Wisconsin Association of Healthcare Quality
2014 Annual Conference
“The Changing Landscape of Healthcare Quality”

Agenda

Thursday, March 6
6:00 - 7:00 pm  Board Meeting - Open to all members

Friday, March 7
7:00 - 7:30 am  Registration, Vendors and Hot Breakfast Buffet!
7:30 - 8:00 am  Story Boards and Silent Auction
8:00 - 8:15 am  "Leading a Patient-Centric Culture: Taking Quality and Safety from a Score to a Core Value"
                    Kathleen Bartholomew, RN MN
8:15 - 9:30 am  "Strategies and Tactics for Leading the Revolution: Where the Rubber Meets the Road"
                    Kathleen Bartholomew, RN MN
9:30 - 9:45 am  Break - Storyboards, Vendors and Silent Auction
9:45 - 11:15 am "Monitoring Change Using a Dashboard and/or Balanced Scorecard”
                    - Tracy Dodd
11:15 - 11:45 am Annual Meeting
11:45 - 12:30 pm Networking and Vendors
12:30 - 1:00 pm Storyboards and Vendors
1:00 - 2:30 pm Breakout Sessions - (Select One)
1. Monitoring Change Using a Dashboard and/or Balanced Scorecard - Tracy Dodd
2. How to Conduct a Root Cause Analysis - Jody Rothe
3. Using the Excel Data Analysis Tool Pack - Tim Kamps
4. How is Your Quality Landscape Changing - Panel discussion with Wisconsin hospitals about the changes in they have implemented in their Quality departments.
   - Aurora Health - Allison Sajdak
   - Froedtert Health - Ray Riska
   - UW Health - Betsy Clough
   - Amery Regional Medical Center – Joanne Jackson
2:30 - 3:15 pm Legislative Update - Jennifer Boese
3:15 - 3:30 pm Silent Auction and Story board Wrap up and Break
3:30 - 4:00 pm Wrap up/Evaluation Matt Wahoske, WAHQ President
CALL FOR STORYBOARDS:

This is a great opportunity to share your successes and lessons learned with your professional peers. Download the Storyboard Submission Summary Template at http://wahq.org.

**Receive one free WAHQ membership for each storyboard accepted for the conference.**

Storyboard submission deadline is 2/10/14.

Contact Sheri Krueger Dix at 414-805-2801 or sdix@froederthealth.org with any questions.

WHO SHOULD ATTEND?

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

Attire: Business causal is appropriate. Please dress in layers as the temperature of the conference rooms may fluctuate.

Continuing Education for CPHQs and nurses: click here

FEATURED SPEAKERS:

**Kathleen Bartholomew, RN MN** - Before turning to healthcare as a career in 1994, Kathleen Bartholomew held positions in marketing, business, communications and teaching. It was these experiences that have allowed her to look at nursing from a different perspective and speak poignantly to the issues that affect nurses today.

Kathleen Bartholomew, RN, MN has been a national speaker for the nursing profession for the past eleven years. As the manager of a 57 bed surgical unit in Seattle, Kathleen quickly recognized that creating a culture where staff felt a sense of belonging was critical to retention. Kathleen spoke throughout Swedish Medical Center to the numerous factors that propel our society toward isolation and encouraged staff to connect and value one another. During her tenure as manager, staff, physician and patient satisfaction improved significantly as she implemented her down-to earth strategies for creating community. Despite the nursing shortage, Kathleen could always depend on a waiting list of nurses for her unit.

Kathleen’s Bachelor’s Degree is in Liberal Arts with a strong emphasis on Sociology. This background laid the foundation for her to accurately identify the norms particular to healthcare – specifically physician-nurse relationships and nurse-to-nurse hostility. For her Master’s Thesis she authored “Speak Your Truth: Proven Strategies for Effective Nurse-Physician Communication,” the only book to date addressing physician-nurse issues. In December of 2005, Kathleen resigned her position as manager to write a second book on horizontal violence in nursing. The expression, “why nurses eat their young” has existed for many years, troubling many nursing professionals. In her book, “Ending Nurse to Nurse Hostility” (2006), Kathleen offers the first comprehensive and compassionate look at the etiology, impact and solutions to horizontal violence. Kathleen won the best media depiction of nursing for her Op Editorial in the Seattle P.I. and in 2010 she was nominated by Health Leaders Media as one of the top 20 people changing healthcare in America.

Kathleen’s passion for creating healthy work environments is infectious. She is an expert on hospital culture and speaks internationally to hospital boards, the military, leadership and staff about safety, communication, cultural change and power. With her husband, John J. Nance, she co-authored, “Charting the Course: Launching Patient-Centric Healthcare.” From the bedside to the boardroom Kathleen applies research to practice with humor and an ethical call to excellence. Everyone that hears her is inspired.
FEATURED SPEAKERS CONTINUED:

Ray Riska RN, BSN, MBA, CPHQ has worked in health care quality for the last 15 years. He graduated with a BSN from Marian College of Fond du Lac and received his MBA from Cardinal Stritch College. He has worked at Froedtert Hospital for the last 26 years. He is the associate editor of the WAHQ newsletter. He has several print and lecture presentations on the subject of health care quality.

Therese (Tracy) Dodd, BA, MBA, RN, CPHQ has served as the BMT Manager and Quality Improvement Committee Chair for the Medical College of Wisconsin, Children’s Hospital of Wisconsin and Froedtert Hospital since 2001. With almost 30 years of experience working in quality and accreditation/regulatory management, she has held leadership positions in clinical, payer, non-profit and governmental agencies. Current responsibilities include facilitating compliance with Foundation for Accreditation of Cellular Therapy (FACT) and other accreditation/regulatory body standards, supporting the improvement of clinical and service quality in the BMT program, and facilitating development of BMT program goals and measures with which to evaluate them for individual entities within the program and across all three organizations. Ms. Dodd serves on the FACT Quality Management Committee as well as the American Society for Blood and Marrow Transplantation (ASBMT) Administrative Directors SIG Quality Committee. She is an active member of the National Association for Healthcare Quality and has served as the Southeast Region Representative for the Wisconsin Association for Healthcare Quality since 2012.

Tim Kamps is a Senior Analyst in the Quality, Safety, and Innovation unit of UW Health, with primary responsibility for quality informatics, measurement, analytics, and improvement at the University of Wisconsin Hospital & Clinics. Since 2004, Tim has worked in a number of roles at UW Health, including interfaces with the hospital’s Business Planning and Analysis, Fiscal Affairs, Health Information, Decision Support, and eHealth groups. Recent work includes UW Hospital’s medical staff Peer Review Committee, WCHQ’s Measures Workgroup, and several Epic user groups, in addition to staffing project teams and providing analytic consultant services to the full UW Health Quality unit. In November 2011, the American Society for Quality (ASQ) featured Tim as one of its "New Voices of Quality." In March 2012, the WAHQ Board appointed Tim to complete the President-Elect’s remaining term as WAHQ Treasurer, and he has served in this capacity since that time. Tim holds a Bachelor of Arts with a Computer Science certificate from the University of Wisconsin, and has been an active member of WAHQ and ASQ since 2005.

Jody Rothe, RN, WCC serves as a lead Quality Consultant for MetaStar’s nursing home quality improvement initiatives. Jody facilitates the Wisconsin Quality Coalition and she serves on the Transitions of Care team at MetaStar to promote processes for reducing avoidable re-hospitalizations. She has been integral to implementation of quality improvement interventions for reducing health care – acquired conditions across all settings. She provides quality improvement consultation and coaching to teams and has a wide variety of clinical nursing and management experience in the long-term care setting. For over 15 years of her career she worked in one skilled nursing facility in positions including MDS coordinator, Certified Nursing Instructor and Director of Nursing. Her current career as a quality consultant, coupled with her background, allows her to understand the day-to-day successes and struggles in healthcare settings. Jody is passionate about process improvement and promotes the use and standardization of evidence based guidelines and quality tool to promote positive outcomes in health care.

Allison Sajdak, RN MS FNP-BC APNP is a Nurse Practitioner who works on the Smart Chart Clinical Adoption and Transformation Team at Aurora Health Care in Milwaukee. Her focus is on quality and safety issues. The Clinical Adoption and Transformation Team focuses on integrating electronic health record (EHR) tools into clinical practice to promote safe, quality care.
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Betsy Clough is the UW Health director of quality, safety and innovation. In this position, she provides leadership across UW Health for performance measurement, translation of data to information to inform improvement efforts, improving clinical care quality and safety, operations and the delivery system. Prior to serving in this role, Betsy held numerous roles at Gundersen Health System in La Crosse, WI including executive consultant and director of quality and performance improvement. Betsy was also director of operations for the Wisconsin Collaborative for Healthcare Quality where she lead the development of ambulatory care performance measures, reporting methodology and public reporting in addition to recruitment of members. Betsy has a Bachelor’s degree from St. Mary’s University in Winona, MN and her Masters of public health from the University of Wisconsin La Crosse.

Joanne Jackson is the Administrator for Quality Improvement at Amery Regional Medical Center utilizing organizational development models usually reserved for Human Resources and Cultural Integration including communication facilitation through typology. She is also Quorum Health Resources (QHR) certified in the lean Process for Healthcare. She has been a presenter at the Wisconsin State Society for the Human Resource Management Leadership Annual conference and served as panel expert at WHA 'Catch the Wave' annual conference. She is a contract trainer in typology communication at HealthPartners, Inc. in Minneapolis, MN, a presenter to Stevens Point area HR Association and a regional presenter for team building with focus on adult learning strategies.

Jenny Boese joined the Wisconsin Hospital Association in February of 2005 as the Vice President of External Relations & Member Advocacy where she directs WHA's federal relations and grassroots operations as well as works to develop political advocacy initiatives. Prior to joining WHA Jenny worked in Washington, DC for the United States Commission on International Religious Freedom (USCIRF). Jenny's primary focus included working with the Congress on promoting religious freedom in foreign countries through U.S. foreign policy. Before moving to Washington, Jenny lived in Madison, WI for a decade where she spent seven years as a senior lobbyist for the State Bar of Wisconsin and served three years as legislative/committee staff in the Wisconsin Legislature. Jenny has presented on legislation, government affairs and grassroots advocacy hundreds of times over the course of her career and has been frequently published. She currently serves as a board member and treasurer for Health First Wisconsin and on the American Hospital Association’s Committee on Volunteers. In 2012, she co-chaired the national political and grassroots advocacy conference, Innovate to Motivate. Jenny is 1993 graduate of Indiana University-Bloomington with a BA in Political Science and minors in French and History. Jenny resides in Madison, Wisconsin.

Additional biographical information will be available at the conference.
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CONFERENCE SPECIFICS:

LOCATION: Wilderness Hotel and Golf Resort
45 Hillman Road P.O. Box 299 Wisconsin Dells, WI 53965 1-800-867-WILD (9453)

LOCATION DETAILS

Rooms - $99 for Thursday, March 6, 2014 and $139 for Friday, March 7, 2014
A block of rooms has been reserved until Feb. 4, 2014 no exceptions.
Please call 1-800-867-9453 and state you are with the 2014 Annual Conference for WAHQ at Glacier Canyon Lodge, Leader #396598. Rates are subject to 11.5% tax and a $9.95 nightly Resort fee.

The cut-off date for the rooming list is also the last day to cancel individual rooms without penalty. After the cut-off date, there is a 72-hour cancellation policy per room. Reservations cancelled prior to the 72-hour mark will be charged a $20 fee. Condos, Cabins & Villas are subject to a 14 day cancellation policy with a $30 cancellation fee. Any discounts, coupons, special rates or packages, or any other individual offers will not apply to group negotiated rates. Group rates may not be altered after original booking, regardless of hotel specials.
The rates quoted include wrist bands for admission to all water parks on property.

Check in is at 4:00 pm, check out at 11:00 am.
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Online registration is available with payment by PayPal @ www.WAHQ.org

2014 WAHQ ANNUAL CONFERENCE REGISTRATION FORM:

Attendee Information:

Name: ____________________________________________________________

Title: ___________________________  CPHQ Certified  NAHQ Member

Credentials: ___________________________

Facility: __________________________

Mailing Address __________________________

City/State/Zip: __________________________

Phone: __________________________

Email: __________________________

Dietary Restrictions: __________________________

Make check payable to WAHQ and mail to:

WAHQ - Gloria Field
3740 River Drive
Plover, WI 54467

Registration fee must be mailed at the same time the online registration is sent.

Please submit registration/payment by February 21, 2014.

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 Gloria Field at jgfield@charter.net

○WAHQ member $130

○WAHQ New or Renewal Membership $175

○Non-member $195