
- 2014: $4,283,453
- 2013: $4,126,542

2017 Annual Report Addendum
Certification

Total CPHQ's

- 2013: 8,163
- 2014: 8,621
- 2015: 9,080
- 2016: 9,687
- 2017: 10,518

Exam Candidates

- 2013: 1,420
- 2014: 1,524
- 2015: 1,456
- 2016: 1,940
- 2017: 2,308

US Pass Rate

- 2013: 71%
- 2014: 82%
- 2015: 76%
- 2016: 72.5%
- 2017: 71%
Membership & Engagement

NAHQ Year-End Membership Total

<table>
<thead>
<tr>
<th>Year</th>
<th>Membership Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>5,885</td>
</tr>
<tr>
<td>2014</td>
<td>6,106</td>
</tr>
<tr>
<td>2015</td>
<td>6,541</td>
</tr>
<tr>
<td>2016</td>
<td>6,901</td>
</tr>
<tr>
<td>2017</td>
<td>7,419</td>
</tr>
</tbody>
</table>

NAHQ’s Social Media Connections

- 8,652 Facebook Fans
- 48,269 LinkedIn group members
- 1,757 Special interest group participants
- 1,873 Twitter Followers
NAHQ Volunteers

**NAHQ Board of Directors**
Nancy Curdy, MSN MS-HQPS RN CPHQ CPPS  
President
Carole Pulaski, MSA BSN CPHQ  
President Elect
Michael Greer, RN MHA CPHQ CJCP  
Immediate Past President
Carrie Donovan, MSA CPHQ  
Secretary/Treasurer
Sandra Jones, BSN MSM RN CPHQ CPHRM LNCC  
Director at Large
Emmett Ervin, MPA CPHQ  
Director at Large
Stephanie Iorio, BSN RN CPHQ  
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P. Gail Eubank, MA-CCC CPHQ  
Healthcare Quality Certification Commission Chair
Jason Gillikin, BA CPHQ  
Recognition of the Profession Commission Chair
Andrew Kopolow, MPA MSW CPHQ PMP CLSSBB  
Competencies Commission Chair
Stephanie Mercado, CAE  
Executive Director
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Melanie Meyer
Uzma Irfan
Megan McIntyre
Abby Zito

Advisors
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Kathy Mechler
Lenard Parisi
Sarah Pavelka
Eric Witte

Awards Team
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Sherry Sweek
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Nidia Williams

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Carolyn Hann
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Ely Jacobs
Judith Smith
Gail Wietor

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Chair
Stephanie Iorio

Members
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Joyce Hall
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Dale Harvey
Marian Savage
Nancy Terwoord
Bert Thurlo-Walsh

Finance
Chair
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Members
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Sandra Jones
Kathleen Nichols
Carole Pulaski
Beth Rowett
Fellowship
Review Team
Chair
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Members
Jacque Cole
Anita Garrison
Kate Hatfield
Sandra Robinson
Faye Wilson

**Healthcare Quality Certification Commission**
Chair
Gail Eubank

Members
Emmett Ervin
Timothy McClung
Kathy Mechler
Diane Pitchford
Michelle Scharnott
April Taylor

**Healthcare Quality Foundation Board**
Chair
Michael Greer

Members
Carrie Donovan
Jason Gillikin

Mary Huddleston
Brenda Sthen

**Healthcare Quality Foundation Team**
Chair
Brenda Sthen

Members
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Anthony D’Eramo
Phyllis Dorough
Julia Downey
Puja Patel
Rachel Raia
April Schmidt

**JHQ Editorial Board**
Editor in Chief
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Associate Editors
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Robert J. Rosati

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Anne-Marie J. Audet
Diane Storer Brown
Timothy W. Farrell
Stephen R. Grossbart
Linda Harrington
Marilyn Harz
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Kevin C. Park
Pamela K. Scarrow
Joann Speer Sorra
Kathleen Tornow Chai
Susan V. White
Nidia Williams

**Nominations Team**
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Members
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Michael Greer
Carole Pulaski

**Recognition of the Profession Commission**
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Members
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Cathy Duquette
Kari Gali
Cheri Graham-Clark
Linda Weirauch
Eric Witte

**Special Interest Groups**
Chair
Jason Gillikin

Members
Sarah Kalaf
Martha Kay Seiger
Matt Sevier

Devin Terry
Erik Wilson

**Test Development Team**
Chair
April Taylor

Members
Bette Akpan
Rebecca Cahill
Steven Chinn
Denise Gabel-Comeau
Gayle Hurt
Albert Koehler
Erin Mullaghy
Thomas Smith
Past Presidents

Rebecca Dimitroff Jones (1976)
Becky Jones (1977)
Becky Eiss (1978)
Sandra Ambrosi (1979)
Robert Warner (1980)
Barbara Hubbard Conway (1981, 1984)
Patsy Flensborg (1982)
Mary Howland (1983)
Anna Prescott (1985)
Kay Speece (1986)
Kay Cerjak (1988)
Pat Lefkowitz-Ziegler (1989)
Sherry Peterson (1990)
Judy Homa-Lowry (1991)
Sandra Bassett Robinson (1992)
Claire Davis (1993)
Frank Appel (1994)
Jean Macrander (1995)
Janet Brown (1996)
Sarah Tackett (1997)
Diane Rogier (1998)
Diane Mikell (1999)
Kathryn Clinefelter (2001)
Lj Guthman (2003)
Nancy Claflin (2004)
John Hartley (2005)
Anna Marie Butrie (2006)
Heidi Benson (2007)
Thomas Smith (2008)
Cathy Munn (2009)
Linda Scribner (2010)
Susan Goodwin (2011)
Betty Brown (2012)
Lee Hamilton (2013)
Lenard L. Parisi (2014)
Mary Huddleston (2015)
Michael Greer (2016)
Professional Recognition

Compass Award
Lenard L. Parisi, RN MA CPHQ FNAHQ

Claire Glover Distinguished Member Award
Terry Lynn Altpeter, PhD EJD RN CPHQ PCC

Luc R. Pelletier Healthcare Quality Award
Glenda Stewart, RN MSN CPHQ

JHQ Impact Article of the Year Award
Suzanne Mitchell, MD MS

Fellowship
Cheri Graham-Clark, MSN RN CPHQ FNAHQ CPHRM SSBB
Susan Hendrickson, RN FACHE CPHQ
Susan Nance, CPHQ FNAHQ
Nidia Williams, PhD CPHQ FNAHQ
Rose Langdon, MBA RN BA BS BSN CPHQ