

**2009 CONFERENCE**

Friday, March 13, 2009

Crowne Plaza Hotel & Conference Center  
Madison, WI

Please print clearly. Use a separate form  
for each registrant; duplicate if necessary.

**ATTENDEE INFORMATION**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

I plan on attending the Thursday night reception and buffet:

Yes  No

**CONFERENCE REGISTRATION FEES**

- Member.....\$125
- With New or Renewal Membership.....\$170
- Non-member.....\$195

**Make check payable to: WAHQ**

**Mail completed registrations to:**

Virginia Wyss  
2202 Tradition Lane  
Janesville, WI 53545

For more information about this conference and  
the benefits of a WAHQ membership,  
please visit our Web site at [www.wahq.org](http://www.wahq.org).

**CANCELLATION POLICY**

Cancellations received more than 10 days prior to the dates of  
the program will be completely refunded. Cancellations received  
after that time will be refunded less a \$50 cancellation fee. To  
avoid the cancellation fee, a facility may substitute another  
attendee. All cancellation requests must be in writing. To cancel,  
contact Virginia Wyss at [vwyss@ameritech.net](mailto:vwyss@ameritech.net).

**Q-SOLUTIONS TRAINING FOR QUALITY PROFESSIONALS**

MetaStar, in collaboration with the Wisconsin Association for Healthcare Quality (WAHQ), invites health care quality professionals seeking Certified Professional in Healthcare Quality certification, recertification or general knowledge enhancement, to a one day educational session.

MetaStar will be using the new Q-Solutions educational program. The course materials contain essential resources in step with current and anticipated demands. This course will be held on Thursday, March 12, 2009, (the day prior to the Annual WAHQ Conference) from 8 a.m. - 5 p.m., at the Crowne Plaza Hotel.

You can order the course materials by calling **NAHQ customer service at (800) 966-9392** or through the **NAHQ Web site** at [www.association-office.com/NAHQ/etools/products/products.cfm](http://www.association-office.com/NAHQ/etools/products/products.cfm). The cost of the training materials is \$165 for NAHQ members and \$185 for non-members.

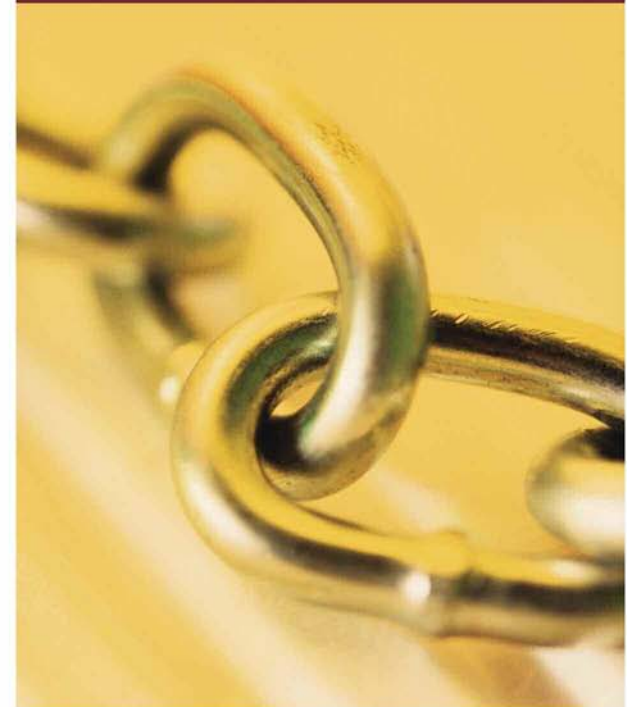
**To register and pay for the course or to obtain more information, call Jennifer Parisi at (608) 441-8219 or at [jparisi@metastar.com](mailto:jparisi@metastar.com).**



Brochure courtesy of The Risk Management and Patient Safety Institute

**THE QUALITY CONNECTION:**

*Linking Quality with Patient Experiences*



**2009 CONFERENCE**

Wisconsin Association for Healthcare Quality

Friday, March 13, 2009

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Madison, WI

[www.wahq.org](http://www.wahq.org)



## CONFERENCE OBJECTIVES

At this workshop, the participants will:

- learn how the elements of work system and processes can affect patient safety
- learn about methods for analyzing work processes in order to improve patient safety
- learn about different models to partner with patients, families and community
- discover how one community became engaged in a medication safety project
- gain knowledge about resources for enhancing partnerships around patient safety
- obtain updates on the impact of external and regulatory forces on health care quality
- gain insight into quality's relationship with patient experience and patient's perspective of quality
- obtain tools to assist you in creating "excellent patient experiences"

## WHO SHOULD ATTEND

Quality improvement professionals, risk managers, case managers, nurse executives, physicians, pharmacists, patient care services specialists, patient advocates, accreditation specialists, administrators and patient safety improvement team members.

## CONTINUING EDUCATION UNIT

This activity will count toward 5.5 hours of continuing education hours for individuals seeking recertification of their Certified Professionals in Healthcare Quality (CPHQ) designation by the Healthcare Quality Certification Board.

## HOTEL ACCOMMODATIONS

Crowne Plaza Hotel & Conference Center  
4402 E. Washington, Madison, WI  
(800) 404-7630  
www.crowneplaza.com

A block of rooms has been reserved for participants of the WAHQ Conference at \$109 for a single or double, plus applicable tax. Hotel reservations must be made before February 20, 2009.

## AGENDA

### Thursday, March 12

4 - 5 p.m.

**Board Meeting — open to all members**

5:30 - 7:30 p.m.

**Registration and Reception Buffet**

### Friday, March 13

7 - 8:15 a.m.

**Registration, Vendors and Storyboards and Breakfast Buffet**

8:15 - 8:30 a.m.

**Welcome**

8:30 - 9:30 a.m.

Katherine Leonhardt, MD  
*Partners in Safety: The Role of Patient, Family and Community in Patient Safety*

9:30 - 9:45 a.m.

**Break — Exhibits and Posters**

9:45 - 10:45 a.m.

Pascale Carayon, PhD  
*Design of Work and Processes for Patient Safety — Part 1*

10:45 - 11:00 a.m.

**Break — Exhibits and Posters**

11 - Noon

Pascale Carayon, PhD  
*Design of Work and Processes for Patient Safety — Part 2*

Noon - 12:30 p.m.

**Annual Meeting**

12:30 - 1:15 p.m.

**Lunch**

1:15 - 2:15 p.m.

Bill Brown, BSN, MBA  
*Building the Foundation for a Culture on your Journey to "Excellence"*

2:15 - 2:30 p.m.

**Break — Exhibits and Posters**

2:30 - 3:45 p.m.

Scott Geboy, JD  
Katherine Kuchan, JD  
Matthew Stanford, JD  
*Legislative Update*

3:45 - 4 p.m.

**Evaluation and Adjournment**

## GUEST FACULTY

**Dr. Pascale Carayon, PhD** is a Procter & Gamble Bascom Professor in Total Quality in the Department of Industrial and Systems Engineering and the Director of the Center for Quality and Productivity Improvement (CQPI) at the University of Wisconsin-Madison. She received her Engineer diploma from the Ecole Centrale de Paris, France, in 1984 and her PhD in Industrial Engineering from the University of Wisconsin-Madison in 1988.

**Katherine Kuchan, JD** is an attorney with the Milwaukee office of Hall Render Killian Heath & Lyman

**Scott Geboy, JD** is an attorney with the Milwaukee office of Hall Render Killian Heath & Lyman

**Matt Stanford, JD** is Associate Counsel with the Wisconsin Hospital Association. His responsibilities include tracking and analyzing legislation, lobbying activities and policy research.

**Bill Brown, BSN, MBA** is the Founder and Principal of Interim Healthcare Executive Solutions, Inc. Strategically oriented, superb people skills, excellent innovator of ideas and team builder with more than thirty years of successful health care experience, including Acute Rehab Hospitals, in positions ranging from staff nurse through Chief Nursing Officer and Vice President of Patient Care Services. He has demonstrated competency in reorganizing management structure to streamline decision-making processes, implemented productivity standards for all professional staff as well as restructured care delivery models.

**Dr. Kathryn Leonhardt** is the Patient Safety Officer and Medical Director of Care Management at Aurora Health Care, a large integrated health system in Eastern Wisconsin. Dr. Leonhardt is also a Clinical Assistant Professor in the Department of Family Medicine at the University of Wisconsin-Madison Medical School. She received her medical degree in 1987 from the University of Michigan, her Master of Public Health (Epidemiology) from University of California-Berkeley and is Board Certified in Preventive Medicine.