NAQC’s Quality Initiative is dedicated to working with the NAQC membership and other partners to develop measures most important to improving quality for quitlines.

First Draft of Measuring the Reach of Quitlines White Paper Opens for Comment July 2nd

On July 2nd all NAQC members will receive the first draft of the white paper on measuring the reach of quitlines – the first in a series of three white papers being produced by NAQC as part of our 2008 Quality Initiative. Members are being asked to review this paper and then provide feedback through two different processes outlined below.

Conference Calls to Provide Oral Feedback on Draft White Paper on Reach
July 9th from 3:30 – 5PM ET and July 11th from 12:30 – 2PM ET
Join us on either call to hear a brief introduction of the paper by the author and participate in a facilitated discussion of the paper’s strengths and weaknesses. A detailed summary of both calls will be written and distributed to all NAQC members, the author and presented to the NAQC Advisory Council during their August meeting.

Online Survey Tool to Provide Written Feedback on Draft White Paper on Reach
On July 2nd all members will receive an email from NAQC that includes a copy of the draft paper as well as a link to an online survey tool that we will also use to gather feedback on the draft. We will ask members to comment on the paper’s major strengths and weaknesses through a series of guided questions. The written feedback process will close on July 16th. Copies of all comments received will be shared with the author and presented to the NAQC Advisory Council during their August meeting.

Our ultimate goal with all three papers is that we create standard measurements and a quality framework that “works” for and is reasonable to the entire quitline community, especially those entities that fund and operate quitlines, and moves us all further along the quality continuum. We look forward to hearing your thoughts on what promises to be an important body of work. As mentioned above, this paper is the first of three so be on the lookout for details related to feedback processes for the paper on quit rates!

Please direct questions and/or comments related to the NAQC Quality Initiative Project to Tamatha Thomas-Haase at tthomas-haase@naquitline.org.

About the North American Quitline Consortium: NAQC is a Phoenix, Arizona-based 501(3)(c) organization that seeks to promote evidence based quitline services across diverse communities in North America.