



# News & Views

## President's Corner



**WAHQ President  
Linda Buel,  
RN, CPHQ**

Best wishes and Happy New Year. Our annual conference is set for Friday March 4, 2005 at the Crowne Plaza in Madison.

More than ever before, quality professionals are expected to not only gather data, but to demonstrate improvement in quality of care as a result of our improvement activities.

How can we make sure we balance cost and quality while ensuring the greatest value to our customers?

We're excited about this year's conference content.

Speakers will offer insights on a variety of **Critical Quality Topics** including:

- **Pay for Performance,**
- **Approaches to Cost-effective Quality Outcomes,** especially in Critical Care
- **Return on Investment,**
- **Preparing for Disease Management Certification and more.**

The conference also offers time for networking with your peers from throughout the state and review of storyboards and vendors. We are sure that you will take away a clearer

## Wisconsin Association for Healthcare Quality (WAHQ)

### Annual Conference

*VALUE=QUALITY+COST*

**FRIDAY, MARCH 4, 2005**

Crowne Plaza, Madison, WI

### OBJECTIVES

- **Share healthcare trends and forecasts that will impact the future of quality.**
- **Learn effective use of established clinical practice guidelines to manager and optimize care.**
- **Offer information on what CMS is proposing around pay for performance.**
- **Offer approaches to cost-effective quality outcomes.**
- **Describe the return on investment resulting from improvements in quality, flow, and reliability in acute care settings.**

understanding of external expectations of performance as well as ideas to enhance your internal quality programs.

Your 2005 Board of Directors is once again committed to pursuing our goals and objectives which we believe will provide leadership and growth for our members. Please review these goals on page 2.

### The mission of WAHQ is to:

1. Advance quality in healthcare by
2. Promoting the use of quality principles and practices in healthcare organizations and
3. Supporting the growth and development of Healthcare Quality Professionals.

**We value your membership and look forward to seeing you March 4, 2005 at the Crowne Plaza.**

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*Winter/Spring ISSUE 2005*

# On-Line Continuing Education Credits (CEC) National Association for Healthcare Quality (NAHQ)

You can link to the NAHQ page to view CE articles:  
<http://www.nahq.org/db/ce/>

This is the page to search CEC by topic, and then the searcher is guided to the articles with the current CE tests. The tests are those that are the **most current** and **still available for credit** from the **past 2 years**. Expiration date is noted with the article information.

## Examples of Current Topics Include:

-  **Compliance**
-  **Documentation**
-  **Education Training & Communication**
-  **Evidenced Based Medicine**
-  **Government Regulations**
-  **Hedis-Managed Care Focus**
-  **HIPAA**
-  **Information Management**
-  **Informed Consent**
-  **OASIS-Home Healthcare Program to prevent**

The online tests are **\$15 for members** and **\$25 for nonmembers**. Participants take the tests, pay with a credit card, and receive a certificate online if they've passed the test.

## Address Changes and Email Addresses

We value your membership and would like to make sure we are sending materials to all of our members. If your address changes or you would like to add an email address to our database, please contact Virginia Wyss at (608) 752-3911 or by email at [VWyss@ameritech.net](mailto:VWyss@ameritech.net)

## NAHQ List Serve

NAHQ has a great networking opportunity via e-mail. NAHQ has created a list serve for its members. The list serve is a quick and inexpensive way to network with colleagues. If you would like more information about the list serve, please contact: NAHQ 800/966-9392

## Visit our Website

Looking for the latest WAHQ news? You can visit our Web site at [www.wahq.org](http://www.wahq.org) for the latest information on healthcare activities at home and around the country.

We are fortunate to have the expertise of MetaStar to guide us in the development of our Web page. This avenue of networking would not be possible without Metastar's technical and financial support.

## WAHQ 2005 Goals

Submitted by Linda Buel, President

**Goal 1 – Education** – this includes our annual conference, newsletters, and Metastar's CPHQ study session. Will be emailing the newsletter to members with email and mailing to those that do not have access to Email.

**Goal 2 – Networking** – Improved communications with our members through an enhanced website, and continued liaison with other state organizations.

**Goal 3 – State presence** – CPHQ recognition and acknowledgement of member awards through the newsletter. Just a reminder, if you pass your CPHQ exam, please send evidence of your success and membership to our treasurer for \$75.00 reimbursement.

**Goal 4 – Strengthen relationship with NAHQ** – maintain NAHQ affiliation through strong membership and participate in the NAHQ Leadership Council. We continue to meet the minimum 25% dual membership for WAHQ and NAHQ. We have three members who participate in the Leadership Council.

**Goal 5 – Fiscal Responsibility** – The board is continually looking for ways to increase member benefits and maintain budget conscious activities.

## *Treasurer's Report*

*Submitted by Patty Pate, Treasurer*

## ACCOUNT BALANCES as of 1/17/05

• Checking	\$1,995.87
• Savings	\$8,499.07
• Annuity	\$4,753.64
<b>Total</b>	<b>\$15,248.58</b>

# March 4, 2005 - WAHQ Annual Conference

*VALUE=QUALITY+COST*

## Agenda

7:30 – 8:00	Registration and Continental Breakfast	
8:00 – 8:15	Welcome	WAHQ President - Linda Buel, RN
8:15 – 9:15	Trends Shaping the Future of Healthcare	Michelle Boylan, RN
9:15 – 10:15	JCAHO Disease Management Overview	Wende Fedder, RN
10:15 – 10:45	Break/Exhibits & Posters	
10:45 – 11:45	Pay for Performance	Jacqueline Gisch
11:45 – 1:00	Lunch/Business Meeting, Exhibits & Posters	
1:00 – 2:00	Quality & Cost-Critical Care	Kenneth E Wood, DO
2:00 – 3:00	Return on Investment	Pamela Wiegel, RN
3:00 – 3:30	Closing Remarks, Evaluation	

## **Kenneth E Wood, DO**

Dr. Wood is an Associate Professor of Medicine and Anesthesiology and the Director of Critical Care Medicine and Respiratory Care at UWHC. He is an attending staff and Director of the Trauma and Life Support Center at University Hospital where he is responsible for the integration of quality and cost effective outcomes.

## **Jacqueline Gisch, RN, MSN**

Jackie is the Director of Quality Improvement for Aurora Health Care. Her areas of responsibility coordinate all the Care Management Initiatives and Data for 13 hospitals and over 80 medical clinics. She oversees Aurora's participation in the CMS Hospital Quality Incentive Project.

## **Pam Wiegel, RN, MSN, CPUM**

Pam is currently functioning as an Outcomes Manager within the UWHC Department of Coordinated Care. She provides leadership to medical and ED multidisciplinary teams for case management, discharge planning, and utilization management services.



## **Keynote Speaker: Michelle Boylan RN, MA, MBA**

Michelle is the VP of Corporate Quality Service/Patient Safety Officer for Aspirus, Inc. She oversees regulatory compliance, Quality, Risk, Infection Control, UR, SS/DC Planning, HIM, safety activities, and public accountability. She serves on the ISMP Advisory Board, NQF Advisory Council, Checkpoint Quality Team, and the Wisconsin

Collaborative for Healthcare Quality. Michelle is the WAHQ, North Central, Regional Representative.

Michelle will present Trends Shaping the Future of Healthcare.

## **Wende Fedder, RN, MBA**

Wende is the Director of the Stroke and Neurovascular Center at Alexian Brothers Hospital Network in Chicago, IL and a JCAHO Disease Specific Certification reviewer. She has numerous national publications in the areas of stroke center development and QI initiatives in the care of stroke patients.

## **WAHQ 2005 CONFERENCE & MEMBERSHIP APPLICATION**

Name: \_\_\_\_\_ Credentials: \_\_\_\_\_ (CPHQ, RN, LPN, RRA, ART, Other)  
Title: \_\_\_\_\_ Business Phone: ( ) \_\_\_\_\_ Home Phone: ( ) \_\_\_\_\_  
Organization: \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ E-mail: \_\_\_\_\_  
Business Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Are you a member of NAHQ? \_\_\_ Yes \_\_\_ No (Please check) Send more information on: \_\_\_\_\_ NAHQ  
Membership \_\_\_\_\_ CPHQ Program **Signature:** \_\_\_\_\_

### **March 4, 2005 Conference Fee & Annual Renewal** (Please check one of the following)

2005 Member- Conference Fee  \$175      Non-member Conference Fee  \$225  
2005 Membership & Conference Fee  \$220      Non-member Conference Fee w/membership  \$260  
2005 Annual Membership only  \$ 45

**Make checks payable to: WAHQ**

**Mail to: Virginia Wyss**

2202 Tradition Lane  
Janesville, WI 53545

Email: [VWyss@ameritech.net](mailto:VWyss@ameritech.net) Phone: (608) 752-3911

# 2004 NAHQ Annual Conference Reports

## “Discover the Universal Magic of Quality”

*“Disclosing Medical Errors to Patients, Overcoming Fear  
& Rebuilding Trust”*

*by Grena Porto, MS, RN, ARM, CPHRM, DFASHRM*

*Submitted by Gloria Field, WAHQ Secretary*

What to consider when disclosing

Medical errors to patients:

- How do patients feel about disclosure: 98% want to be informed even about a minor error and desire for information increases with severity.... and they want to know what will be done to prevent reoccurrence.
- How do physicians feel about disclosure: 60-95% variation from disclosing minor error to complication and future adverse outcomes.
- AMA Council on Ethical and Judicial Affairs, Code of Medical Ethics, Annotated Current Opinions, 1994: “Concern regarding legal liability which might result following truthful disclosure should not affect the Physician’s honesty with a patient.”
- JCAHO on disclosure: “Patients and when appropriate, their families, are informed about outcomes of care, including unanticipated outcomes.”
- Pennsylvania 2003 Statute requires orally and in writing
- Failure to disclose can result in claims of fraud and fraudulent concealment (Fraud vs Malpractice may not be covered by insurance)
- Mere silence is enough to establish fraudulent concealment
- “You just received an extra dose of medication....(the rest of the story is)...and you shouldn’t have.”
- Organization has duty to disclose as well as physician....JCAHO...if physician won’t, organization must

- Disclosure as part of informed consent for future treatment allows the patient to make more informed decisions about timely/appropriate follow-up and eliminates worry and uncertainty about cause
- Can disclosure harm patient – very rare case for therapeutic privilege (ex.-paranoid patient that received another’s medication and no injury)
- Effects on Providers: stressful fear of consequences

(ie.-lawsuits, reputation, licensure, etc.), pressure to be perfect, emotional turmoil.  
Little support from colleagues-Support groups with others in the same situation-This is what works.

A noted benefit of disclosure for providers is that it fosters learning from the error and permits early resolution

### ***Six Simple Steps to Master Information Display: Guide to Selecting and Interpreting Quality Related Charts and Graphs*** *by Kristen Geissler, MS, PT, CPHQ*

*Submitted by Gloria Field, WAHQ Secretary*

#### **Helpful recommendations:**

- With denominators, know exactly what you are measuring, report as rate whenever possible, eliminate volume fluctuation whenever possible, make it consistent and meaningful, etc.
- Give enough information to make decision
- Graphs and footnotes need to speak for themselves
- Viewer should be able to interpret meaning of graph in < 5 seconds
- Make it consistent and valid over time
- Reference made to pre-survey comparison graph that comes from JCAHO – expected range
- Know source of benchmark and make clear (avoid “national average”)

#### **Steps to consider when choosing appropriate charts and graphs :**

- 1) What are you measuring, reporting;
- 2) What is unit of measurement/denominator;
- 3) What is timeframe/period;
- 4) What is the comparison/benchmark/threshold/goal;
- 5) What is the source/sample/methodology of the data; and
- 6) What is the conclusion.

(An Example used: Scatter plot between overtime hours and medication errors should be displayed as just a relationship, not a cause)

# 2004 Metastar CPHQ Study Session

Submitted by Diane Schallert, RN,MSM,CPHQ  
Quality Consultant, MetaStar, Inc.

MetaStar, in collaboration with WAHQ, conducted a two day CPHQ study session, October 26th and 27th in Madison. The study session was opened to healthcare quality professionals preparing for the international CPHQ examination, and for those already certified seeking continuing education credits, and for those wanting an overview of healthcare quality information. MetaStar is approved to award 10 CE's for continuing education credits.

There were 22 participants and four faculty members in attendance. The participants represented staff from hospitals, ambulatory care, managed care, academic setting, and one professional seeking a review of current healthcare quality information.

The faculty included Judy Frisch, RN, MBA, CPHQ, Catherine Lageson, RN, PhD, CPHQ, Diane Schallert, RN, MSM, CPHQ, and Nathan Williams, MS.

The study session content focused on one of the major resource guides, "The Healthcare Quality Handbook, A

Professional Resource and Study guide", by Janet Brown. The faculty conducted a walk-through of the resource guide, cited examples for many of the sections, and provided group exercises to test learning. Additionally, the participants shared organizational QI initiatives and tools.

The session evaluations were very positive. Interest was expressed from some of the participants to develop a conference call study session. MetaStar is developing the plans for the calls.

Linda Buel, President of WAHQ, was present during registration. She had an opportunity to meet the participants and to share the WAHQ brochure. One of the many benefits to join the WAHQ organization is the opportunity as a member to receive a \$75.00 reimbursement for successfully passing the CPHQ exam.

MetaStar will investigate the need for future CPHQ study sessions in 2005 and will post the offerings to the MetaStar website, [www.metastar.com](http://www.metastar.com) and in the WAHQ newsletter.

## March 4, 2005 WAHQ Conference - Call for Storyboards

Submitted By Sheri Krueger-Dix

An opportunity to share your successes and lessons learned with your professional peers.

If you are interested in presenting a **Storyboard that demonstrates a progressive topic that would highlight Healthcare Quality,**

Please submit a brief description (80 words or less) to **Sheri Krueger Dix. Due by February 16th**  
**The WAHQ BOD will review all submissions and confirm presentors with guidelines by February 18<sup>th</sup>.**

email: [sdix@fmlh.edu](mailto:sdix@fmlh.edu) or

Phone : 262-257-3495 or 414-850-8488

Storyboard presenters will receive a  
1-yr. transferable

**WAHQ membership per organization.**



**WAHQ Northeast Region Representative Judy Stysma (left) & Colleagues Share their Quality story with the 2004 WAHQ Conference Participants.**

