2015 Annual Report Addendum

Prepared by:
Mary Huddleston, MHSE BSN RN CPHQ FNAHQ- 2015 President
Stephanie E. Mercado, CAE- NAHQ Executive Director
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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**

**2015 Actual Operating Expenses**
- Certification: 14%
- Membership: 18%
- Governance & G&A: 28%
- Annual Events: 13%
- Competencies: 8%
- Education: 14%
- JHQ Publication: 5%

**2015 Actual Operating Revenues**
- Certification: 30%
- Membership: 25%
- Job Board Advertising: 6%
- Annual Events: 10%
- JHQ Publication: 2%
- Education: 21%
- Interest/Dividends: 4%
- Other Income: 0%

**Net Assets (Operating and Investment)**
- 2015: $4,124,460
- 2014: $4,283,453
- 2013: $4,126,542
- 2012: $3,179,186
- 2011: $2,430,340
Certification

**Total CPHQ's**

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>7,364</td>
<td>7,439</td>
<td>8,163</td>
<td>8,621</td>
<td>9,080</td>
</tr>
</tbody>
</table>

**Exam Candidates**

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>1,149</td>
<td>1,578</td>
<td>1,420</td>
<td>1,524</td>
<td>1,456</td>
</tr>
</tbody>
</table>

**U.S. Pass Rate**

<table>
<thead>
<tr>
<th>Year</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>77%</td>
<td>75%</td>
<td>71%</td>
<td>82%</td>
<td>76%</td>
</tr>
</tbody>
</table>
Membership & Engagement

NAHQ Year-End Membership Total

<table>
<thead>
<tr>
<th>Year</th>
<th>Membership Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>4,853</td>
</tr>
<tr>
<td>2012</td>
<td>5,188</td>
</tr>
<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>
</tbody>
</table>

NAHQ’s Social Media Connections

- 7,221 Facebook Fans
- 30,338 LinkedIn group members
- 1,543 Special interest group participants
- 1,491 Twitter Followers
NAHQ Teams and Volunteers

**NAHQ Board of Directors**
Mary Huddleston, MHSE BSN RN CPHQ FNAHQ
    President
Michael Greer, RN MHA CPHQ CJCP
    President Elect
Lenard L. Parisi, RN MA CPHQ FNAHQ
    Immediate Past President
Carrie Donovan, MSA CPHQ
    Secretary/Treasurer
Carole Pulaski, MSA BSN CPHQ
    Director at Large
Rose Langdon, RN BSN MBA CPHQ
    Director at Large
Sarah Pavelka, MHA OTR/L CPHQ FNAHQ
    Director at Large
Stephanie Mercado, CAE
    Executive Director

2015 Board of Directors
**Education Team**

*Leader*
Stephanie Iorio  

*Co-Lead*
Nancy Curdy  

*Members*
Glynn Fraker  
Nancy Terwoord  
Joyce Hall  
Marian Savage  
Ellen Hargett  
Bert Thurlo Walsh  

**Professional Recognition**

*Leader*
Linda Weirauch  

*Co-Lead*
Cheri Graham Clark  

*Members*
Kate Hatfield  
Paul Arsenault  
Lana Adzhigirey  
Sherry Sweek  
Debbi Garbade  
Leigh Humphrey  
Suzanne Ciricillo  
Gayle Hurt  

**Leadership Development**

*Leader*
Lee Hamilton  

*Co-Lead*
Lenard Parisi  

**Members**
Betty Brown  
Yvonne Acker  
Shelly van'Riet  
Shanna Cummings  
Theresa Knotts  
Judy Smith  
Samantha Marcario  

**Fellowship Review**

*Leader*
Kathy Chai  

*Co-Lead*
Lecia Albright  

*Members*
Marsha Moxley  
Faye Wilson  
Sandra Robinson  
Jacque Cole  
Anita Garrison  

**Special Interest Groups**

*Leader*
Audrey Benenati  

*Co-Lead*
Vivian Byers  

*Members*
Julia Walker  
Martha Kay Seiger  
Kaite Martinez  
Sarah Kalaf  
Laura Monroe  
Devin Terry
Antonette Gurnani  
Erik J. Wilson  
Jan Young  
Nancy McDonald  
Susan Nance  
Matt Sevier

**State Leaders**  
**Leader**  
Andrew Kopolow  
**Co-Lead**  
Jason Gillikin

**Members**  
Susan Hamstra  
Susan Bryant  
Ann Bumb  
Jill Slieter  
Kenneth Maxik

**Finance**  
**Leader**  
Carrie Donovan

**Members**  
Mary Huddleston  
Michael Greer  
Carole Pulaski  
Kelly Gilkey  
Beth Rowett  
Sherry Mazer

**HQCC**  
**Leader**  
Linda Scribner

**Co-Lead**  
Gail Eubank

**Members**  
Sherry Mazer  
Tim McClung  
Ed Quick  
Peter Vance  
Carolina Mosley  
Emmett Ervin

**Test Development Team**  
**Leader**  
Kristen Geissler  
**Co-Lead**  
April Taylor

**Members**  
Heidi Benson  
Albert (Irv) Koehler  
Laura Connolly  
Thomas Smith  
Bank Aramvareekul  
Susan Kleinrock  
Erin Mullaghy

**40th Anniversary Work Group**  
**Leader**  
Nancy Curdy  
**Advisor**  
Sarah Tackett

**Members**  
John Hartley  
Glenda Stewart  
Megan Wells
Dawn Jourdan
Christopher Howe

Performance and Process Improvement Work Group

Leaders
Nidia Williams
Shawna Forst

Members
Kathi Balsinger
Jack Boepple
Constance Cowley
Noelle Flaherty
Shawna Forst
Judy Graham
Sharon Hickman
Sally Hinkle
Pamela Kanda
Katie Lewandowski
Susan Nance
Jennifer Ostlie
April Schmidt

Regulatory & Accreditation Work Group

Leaders
Jodi Eisenberg
Patricia Resnik

Members
Debra Bellitter
Sharon Brauer
Vivian Byers
Jennifer Dawson
Deborah Flores
Pat Ford
Roma Garg
Catherine Gorman-Klug
Sherry Mazer
Brittany Montecuollo
Christine Nidd
Brenda Sthen
Jane Smith
Julia Walker
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)

Past Presidents at the 2015 Summit
Professional Recognition

Claire Glover Distinguished Member Award—Cathy Munn
Luc R. Pelletier Healthcare Quality Award—Terri Savino
Rising Quality Star—Bert A. Thurlo-Walsh
JHQ Impact Article of the Year Award—Melanie Wasserman