

President's Corner

WAHQ President



Judy Frisch, CPHQ

Here it is 2010 and already February is upon us. The WAHQ Board has been busy planning out the year's activities; and they are exciting.

We look forward to seeing you and hearing from you all at these in the near future.

On February 19, 2010, WAHQ and MetaStar are sponsoring a one day CPHQ Study Session. The day will be focused on the Q-Solutions new textbook that addresses patient safety.

If you need more information about the session, contact jfrisch@metastar.com. We are also looking into a CPHQ Study Session in the fall.

March 12, 2010 is the WAHQ Annual Conference and featured topics include:

- public reporting,
- making the business case for safety,
- nuts and bolts of quality measurement, and the
- legislative update.

It is a wonderful opportunity to hear

Wisconsin Association for Healthcare Quality (WAHQ) ANNUAL Conference- March 12, 2010

The Linkage: Public Safety, Electronic Medical Records & Never Events

Crowne Plaza Hotel
4402 E. Washington, Madison, WI 1-800-404-7630

these speakers and ask questions as well as network with your peers. The conference brochure should be coming out shortly.

The E-Newsletter will be posted quarterly this year and we would like very much to have interesting stories about your work in quality improvement.

If you have a story that you would like to share, send it to one of the board members listed on the WAHQ website.

In October there is a week dedicated to Quality Improvement. The board would like suggestions of how we can celebrate as the association together. Again if you have any suggestions, let one of know.

The National Association for Healthcare Quality (NAHQ) board is addressing how to put the mission into action. We should be seeing new goals in the near future.

I am looking forward to seeing you at the March 12, 2010, WAHQ Annual Conference.

Mark your calendars!
Annual NAHQ Conference
-Sept. 30-Oct 3, 2010
-Gaylord Opryland Resort
-Nashville, TN

What's Inside

Call for Storyboards	
WAHQ Goals	pg 2
2010 Conference Details	pg 3
WAHQ Nomination	
Tools of the Trade	pg 4
WAHQ Membership	
Conference Fees	pg 5
WAHQ Board Information	pg 6

Winter 2009/2010

Upcoming 2010 WAHQ Conference

March 12, 2010

**Crowne Plaza
Madison Wisconsin**



Call for Storyboards

Submitted By Sheri Krueger-Dix WAHQ Internet Development

- Another WAHQ opportunity to network and 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.**

Extended Deadline: due by February 26, 2010

The WAHQ BOD will review all submissions and confirm presenters by
March 1, 2009

email: sdix@fmlh.edu or

Phone: 414-805-2801 or 414-750-8488

Visit our WAHQ Website

Looking for the latest WAHQ news? You can visit our Web site at 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. Special thanks to Rich Chapman, webmaster, Metastar Inc.

Other Quality Websites

National Association Healthcare Quality	http://www.nahq.org/
WI Bureau of Quality Assurance	http://dhfs.wisconsin.gov
New CMS Internet site	www.cms.hhs.gov
Wisconsin Collaborative	www.wiqualitycollaborative.org
Wisconsin Price Point	www.wipricepoint.org
Health Grades	www.healthgrades.com
Center for Disease Control	www.cdc.gov
Healthy People 2010	www.healthypeople.gov
Minnesota Adverse Health Reports	
www.health.state.mn.us/patientsafety/	
Caring right at home	http://www.caringnews.com.

The video "The NQF Efficiency Measurement Framework: Can it Help Heal the Schism Between Public Health and Medicine?" is now live.

You can view it at

<http://videos.med.wisc.edu/videoInfo.php?videoid=1677>

2009-2010 WAHQ Goals

Submitted by Judy Frisch, President

Goal 1 – Annual Conference –

Will be strategizing with WSHRM for a joint conference in spring 2011.

Goal 2 – Membership

Networking/Communication – Improved communications with our members through an enhanced website, and continued liaison with other state organizations.

Goal 3 – CPHQ Study Session – 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 – Utilize Newsletter for Education

Provide educational article in each published Newsletter and solicit educational articles through regions-region rep connections with constituency. Regional Representatives to circulate educational articles or linkage to newsletter; web-sites, etc.

Goal 5 – Liaison Relationships with Other Organizations –

The board is continually looking for ways to increase member benefits and maintain budget conscious activities.

Goal 6 – Website

Establish a quick Link to NAHQ member access. Update the web site. Set up Board page-password protected for region reps to link to region members. Begin to develop special membership page

Treasurer's Report

Submitted by Matt Wahoske, Treasurer

ACCOUNT BALANCES

- | | |
|------------|--------------|
| • Checking | \$ 6,383.05 |
| • Savings | \$ 35,579.49 |
| • Annuity | \$ 5,517.92 |

Total \$ 47,530.46

2010 WAHQ Conference Reports

The Linkage: Public Safety, Electronic Medical Records & Never Events

Friday March 12, 2010 - Handouts must be printed from the WAHQ Website

Decreasing our carbon footprint "Going Green"

7:00-8:15 am

Registration, Vendors, Storyboards and Breakfast Buffet

8:15-8:30 am

Welcome

8:30-9:45 am

Adverse Events Reporting in Minnesota: Challenges and Successes

Speaker: Diane Rydrych from Minnesota Alliance (MAPS) and

Advancement of Public Reporting in Wisconsin

Dana Richardson from the Wisconsin Hospital Association & WAHQ

Liaison

Objectives:

1. Understand how transparency and the culture of safety fits with Public Reporting
2. Learn about the NQF Public Reporting of Healthcare Adverse Events
3. Hear from a state that is mandated reporting
4. Listen to an overview of Wisconsin public reported initiatives

9:45-10:00 am

Break – Exhibits and Story Boards

10:00-11:00 am

Making the Business Case for Safety: The Cost of Patient

Safety Events

Speaker Mark Kirschbaum, RN PhD, Sue Sanford-Ring, MBA

UW Hospital

Objectives

1. Understand methods used to make the case for investing in safety
2. Quantify the “waste” associated with patient safety events
3. Understand executive and clinical leadership actions to employ the use of data to create change
4. Understand results of this model applied to Wisconsin

11:00-12:15 pm

Nuts and Bolts of Quality Measurement

Speaker: John Bott AHRQ Quality Indicators Measures Expert

Objectives

1. Be able to state types of measures and pros and cons of each
2. Be aware of data sources and considerations
3. Understand emerging data elements in performance measurement
4. Develop a basic understanding of risk adjustment methods
5. Describe concepts of reporting & analyzing results for quality improvement and transparency

12:15-12:30 pm

Annual Meeting

12:30-1:15 pm

Lunch

1:15-2:15 pm

Achieving Physician Engagement

Martin Landa, MD, FACEP

2:15-2:30 pm

Break – Exhibits and Story Boards

2:30-3:45 pm

Legislative Update 2010: The Good, the Bad, and the Extremely Confusing

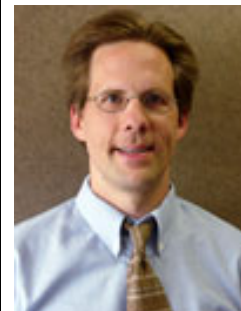
Speaker Kerry Moskol, Quarles and Brady

3:45-4:00 pm

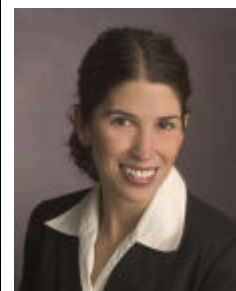
Evaluation and Adjournment



**Mark Kirschbaum,
RN PhD**
**Making the Business
Case for Safety**



John Bott, Mssw
**Nuts and Bolts of
Quality
Measurement**



Kerry Moskol J.D.
**Emerging Legislative
Topics**

Summary of Bill Brown's "Practices to Support Patient Centered Care & Improve Patient Experience" WAHQ 2009 Conference

By Gloria Field WAHQ Past President

Bill's presentation at the 2009 spring WAHQ conference: "Practices to Support Patient Centered Care & Improve Patient Experience" brought forth comments such as: great tools and appreciate humorous approach, excellent!, awesome; best speaker-very engaging, dynamic; very helpful tools presented, wish you could come to our organization and; nicely presented, great take away items, held my interest with great examples. Bill is the Founder and Principle of Interim Healthcare Executives Solutions, Inc. He has had vast healthcare experience ranging from staff nurse through Chief Nursing Officer/Chief Operating Officer and Vice President of Patient Care Services. Bill also served in the U.S. Navy for 35 years.

Bill, indeed, provided great "hands on" working tools based on Quint Studer's philosophy in his interactive presentation. These tools were focused and usable in improving the patient experience. Bill provided testimony to the efforts based on their use in his consulting with several healthcare organizations.

The following **Questions** and strategies from Bill's presentation:
What preparations has your organization made to prepare for the Center for Medicare/Medicaid's (CMS) pay for performance related to the Patient Experience? Knowing your reimbursement will be reduced if you are not in the top 10 percentile ranking what will it mean to your future capital and operational expenses? Hospitals with as few as 50 beds may realize up to a Million Dollars in losses if not in the top 10 percentile ranking. Many organizations across the country have no plan in place to get them to the 90th percentile ranking based on the HCAHPS.

Answers

If you need assistance with implementing your plan to ensure optimum reimbursement please **make sure your resources initiatives are Evidence and Research Based.**

Your plan should include initiatives such as:

- **Leader Rounding on Employees and Patients** to hear the Voice of the Customer
- **Nursing Staff Hourly Rounding on Patients** which has been proven to reduce falls by 50%, reduce hospital acquired pressure ulcers by 18% and reduce call lights by approximately 38%. Determine what this might mean to your Risk Management Program as it relates to the "Never Events". What might this reduction in patient events mean to the hospital's "Bottom Line"?
- **Discharge Follow-up Calls** improves the overall image of the hospital and allows your organization to harvest potential "Process Improvements" or "Staff Recognition".

Additionally your resource should provide:

- **Tools** and on-site **Training** necessary to implement the initiatives to all levels of leadership and staff

- Provide additional **accountability measures** to ensure sustained success
- Provide Leaders with **methods to validate staffs compliance** with initiatives

Many of you have heard me present at various Professional Organizations around the State. My resume is available on request and contact information is below if you would like some assistance jump starting your initiatives or assistance in selecting another resource for your organization. Either way, I am committed to assisting you improve the Patient Experience within your organization.

- Follow-up on-site visits to round on staff and leaders to determine level of success or provide **additional coaching** as needed

Hospitals are struggling with success in improving the patients perception of their care validated by the HCAHPS Survey because all leaders are busy with other priorities. Most organizations just need a jump start to get them moving in the right direction with the right tools and occasional follow-up visits from a seasoned Patient Experience Coach.

William E. Brown BSN, MBA
President Interim Healthcare Executive Solutions, INC
ihes@new.rtr.com
920-277-8969 (cell)

Quality Basics: True or False?

by Ray Riska Newsletter Assistant

1. Sampling would not be appropriate for an indicator/outcome/process measure that describes an infrequent but serious indicator/outcome/process measure?
2. A run/control chart allows for study of observed data for trends or patterns over a specific time period. In a control chart, upper and lower specification limits are applied to the data to determine if the process is in control with specification being met

Question 1&2 answer=True

Call for Board Nominations

WAHQ is accepting nominations for the following positions:

President Elect _____

Secretary _____

South West Region

Representative _____

South East Region

Representative _____

North Central Region

Representative _____

Please send your nominations by February 19th, 2010.

to Lisa Rowe-Peplinski by email at

rowlis@rhahealthcare.org

Thank You,

Your WAHQ Region Representative

Tools of the Trade

by Linda Burrell President Elect (candidate)

I had the opportunity to attend the first Leadership Summit for state WAHQ associations in Illinois last year. The purpose of the summit was to give state leaders the tools needed to promote, strengthen and enhance your state quality organization. I was really enthused about the quality

of the programs because this was not a theoretical discussion about how to improve things but a practical approach with lots of discussion from many different state representatives. One of the topics discussed was communication techniques tailored to the expectations and experiences of different generations. As a board we are now talking about investigating using available technology to offer more ways to attend our annual conference. Your WAHQ board looks forward to gaining more technology savvy members who can help your WAHQ board grow in this area.

Another Summit session presented the state and national organizations' role in training and mentoring new quality professionals. The National Association for Health Care Quality (NAHQ) has taken a lead role in training members in a number of different ways. First, the leadership summit was designed and executed to give state association board members the skills to manage, maintain and grow their state association. Second, through the summit, networking and discussions gave participating state representatives names and contact information for others to contact for ideas, advice or support. Third, the national association is now offering Quality Boot Camp where members can get experience with many of the tools of quality improvement, statistics and facilitating groups.

Training continues in 2010 demonstrating the NAHQ's long term commitment to education and mentoring its professional members. Look for more updates this year in [NEWS & VIEWS](#).

Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org 2010 Annual Membership Application & Conference Registration

Name _____ Credentials _____ (CPHQ, RN, LPN, RRA, ART, Other)

Title _____ Business Phone () _____ - _____ Home Phone () _____ - _____

Organization _____ FAX () _____ - _____ Email _____

Business Address _____ City _____ State _____ Zip _____

Are you a member of NAHQ? ___ Yes ___ No (Please check)

Send more information regarding _____ NAHQ

Current Member Conference Fee **\$125**

Conference fee with New or Renewal membership **\$170**

Non-Member Conference Fee **\$195**

Make check payable to **WAHQ**

Mail completed Registration to:

Virginia Wyss

2202 Tradition Lane

Janesville, WI 53545

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

Affiliation with the National Association for Healthcare Quality (NAHQ) to join logon to:

NAHQ Membership <http://www.nahq.org/member/NAHQapplication.pdf> **annual membership \$150**

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WAHQ members may attend board meetings provided there is sufficient room. Check with your regional representative if you are interested in attending a future meeting.

Upcoming Board Meeting Schedule: March 11, 2010, Crowne Plaza 4-5 PM

Annual Conference Attendees enjoy networking with WAHQ members and Vendors.

