

President's Corner

WAHQ President



Rianna Murray, MBA CPHQ

Hello and happy spring! It's probably safe to say that we have all been adjusting to a different way of living and working lately due to the COVID-19 pandemic. Most elements of our lives are not "business as usual"; we've had to modify the way we operate. This includes WAHQ. At our most recent board of directors meeting, we spent most of our time discussing what and how we will change things during these trying times while continuing to uphold our mission, which is to advance quality in healthcare by promoting the use of the quality principle and practices in healthcare organizations and supporting the growth and development of healthcare quality professionals.

We plan to increase our presence on social media platforms, particularly LinkedIn, to connect healthcare quality professionals, share examples of quality principles in use, and learn from each other! To help support this new enhancement, we've added a new position to our Board of Directors- Social Media Coordinator.

Another effort to support our members during this time, we've included several resources in this newsletter.

COVID-19 Resources

The healthcare landscape is quickly evolving since the onset of the COVID crisis. Everyone in health care is being called upon to stay current with evidence-based practices during a rapidly changing situation, learn COVID-19 best practices, acquire additional skills, remain nimble, and be innovative during these times of high strain and stress. WAHQ has included links to keep you informed.

To find the most up-to-date information available, visit the following websites:

- [Centers for Disease Control and Prevention](#)
- [CMS Actions](#)
- [Quality Improvement Organizations](#)

For a current summary of COVID-19 in Wisconsin, visit the Wisconsin Department of Health Services (DHS) website: <https://www.dhs.wisconsin.gov/>

Here are additional resources to help with managing the current reality of remote work, virtual meetings, and personal wellbeing

- [How to Actually Work...When You're Working from Home](#)
- [3 Tips to Avoid WFH Burnout](#)
- [Can't stay focused during virtual meetings? Here are 5 tips to help](#)
- [HBR How to Make Virtual Meetings Feel More Real](#)
- [COVID-19 and Manage Anxiety & Stress](#)
- [Mental Health Wellness Tips for Quarantine](#)

They range from COVID-19 guidelines to helpful tips to adjust to working from home to personal wellness resources! We hope you find them helpful and encourage you to share others with us

As we look to the future, things remain uncertain. We are hoping to continue to provide you with opportunities to develop and to network with other healthcare quality professionals, but we need to rethink how we will safely host events such as the CPHQ^{Education} session in the fall and our annual conference in the late winter/early spring. More to come as we monitor the impact of the pandemic. Stay safe and healthy, everyone!

Happy Spring!



WAHQ's 2020 Board of Directors Open Positions

If you or someone you know may be interested, contact Rianna Murray

North Central Regional

South West Regional Representative

To identify the open region ... See the WAHQ Region Map on Page 2

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Quality, Performance Improvement and Safety Websites

Looking for the latest WAHQ news? Visit the WAHQ Website www.wahq.org for the latest information on healthcare activities at home and around the country.

This avenue of networking would not be possible without Metastar's technical and financial support.

The WAHQ Board would also like to extend a special thank you to **Rich Chapman**, webmaster, **Metastar Inc.** WAHQ has been fortunate to have his expertise to guide us in the development and maintenance of our Web page. We would like to congratulate Rich on his upcoming retirement later this year – you will be missed! Thank you for all you do for WAHQ!

Other Quality Websites

WI Bureau of Quality Assurance

<http://dhfs.wisconsin.gov>

Centers for Medicare & Medicaid Services (CMS)

<http://www.cms.hhs.gov>

National Association for Healthcare Quality (NAHQ)

<https://nahq.org/>

Wisconsin Collaborative for Healthcare Quality (WCHQ)

<https://www.wchq.org/>

Wisconsin Hospital Association (WHA)

<https://www.wha.org/>

- **WHA CheckPoint**
<http://www.wicheckpoint.org>
- **WHA Price Point**
<http://www.wipricepoint.org>
- **WHA Information Center**
<https://www.whainfocenter.com/>
- **WHA Quality Center**
<http://www.whaqualitycenter.org>

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

Center for Disease Control and Prevention (CDC)

<http://www.cdc.gov>

Healthy People 2020

<https://www.healthypeople.gov>

Minnesota Department of Health - 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 April 30, 2020

- Checking \$ 10,597.70
- Savings \$ 10,609.42
- Annuity \$ 7,628.26
- Interest \$ 75.65
- Total Assets \$ 28,911.03

From the office of Membership

By Kim Wildes, WAHQ Membership Coordinator

In 2019, WAHQ welcomed 20 new members! The WAHQ membership dues of \$45/CY make it one of the most affordable professional memberships available; in addition to the discounts associated with educational offerings, members have access to the Association's Newsletters, job postings, networking opportunities and conference presentations.

Is it time for you to renew your WAHQ membership? Do you know someone who would benefit from networking with other WAHQ members? To download the membership application, go to www.wahq.org and select the Member Benefits tab. Complete the membership application and mail it along with your check to Tim Kamps, WAHQ Treasurer.

To learn who your Regional Representative is, please see Pg 7

WAHQ Regions



WAHQ 2020 Conference Summary of Presentations

“Making the Connection Between Personal Accountability and Quality”

Key Note Speaker



Lynn E Webb, PhD

By Wende Fedder, WAHQ Secretary

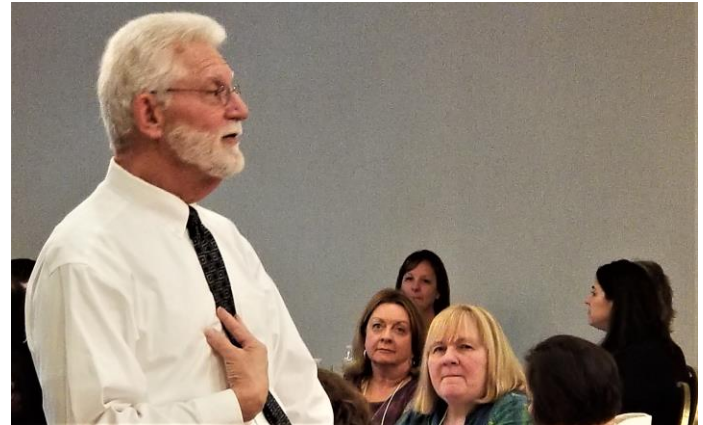
On February 21, 2020, WAHQ conducted their annual conference in Pewaukee, Wisconsin at the Ingleside Hotel. The invited keynote speaker was Dr. Lynn Webb (pictured above), Assistant Dean for the Vanderbilt School of Medicine and Assistant Professor of Medical Education and Administration at Vanderbilt University Medical Center, Nashville, TN.

Dr. Webb serves on the faculty of Vanderbilt's Center for Patient and Professional Advocacy and leads the Center's Coworker Observation Reporting System and medical student Professionalism in Learning program. He coordinates the teaching of communication skills in the medical school curriculum and provides individual coaching to practicing physicians who want to improve their communication skills with patients and colleagues. He served as chief executive officer of the Vanderbilt Psychiatric Hospital and chief of staff to the Dean of the School of Medicine.

Dr. Webb holds a Ph.D. in educational administration and higher education from Southern Illinois University and master's in business administration from the University of Illinois.



Dr. Webb’s presentation and associated morning sessions at the WAHQ Annual Conference were entitled, “Conversations for Engagement and Accountability.” He addressed the overall importance of the essential elements to promote accountability and reliability across healthcare organizations.



He taught the levels of promoting professionalism in conflicts through 4 levels of intervention. To begin, have an informal “cup of coffee technique” as a way to initiate discussions to promote professionalism and problem solving. Next, is awareness intervention, followed by guided intervention by authority. And finally, the least often utilized but important is the authoritative disciplinary intervention.

Dr. Webb included interactive survey questions using technology tools to poll the audience. Popular answers from the participants appeared larger as demonstrated below.



The session was lively, and several members added to the discussion by including their own techniques and strategies to promote accountability used in their quality improvement efforts at their own organization. WAHQ wished to extend a thank you to Dr. Webb for sharing his experience with our WAHQ audience.

WHA State of the State



Beth Dibbert

By Jill Lindwall, WAHQ Newsletter Editor

Beth Dibbert is the Chief Quality Officer for the Wisconsin Hospital Association (WHA). In this role she provides executive leadership in a variety of health care quality improvement efforts, including the CMS Partnership for Patients Hospital Improvement Innovation Network (HIIN) and WHA CheckPoint public reporting of quality measures website. Ms. Dibbert has served on several state and national task forces for clinical quality and patient safety, and has co-authored quality education materials for physicians, nurses, and point-of-care staff.

During February's Quality Conference, Ms. Dibbert engaged participants by highlighting the changing role of today's QI professionals, including expanded responsibilities, service lines, and the need to interface across pre and post health care settings. She emphasized the importance for quality professionals to actively network and garner support, share best practices, and collaborate among the health care QI community.

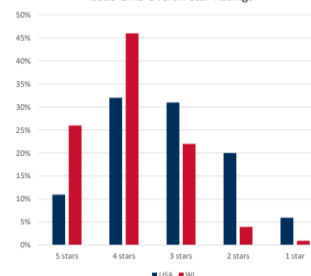
Beth provided an overview of Wisconsin Hospitals Quality Improvement (QI) standings. She outlined CMS Hospital Compare measures across 7 areas of quality, providing a summary of Wisconsin's overall hospital quality star ratings. She highlighted Wisconsin as a leader in quality transparency and as a consistent top performer compared to the rest of the nation.

WHA leverages this top spot to strongly advocate for Wisconsin its hospitals. One significant area WHA has advocated is by voicing strong resistance against CMS Star Ratings. This rating system unfairly compares hospitals by presuming all hospitals are same size and provide like service lines, the methods to attribute the ratings are difficult to understand and are impossible to replicate. WHA has encouraged CMS to take recommendations made to improve the program.

Value-Based Purchasing (VBP), Hospital Readmissions Reduction Program (HRRP), Hospital-Acquired Condition (HAC) Program, and Patient Experience/Satisfaction (HCAHPs) were other quality topics addressed. Beth encouraged all quality leaders across Wisconsin to know their numbers and to be prepared to tell their organizations to internal and external stakeholders, with examples of quality improvements your hospital has engaged.

From Our Strong Position....

2020 CMS Overall Star Ratings



- WHA has strongly commented AGAINST Star Ratings since their inception
- Presumes all hospitals are same size and provide like service lines
- Methods are difficult to understand and impossible for hospitals to replicate
- CMS has not made the recommended improvements to the program that they sought in listening sessions and comment periods
- "Next Year"



WHA supports hospitals on their quality improvement efforts by providing resources and technical assistance for ongoing QI projects on topics including Sepsis, Transitions of Care, incorporating SDOH data, Healthcare Associated Infections (HAI), and Opioids.

There are many upcoming opportunities to engage with WHA including newly awarded and upcoming work focused on CMS's Five Bold Aims to 1. Improve behavioral health outcomes and decrease opioid misuse, 2. Increase patient safety, 3. Increase chronic disease self-management, 4. Increase quality of care transitions, and 5. Improve nursing home quality through collaborative nursing home and community coalitions.

If you are interested to learn more, would like to engage with WHA, or need assistance with your quality story, don't hesitate to contact Beth!

2019-2020 Legislative and Regulatory Advocacy

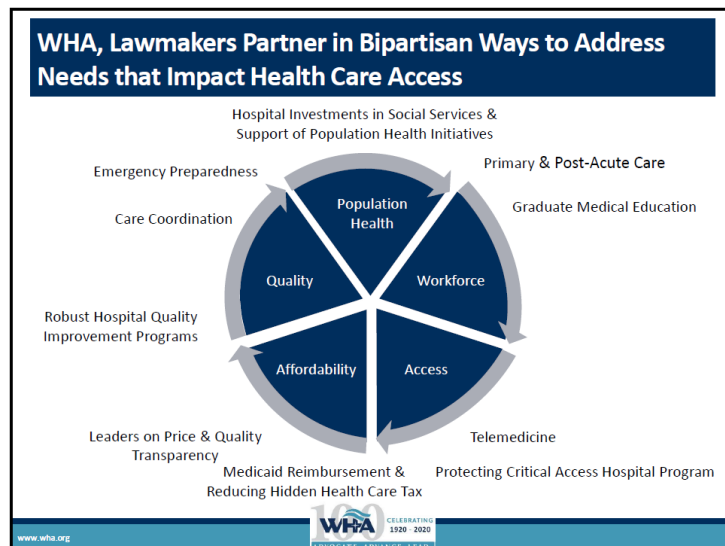


Attorney Matthew Stanford

by Mary Conti, WAHQ President Elect

Matthew Stanford is the General Counsel for the Wisconsin Hospital Association (WHA), whose membership includes over 130 hospitals and health care systems in Wisconsin. Attorney Stanford shared WHA legislative successes and continued efforts.

Topics of concern and focus by WHA



Attorney Stanford shared a comprehensive overview of focused legislation to address the WI needs the impact Health Care Access.

Final State Budget Health Care funding includes:

- Increased Hospital funding for Disproportionate Share Hospital payments
- Rural Critical Care Hospital payments
- Total DSH & RCC Hospital Payments

The budget also includes other WHA –initiated or backed WHA Priorities which include:

- 33% Medicaid reimbursement increase for psychiatrists and APNP-psych nurses
- Allocating \$7 million in coverage increases for provider-to-provider consultations and remote patient monitoring
- \$2.5 million over the biennium to improve Medicaid reimbursement for hospitals treating dental patients with special needs
- \$1 million in FY 21 to work with WHA on pilot-like program related to discharge care improvement/new capacity
- \$70 million for insurance market stability program

WHA also continues to work on additional legislation to better utilize the Health Care Workforce by expanding PA and APRN practice in the State of WI. This includes enabling PAs and Advanced Practice Nurses to make the medical-legal determinations required to activate a patient’s wishes in their Power of Attorney or Living Will if the individual PA or Advanced Practice Nurse has sufficient education, training, and experience to make that determination.

Another key initiative is the creation of a WHA Telehealth Work Group which includes 36 WHA members representing hospitals across the State.

Thanks to Attorney Stanford participants were better educated on the Health Care efforts in the State of WI.

2020 Conference Vendors



Annual WAHQ Conference **Networking Activity!**



WAHQ mission is to advance quality in healthcare



Why Become a Certified Professional in Healthcare Quality?

By Jill Lindwall, WAHQ Newsletter Editor

Wisconsin is recognized across the nation for its high-quality healthcare. The federal Agency for Healthcare Research and Quality (AHRQ) consistently names Wisconsin among the top performers in the nation for highest overall health care quality among all 50 states.

Healthcare quality is more important now than ever before. Currently, only 37% of WAHQ members are CPHQ certified. WAHQ wants to support healthcare quality professionals throughout Wisconsin to excel as quality leaders by offering CPHQ preparation opportunities. The goal of the CPHQ certification is to promote excellence and professionalism.

WAHQ offers a CPHQ preparation class each fall, facilitated by a nationally respected quality expert. The course includes a comprehensive overview of foundational and core quality improvement concepts including Organizational Leadership, Health Data Analytics, Performance and Process Improvement, and Patient Safety. Look for more information in an upcoming newsletter. Preparation courses and materials are also available on [NAHQ's certification page](#)

What's holding you back? Do you suffer from test anxiety? Is it a challenge to find time to travel to test sites? An online testing option is now available for the CPHQ exam. If you aspire to excel and demonstrate your dedication to healthcare quality and safety, now may be the time!



WAHQ would like to congratulate our members who are newly CPHQ certified!



Did you know WAHQ will reimburse \$75 to current WAHQ members who obtain their Certified Professional Healthcare Quality (CPHQ) certification? If you are recently certified and have not taken advantage of this opportunity, visit www.wahq.org and go to the Education/Conferences page. There you will find a reimbursement form and instructions.

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Wisconsin Association for Healthcare Quality (WAHQ)

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

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

2020 WAHQ Annual Member Fee: \$45

Make check payable to: WAHQ

Mail completed application to: Tim Kamps
360 W. Washington Ave. #1310
Madison, WI 53703

For questions contact: Tim Kamps
Email: TK.Kamps@gmail.com
Phone: cell-(608) 217-1916