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Maine Medical Association Announces Launch of Center for Quality Improvement

For Immediate Release

MANCHESTER, ME – October 5, 2020 – The Maine Medical Association (MMA) today announced the formation of its Center for Quality Improvement (MMA-CQI). The organization will focus on improving the quality, safety, and value of health care services.

The Maine Medical Association [Board of Directors](#) saw the establishment of the Center for Quality Improvement as an excellent opportunity as a result of the unfortunate [dissolution earlier this month](#) of Qualidigm Inc., a not-for-profit healthcare consulting company based in Wethersfield, CT.

“It’s a homecoming of sorts for the new staff of the Center for Quality Improvement,” said Maine Medical Association CEO, Andrew MacLean. MacLean added, “Health care leaders in Maine will readily recall the [2019 merger](#) of Maine Quality Counts and Qualidigm.” “Continuous quality improvement is a focus in all health care organizations in Maine,” said Amy Madden, M.D., President of MMA. “But we know that the Center for Quality Improvement will continue to help physicians, hospitals, and other clinicians involved in initiatives that really drive quality improvement to the bedside. We’re confident that the Center for Quality Improvement will be very collaborative with clinicians and decision makers across Maine,” added Dr. Madden.

During the months leading up to Qualidigm’s dissolution, its leaders diligently explored opportunities to transfer its current programs and Qualidigm workforce to other like-minded healthcare organizations. Qualidigm’s services included consulting, data analysis, health information technology, patient safety, quality improvement, and utilization review.

CQI’s focus will be helping health care practitioners and systems statewide achieve their goals of creating healthier Mainers while being responsive to emerging health issues as an independent and objective voice to help improve health care delivery, safety, efficiency, and value-based care throughout Maine.

Kayla Cole, Director, will lead the new Center for Quality Improvement. “This work is a passion for me,” said Cole, a Maine native, who was project manager for Child Health and substance use initiatives at Qualidigm. She is a University of Maine graduate, was a project manager with Maine Quality Counts prior to the Qualidigm merger, and previously worked in the Project Management Office of Maine’s Office of Information Technology. Cole will be joined by four former Qualidigm employees, Jessica Reed, Amy Carter, Miriam Jamison, and Mary Milam in the CQI. “The five of us bring a unique set of skills in combination. We all have experience leading cohorts in quality improvement, project management, Project ECHO, convening groups for collaboration, facilitation, quality improvement, data analysis, and review of quality metrics,” added Cole. She and MacLean both agree that CQI can significantly influence clinical outcomes, operational measures, and patient well-being.

The Center for Quality Improvement officially started operations Monday, October 5.

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ABOUT [MAINE MEDICAL ASSOCIATION \(MMA\)](#)

Founded in 1853, the Maine Medical Association is a professional organization of more than 4,300 physicians, residents, and medical students in Maine whose mission is to support Maine physicians, advance the quality of medicine in Maine, and promote the health of all Maine citizens.

ABOUT [QUALIDIGM](#)

Based in Wethersfield, Connecticut, Qualidigm was a leading national healthcare consulting and research organization, providing quality improvement and patient safety services to transform care delivery and improve outcomes for over 37 years. In 2001, Qualidigm helped develop a program for the federal Centers for Medicare and Medicaid Services (CMS) called the Medicare Patient Monitoring System, which identifies medical errors and patient harm. The company had been helping maintain the system since.

ABOUT MAINE QUALITY COUNTS

Until 2019, Maine Quality Counts, was a Manchester, Maine based, independent, multi-stakeholder alliance committed to transforming health and health care in Maine and launched multiple statewide, innovative clinical improvement initiatives. They were also known for leading several quality improvement efforts including the Maine Aligning Forces for Quality initiative and the Maine Patient Centered Medical Home (PCMH) Pilot.

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