

President's Corner

WAHQ President



Rianna Murray, MBA CPHQ

Meet Rianna Murray

Rianna has worked in the healthcare quality field for 17 years working in various roles at UW Health in Madison, Wisconsin. She is currently a manager in the Organizational Improvement division of the Quality & Safety Improvement Department, where they are currently implementing a lean management system, UW Health Way. Rianna has been a member of WAHQ for a number of years and has been a part of the Board of Directors since 2015.

Why did you want to be a part of the WAHQ Board of Directors?

I joined the WAHQ Board of Directors in 2015 as the Regional Representative for the South-Central Region. I joined in hopes of meeting and networking with other members of the healthcare quality field. I also joined to learn and to contribute to the mission of WAHQ by promoting the field and supporting the growth and development of healthcare quality professionals across Wisconsin.

Who do you look up to the most? Why?

My mom, Sue. She is a registered nurse and the reason I was inspired to work in healthcare. I get the pleasure of working with and interacting with her at work given her role as a nursing leader at UW Health! She is also the strongest and most self-less person I know. She motivates and encourages me to

Register Now!

<http://events.r20.constantcontact.com/register/event?oeidk=a07egfappsw608df9a0&llr=e57gcpbab>

CPHQ Education Session Quality Essentials for the Health Care Professional Presenter: Dr. Susan Mellott

**October 24th & 25th, 2019
Madison (see page 2 for details)**

constantly improve and become the best version of myself!

Favorites:

- **Movie-** any Disney movie!
- **TV Show-** FRIENDS
- **Food-** sushi and chocolate
- **Music-** country, classic rock, & today's top hits
- **Hobbies-** working out and staying active, reading, spending time with friends & family

Fun Fact: I'm an Irish, Irish twin! I come from Irish descent and my brother and I were born less than one year apart. We are the same age for two and a half weeks!

This is a picture of my recent trip to Washington DC to spend time with my mom, brother, and sister-in-law while we cheered on the Brewers!



Introducing

Meet your WAHQ board member Feature Article

We will begin introducing your WAHQ board of directors in a new newsletter column "Meet your board member". The column will provide personal insights. Rianna Murray is the first board member to share her story in this edition.

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Quality, Performance Improvement and Safety Websites

By Sheri Krueger Dix, WAHQ member

Looking for the latest WAHQ news? www.wahq.org
You can visit our Web site 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

*WI Bureau of Quality Assurance

<http://dhfs.wisconsin.gov>

*CMS Internet site <http://www.cms.hhs.gov>

*Wisconsin Collaborative

<http://www.wiqualitycollaborative.org>

*Wisconsin Price Point <http://www.wipricepoint.org>

*Wisconsin CheckPoint <http://www.wicheckpoint.org>

*Wisconsin Hospital Association Quality Center

<http://www.wahaqualitycenter.org>

*Health Grades <http://www.healthgrades.com>

*Center for Disease Control <http://www.cdc.gov>

*Healthy People 2020 <https://www.healthypeople.gov>

*Minnesota Adverse Health Reports

<http://www.health.state.mn.us/patientsafety>

*Caring right at home <http://www.caringnews.com>

*Agency for Healthcare Research and Quality Patient Safety Network (AHRQ) <https://psnet.ahrq.gov/>

WAHQ Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of July 31, 2019

•	Checking	\$ 1,261.43
•	Savings	\$ 15,572.25
•	Annuity	\$ 7,535.69
•	Interest	\$ 133.18
	Total Assets	\$ 24,502.55

Quality Essentials for the Health Care Professional

Register for the CPHQ Education Session today!

- Are you new to quality?
- Looking for a comprehensive review of quality concepts?
- Thinking about taking the exam to become a Certified Professional in Healthcare Quality (CPHQ)?
- Wanting to earn credits toward CPHQ recertification?

The Wisconsin Association for Healthcare Quality invites you to a **two day session with nationally known instructor Susan Mellott, PhD, RN, CPHQ, FNAHQ**, highlighting essential concepts for your health care quality practice, including:

- Strategic Leadership
- Management of Quality Functions
- Performance Improvement Processes
- Information Management
- Patient Safety
- Quality Management of People
- The Joint Commission (TJC, formerly JCAHO) and National Committee for Quality Assurance Standards (NCQA)
- Basic Statistics for the CPHQ exam

Register Now:

<http://events.r20.constantcontact.com/register/event?oeidk=a07egfappsw608df9a0&llr=e57gcpbab>

When
Thursday
October 24, 2019
from 8:00-5:00
PM CDT

-to-

Friday, **October 25, 2019** 8:00
AM to 5:00 PM
CDT

Where

**MetaStar
2909
Landmark
Place
Madison, WI
53713**

WAHQ Regional Representative Needed!

The **South West** are in need of a Healthcare Professional to participate in WAHQ decision making as a Regional Representative. You must work or live in the region. Please contact Rianna Murray, (608) 821-4942 rmurray@uwhealth.org if you are willing to contribute your expertise.



WAHQ 2020 Conference At a Glance – Ingleside Hotel, Pewaukee

“Bringing Quality and Safety to Everyday Work”

Save the Date!

When: Feb 21, 2020

Where: Ingleside Hotel & Springs Waterpark, 2810 Golf Rd. Pewaukee WI 53072 (262) 547-0201



Planning Agenda

7:45-8:00 AM Opening Remarks
Rianna Murray, WAHQ President
8:00-9:30 AM Keynote – “Addressing Behaviors that Undermine a Culture of Safety”
Dr. Lynn Webb

9:30-9:45 AM Break View Storyboards and Vendors

9:45-10:45 AM *Legislative Updates,*
Matt Stanford

10:45 – 11:30 WAHQ Regional Networking Session

11:30-12:30 PM Lunch and annual WAHQ meeting

12:30-1:30 PM *WHA State of the State Address,*
Beth Dibbert

1:30 – 2:45 PM Panel Discussion: “Tactics to bring quality and safety to every day work”
(15 minute “presentations” plus 5 minutes for questions for each.

- Leader behaviors and competencies needed
- How to bring safety huddles to the front line
- Leader standard work
- Connecting staff to the larger picture of strategy and vision
- Respect for people commitments and improvement attitudes

2:45 – 3:00 PM *Break Vendors and Storyboards*

3:00 – 4:00 PM How do varying accreditation models support the patient safety goals and mission of the organization?

(20 minutes each: 15 minutes with 5 for questions)
Panel TBD

4:00 – 4:15 PM Closing Remarks – Door Prize Winners
(Must be present to win)

Call for 2020 WAHQ Conference Storyboards

Every year, hospitals across Wisconsin have highlighted their quality and patient safety initiatives with storyboards at the annual WAHQ conference. Storyboards have proven to be a fantastic opportunity to highlight the hard work that the Wisconsin hospitals have done to improve health care across our state.

This year we are eager to learn about your hospital’s innovations in practice surrounding the Patient Safety and Quality Improvement efforts that showcase creative ideas with measurable outcomes.

If you are interested in presenting a Storyboard please email a brief description (80 words or less)

To Rianna Murray **by Friday, February 7, 2020.**

Email: [Rianna Murray at RMurray@uwhealth.org](mailto:Rianna.Murray@uwhealth.org)

Phone: (608) 821-4942 (call or email with any questions.)

1. Please submit a brief description (80 words or less) to Rianna Murray.
2. Download the Storyboard Submission Summary template from the website at <http://wahq.org>
3. You will be asked to submit an article for the WAHQ newsletter that describes your project and tells your story.

Storyboard presenters will receive a 1-yr. transferable annual WAHQ membership.

WAHQ 2019 Conference Report

Applying Human Factors Engineering to Quality Improvement



Dr. A. Joy Rivera, PhD, Senior Human Factors Systems Engineer, Children's Hospital of Wisconsin

By Sarah Pouzar, WAHQ Board, MS/MBA, RN, NEA-BC
 Our annual conference was packed with great practical information for those leading quality and safety efforts across the state! One of the afternoon presentations was provided by Dr. Joy Rivera, Senior Human Factors Engineer from Children's Hospital of Wisconsin.

The focus of Dr. Rivera's professional work has been in understanding how healthcare professionals interact with one another to communicate, make decisions, work as teams, problem solve and recover from system failures such as poorly designed technology. As such, she serves to provide strategic and integrative consultation services to large system projects.

Dr. Rivera's presentation provided attendees with information focused on achieving these three objectives:

- Describe the basics of Human Factors Engineering (HFE) perspective.
- Identify the types of questions, problems, or barriers that a HFE perspective can answer and mitigate in healthcare.
- Describe how HFE complements Quality Improvement (and Safety) in Healthcare.

Dr. Rivera described HFE as a science that discovers and applies information about human behavior, abilities, limitations, and other characteristics to the design of tools, machines, systems, tasks, jobs, and environments for productive, safe, comfortable, and effective human use. In other words, HFE supports an understanding of how human interaction fits with the environment, products, equipment, procedures and other items we encounter in our everyday lives at work.

Step 1. A change is needed		
	HFE	QI
Step 2. What is happening before the change?	Understand the change requirements with respect to human interactions/behavior Task analysis methods for: <ol style="list-style-type: none"> 1. System (e.g., hierarchical task analysis) 2. Cognitive decision-making, situational awareness and mental models (e.g., verbal protocol analysis, cognitive work analysis) 3. Physical interactions (e.g., link analysis, postural analysis, anthropometry) 	Measure current situation Define metrics for outcome (e.g., mortality) and process (e.g., weekly review/audit) Methods include: Pareto charts, Ishikawa diagrams, Time Series Data Lean: 5S, Spaghetti diagrams Six Sigma: SIPOC, Process mapping, Design of Experiments, Voice of customer, Culture change methods, Statistical and control limits
Step 3. Develop intervention	Review the literature Design intervention with stakeholders (Participatory Ergonomics) Design Decision Groups Inclusive (Universal) Design	Use existing knowledge and evidence to develop intervention bundle, improvement methods and tools and Subject Matter Experts
Step 4. Innovation, Testing, Implementation, Spread. Repeat Cycle		

The connection between HFE and traditional Quality and Safety work is evolving as we continue to partner together to build stronger and safer systems. If you would like to learn more, consider looking at the article that is cited to accompany the table above.

Hignett, S., Jones, E. L., Miller, D., Wolf, L., Modi, C., Shahzad, M. W., & Catchpole, K. (2015). Human factors and ergonomics and quality improvement science: integrating approaches for safety in healthcare. *BMJ Qual Saf*, 24(4), 250-254.

Upcoming Quality Conferences



Wisconsin Heart Failure Conference: Improving Outcomes Across the System of Care

Thursday, October 24 - Friday, October 25, 2019 • Sheboygan, Wisconsin

The conference goal is aimed at enhancing collaboration across the continuum of care to improve Heart Failure patient outcomes utilizing evidence based guidelines.

Target Audience: All healthcare professionals interested in improving HF care across all settings (including but not limited to HF teams in primary care, hospitals, skilled nursing facilities, cardiac rehab, community paramedicine, home health, cardiologists, internal medicine, clinical pharmacists, HF coordinators, quality improvement personnel, etc.)

Blue Harbor Resort & Convention Center • 725 Blue Harbor Dr, Sheboygan, WI 53081

EXTENDED! - Conference is all day Thursday and 1/2 day Friday
RSVP by 10/9/19

Please register at:
<http://bit.ly/WisconsinHFConference>

In addition to the conference, please join us for a reception to network and recognize Get With The Guidelines® - 360, Get With The Guidelines® - Heart Failure, Get With The Guidelines® - AFib, Target: BP™, Check.Change.Control.Cholesterol™, and Mission:Lifeline® EMS and Hospital award winners. Thursday, October 24th from 5:00 pm - 6:30 pm at the Blue Harbor Resort & Convention Center (hors d'oeuvres will be served)



HOTEL REGISTRATION INFORMATION

- Go to www.blueharborresort.com
- Scroll down to the Book Now portion
- Enter your desired Arrival and Departure Dates and enter 7B116Q in Group Code box
- Click Check Availability
- On the next screen you will confirm that your imputed information is correct and click search
- Rates will not include tax and fees

Guests can also call the resort at 1-866-701-2583 and refer to their group code 7B116Q. The cutoff date for booking reservations is 9/25/19.

For questions, please email:
toni.ford@heart.org



The American Heart Association/American Stroke Association thanks Novartis for its support of the Quality Improvement Platform



Wisconsin Heart Failure Conference Improving Outcomes Across the System of Care

October 24th - 25th (half days), 2019 - Blue Harbor Resort and Conference Center, Sheboygan, WI

October 24th Agenda (This agenda is subject to change)

Time	Presentation Title	Faculty
7:30 AM - 8:30 AM	Breakfast/Registration	Visit Posters
8:30 AM - 8:35 AM	Welcome	Lynn Mallas-Serdynski BSN RN - Quality Programs Manager, American Heart Association Susan Abelt, MS - Quality and Systems Improvement Director, American Heart Association
8:35 AM - 9:50 AM	Heart Failure Guideline Overview	Mitchell T. Saltzberg, MD, MSc., FACC, FAHA, FHFA - Get With The Guidelines 360° Metro Milwaukee Champion, Froedtert & The Medical College of WI
9:50 AM - 10:35 AM	Atrial Fibrillation Management in Heart Failure Patients	Vinay Mehta, MD - Medical Director, Cardiac Electrophysiology, Aurora BayCare Medical Center, WI
10:35 AM - 10:50 AM	Break	Visit Posters
10:50 AM - 11:35 AM	Strategic Heart Failure	Marc A. Silver, MD, FACP, FACC, FCCP, FAHA, FHFA, FCRSA
11:35 AM - 12:05 PM	Heart Failure in the Primary Care Setting	Theresa C. Maatman, MD, Froedtert & The Medical College of WI
12:05 PM - 12:50 PM	Lunch	Visit Posters
12:50 PM - 1:35 PM	Heart Failure in the Acute Care Setting	Georges Chahoud, MD, FACC, FAHA, FASE - Cardiovascular Disease, Advanced Heart Failure and Transplant Cardiology, SSM Health, MO

1:35 PM - 1:55 PM	The Journey to Advanced Certification in Heart Failure	Heidi Rye, DNP, APNP, AGACNP-BC - Cardiology/Electrophysiology, Mercy Health, WI
1:55 PM - 2:35 PM	Navigating the Waters of Post-Acute Care Heart Failure Certification	Steve Dentel, BSN, RN, CPHQ - National Director, Field Programs and Integration, Quality and Systems Improvement, American Heart Association
2:35 PM - 2:45 PM	Break	Visit Posters
2:45 PM - 3:30 PM	Best Practice Translation and Clinical Operations Transformation	Jennifer Ellis, PT, DPT, PhD, MS, GCS, VP - Division Research & Business Development, Theresa Burns, RN, BS, MS, Kindred at Home
3:30 PM - 4:00 PM	Mobile Integrated Health, GWTG, and AHA, how does that work?	Captain Michael Wright, NREMT-P, TEMS, CPMIH - Mobile Integrated Health Manager, Milwaukee Fire Department
4:00 PM - 4:25 PM	Improving Outcomes Across the System of Care: Q&A	Panel Discussion
4:25 PM - 4:30 PM	Closing Remarks/Adjourn	Lynn Mallas-Serdynski BSN RN - Quality Programs Manager, American Heart Association Susan Abelt, MS - Quality and Systems Improvement Director, American Heart Association

Networking and Recognition Reception for Get With The Guidelines® - Heart Failure, Get With The Guidelines® - A Fib, Target: BP™, Check.Change.Control.Cholesterol™, and Mission:Lifeline® EMS and Hospital award winners.

This event is open to all attendees.
Location: Blue Harbor Resort and Conference Center
Time: 5:00 PM - 6:30 PM

October 25th Agenda (This agenda is subject to change)

Time	Presentation Title	Faculty
7:00 AM - 8:00 AM	Breakfast	Visit Posters
8:00 AM - 8:45 AM	Health Literacy and Heart Failure	George "Chip" Morris, MD, FAAN - Ascension Milwaukee, President of Wisconsin Medical Society
8:45 AM - 10:00 AM	Reducing Heart Failure Readmissions	Nadine Allen, MBA, CPHQ - Quality Director Wisconsin Hospital Association, Inc. (WHA) Theresa Moynihan, MSN, RN, AGCNS-BC, CHFN-K - Aurora St. Luke's Medical Center Molly Mayer, DNP, FNP-BC, APNP - Nurse Practitioner ProHealth Care Health Failure Program Armando Suarez Del Real, Captain - MIH Paramedic at West Allis Fire Department Karlene Krueger, RN, AWAMC ED Cs - Manager, Aurora West Allis Medical Center Bellin Hospital, WI

IHI National Forum on Quality Improvement in Health Care - 2019

December 10 - December 11, 2019

Cost - \$95

MetaStar will again be hosting a broadcast of the Institute for Healthcare Improvement's (IHI) annual National Forum on Quality Improvement in Health Care. Agenda of the sessions included in this broadcast will be announced soon. Please note the location change, we will be at our home office building, which includes free parking right outside the building.

December 10, 2019 7 a.m. - 3:15 p.m. and

December 11, 2019 7 a.m. - 1:30 p.m.

MetaStar, Inc
2909 Landmark Place
Madison, WI 53713

More information about the speakers can be accessed [here](#). Presentations will be on the IHI website as they become available to print or bring a laptop to access presentation materials during the broadcast.

Continuing education credits will be available through IHI for those who attend the broadcast. Directions will be included in the confirmation email all registrants receive from MetaStar.

Registration deadline: December 2, 2019

Register Today!

Space may be limited, please register early.

The registration fee covers administrative and catering costs.

REGISTER:

<https://events.r20.constantcontact.com/register/eventReg?oeidk=a07egkvw9dcb81fd5c&oseq=&c=&ch=>

Call for Vendors for the 2020 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor
on Friday, Feb 21, 2020, at the Ingleside Hotel, in Pewaukee, WI

Would you be interested in being a vendor at our annual conference or know someone that would?

Our organization focus is education, we accept 6-8 vendors and have educational storyboards displayed.

For more details on the conference, please check the WAHQ website for the brochure and conference objectives at WAHQ.org

For conference details check our site for regular updates - <http://wahq.org/conf> - please scroll to the bottom for the vendor application and information.

If you are interested in being a vendor, please go into the 2020 conference link and scroll to the bottom,

There are 3 documents for your review:

- Letter to Exhibitors
- Exhibit Space Rules and Regulations
- Exhibit Space Application (You can email or USPS mail me the information and bring payment to the conference if that is easier.)

- \$500 for a table, and if you have materials to donate for drawings for our attendees, we are always thankful.

Year after year, the conference highlights hot topics for Healthcare Quality education and as always, promises to be an interesting event!

Thank you for your support,
Please feel free to contact me with any questions.

Jon Godsall - JGodsall@UWHealth.org

Annual WAHQ Conference Networking Activity!



WAHQ Board of Directors

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Wisconsin Association for Healthcare Quality (WAHQ)

<http://www.wahq.org/membership.asp>

2019-2020 Membership Application

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

WAHQ membership only

\$45

Make check payable to WAHQ

Mail completed Registration to:

Tim Kamps
360 W. Washington Ave. #1310
Madison, WI 53703
Email: TK.Kamps@gmail.com
Phone: cell-(608) 217-1916