Welcome to the NAQC Information e-Bulletin ... a special communication designed to provide important, time-sensitive information that may impact quitline operations and services.

2008 Conference Call Series -
Registration Now Open for First Call

A Focus on Quality: Using Member Voices to Drive Us Forward

What is the NAQC Conference Call Series?
For the past three years the NAQC Conference Call Series has highlighted best and innovative practices throughout the quitline community and offered members the opportunity to dialogue with colleagues and experts on issues of importance to us all. The 2008 series, while still committed to raising important questions and offering a forum for sharing, will take a slightly different approach and will require members to take a much more active role.

The 2008 Conference Call Series promises to encourage our “Community of Practice” to move toward a “Community of Improved Practice” with a focus on NAQC’s 2008 Quality Initiative. Our goal is to develop quality standards on measures that are critical to maintaining high quality outcomes for quitlines and it goes without saying that in order to set and implement our quality agenda, the voices of our diverse membership must be heard … the conference call series will be the vehicle by which your input and feedback are gathered and received.

February 6th: 3:30 - 5PM ET and February 8th: 12:30 - 2PM ET
“Quality Measures Most Important to Quitlines: A Discussion with our Members”
REGISTRATION IS NOW OPEN!
In a facilitated discussion, call participants will provide NAQC with input on the top measures or standards most relevant to quality for quitlines. This discussion will inform NAQC’s advisory council’s decision on the 2-4 quality measures the Consortium will focus on in 2008.

March 5th: 3:30 - 5PM ET and March 7th: 12:30 - 2PM ET
“2006 Annual Survey of Quitlines”
Yearly since 2004, NAQC has conducted an Annual Survey of Quitlines in North America. During this conference call, members will learn about the process used to conduct the 2006 NAQC Annual Survey, hear the results of the survey and understand how the data is being used to inform quitline research and practice. We will conclude the conference call with a look ahead to the planning and preliminary timing for the NAQC 2008 Survey.

April 9th: 3:30 - 5PM ET and April 11th: 12:30 - 2PM ET
NAQC’s Quality Initiative will be described in detail, including the final slate of 2008 quality measures approved by the Advisory Council, introduction of experts authoring the Consortium’s quality-related White Papers and how members will be responsible for providing formal feedback to authors.

May 7th: 3:30 - 5PM ET and May 9th: 12:30 - 2PM ET
“Quitlines and Chronic Disease Programs: Partnership and Practices”
In a partnership project to build relationship between quitlines and chronic disease programs, NAQC will join with the National Association of Chronic Disease Directors to share results from a Consortium-wide survey, highlight successful linkages between quitlines and chronic disease programs and offer guidance on working better together.

June 4th: 3:30 - 5PM ET and June 6th: 12:30 - 2PM ET
“The First Round of Quality Standards White Papers: Feedback from our Members”
Drafts of two of the four White Papers on NAQC’s 2008 quality standards agenda will be discussed during this call. Members will be asked to provide constructive feedback that will be presented by NAQC staff to the author and the Advisory Council during their formal draft review in late-August.

July 9th: 3:30 - 5PM ET and July 11th: 12:30 - 2PM ET
TO BE DETERMINED

August 6th: 3:30 - 5PM ET and August 8th: 12:30 - 2PM ET
“The Second Round of Quality Standards White Papers: Feedback from our Members”
Drafts of the remaining two White Papers on NAQC’s 2008 quality standards agenda will be discussed during this call. Members will be asked to provide constructive feedback that will be presented by NAQC staff to the author and the Advisory Council during their formal draft review in late-August.

Remember, the same information is presented on both calls – we simply host them twice a month to allow for maximum participation by members.

How do I register to attend?
Members will be required to register online for each call using the following link: http://www.naquitline.org/index.asp?dbsection=memberservices&dbid=5. Simply choose the date that works best for your schedule and register.

Unlike in previous years, confirmation of registration will not be sent via email and call materials, including dial in information and the call agenda, will not be sent to registrants electronically. INSTEAD, members will download call materials directly from the calendar page on the member-only Web site. Up to one week before the call, simply click on the date of the call you are registered to attend and you will find what you need to join us.

Questions?
Please email Tamatha Thomas-Haase at tthomas-haase@naquitline.org should you have any questions or concerns related to the call series. We look forward to your participation!

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.