

President's Corner

WAHQ President



Rianna Murray, MBA CPHQ

Happy Holidays!

Wisconsin's Association of Healthcare Quality's (WAHQ) mission 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.

WAHQ is promoting our mission through the WAHQ annual conference, providing Certified Professional in Healthcare Quality (CPHQ) certification education, through the WAHQ website member portal, and through this newsletter.

We are excited to offer the 2020 annual conference - "Bringing Quality and Safety to Everyday Work". This conference will be held on Friday, February 21st, 2020 in Pewaukee/Waukesha, WI at the [Ingleside Hotel](#). More information can be found in this newsletter and on the [WAHQ Website](#).

Save the Date: The [2020 NAHQNext!](#) Conference will be held in Indianapolis, IN, September 15- 17, 2020.

Thank you to Dr. Susan Mellott for another outstanding CPHQ facilitated training in October 2019!

The thirty-one participants gave the training session high satisfaction scores. WAHQ assists with the financial cost of the training to keep costs low for participants.

Save the Date!

WAHQ Annual Conference "Bringing Quality and Safety to Everyday Work"

Friday February 21, 2020
The Ingleside Hotel & Springs Waterpark,
2810 Golf Rd., Pewaukee
7:45 AM-4:15 PM

WAHQ members **will receive a voting ballot in January**. Please contact Rianna Murray at RMurray@uwhealth.org for more information if you are interested in one of the positions.

Please see the WAHQ site for the regional map. The Board of Directors meet virtually every two months on a Friday.

On behalf of the WAHQ Board of Directors, thank you for all you do to improve healthcare in Wisconsin, and we hope you all have a wonderful holiday season!



WAHQ's 2020 Board of Directors Ballot

North Central Regional Representative
South East Regional Representative
South West Regional Representative
Secretary
President Elect

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

What's Inside

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Feb 21, 2020
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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 October 31, 2019

•	Checking	\$ 1,338.14
•	Savings	\$ 15,535.45
•	Annuity	\$ 7,406.08
•	Interest	\$ 185.15
	Total Assets	\$ 24,464.82

From the office of Membership

By Ray Riska and Wende Fedders WAHQ Membership Coordinators

As we head into the busy holiday season, please consider renewing your WAHQ membership. 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, you have access to the Association's Newsletters, job postings, networking opportunities and conference presentations.

Please download the membership application from the website (www.wahq.org) and mail your information along with your check to Tim Kamps, WAHQ Treasurer
Thank you and Happy Holiday's

WAHQ Regions



WAHQ 2020 Conference At a Glance – Ingleside Hotel, Pewaukee

“Bringing Quality and Safety to Everyday Work”

Key Note Speaker



Lynn E Webb, PhD

Dr. Lynn Webb is Assistant Dean for the Vanderbilt School of Medicine and Assistant Professor of Medical Education and Administration at Vanderbilt University Medical Center, Nashville, TN. He 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. Dr. Webb came to Vanderbilt in 1993 as chief operating officer for the Vanderbilt Medical Group. He has served as chief executive officer of the Vanderbilt Psychiatric Hospital and chief of staff to the Dean of the School of Medicine. He 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.

WAHQ is excited to have Dr. Webb share his knowledge and experience in understanding the impact of personal and professional accountability on the culture of quality and safety. During the keynote session, Dr. Webb will present learners with an interactive experience to build an understanding of the impact of personal accountability and the use of a “cup of coffee” conversation model to enhance a culture of quality and safety. In the second session presented by Dr. Webb, learners will have the opportunity to practice holding these conversations using various scenarios.

If you are interested in learning about Dr. Webb's research with partners across the country, take a look at this article which explores the association with coworker reports about unprofessional surgeon behavior and the level of complications in their patients. <https://jamanetwork.com/journals/jamasurgery/fullarticle/2736337>

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

9:45-11:15 AM Workshop – Dr. Lynn Webb

11:15 – 12:15 PM Legislative Update - Matt Stanford

12:15- 1:15 PM Lunch and annual WAHQ meeting

1:15-2:15 PM WHA State of the State Address - Beth Dibbert

2:15 – 2:45 PM Regional Networking & Break

2:45 – 4:00 PM Panel Discussion: “Tactics to bring quality and safety to every day work”
Presentations and questions for each

• Panelists

- Children's Wisconsin - **Sarah Pouzar** MS/MBA, RN, NEA-BC, CPHQ
- Children's Wisconsin - **Alyse Bartczak** BSN, RN, CPN, PSO, CPPS
- Door County Regional Medical Center – **Jenna Jennerjohn** BSN, RN, CPHQ
- Froedtert Health – Outpatient – **Cari Wolf** BSN, RN
- Froedtert Health – Inpatient – **Linda Foglia** MSN, MHA, RN
- UW Health – **Lisa Leclair**

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

[See conference fees on page 6](#)

Call for 2020 WAHQ Conference Storyboards

Call for Storyboards for the 2020 Annual WAHQ Conference

Due February 7, 2020

If you are interested in presenting a Storyboard that demonstrates efforts related to Quality & Outcome improvements, please email a brief description (80 words or less) to Rianna Murray at rmurray@uwhealth.org.

Storyboard presenters will receive a one year transferable annual WAHQ membership for each storyboard provided with no limit on storyboards per facility.

- Please submit a brief description (80 words or less) to Rianna Murray
- Download the [Storyboard Submission Summary Template from the WAHQ Website](#)

You will be asked to submit an article for the WAHQ newsletter that describes your project and tells your story.

WAHQ mission is to advance quality in healthcare



2019 Certified Professional in Healthcare Quality (CPHQ) Study Course

By Lyn Mehlberg, WAHQ Northeast Representative

- *Want to learn more about the certification exam for healthcare quality professionals?*
- *Thinking of taking the CPHQ exam and not sure where to start?*
- *Looking for way to earn 13 plus CPHQ credits to maintain your certification?*

Then you may be interested in learning more about the CPHQ Study Course offered by WAHQ as a membership benefit at a reduced rate. The cost is less when compared with other CPHQ study courses offered around the country.

WAHQ offers this CPHQ Study Course each fall in Madison, which is co-sponsored by MetaStar.

The **2019 course** was held **October 24-25** and was presented by **Susan Mellott, PhD, RN, CPHQ, CPPS, FNAHQ**. Dr. Mellott has offered similar training around the country for years and is the editor of one of two study guides recommended to help prepare quality professionals for taking the exam.

At the session, we learned Dr. Mellott is not retiring from offering these courses, only from her day job as associate professor at Texas Women's University College of Nursing in Houston, Texas. Which is wonderful news for those of you who are interested in taking this course next year.

At this course, I was joined by 35 fellow quality professionals who work in various roles and functions supporting quality initiatives across the state.

It was fun getting to talk with folks from

- other hospitals
- clinics
- surgery centers
- health plans and
- quality organizations

that support various needs within the field. My quality colleagues work in such diverse settings.

I learned so much about the exam including

- Solid tips for taking the exam
- Exam content and

- Recommendations of how to prepare for taking the exam

I also learned more about requirements for maintaining the CPHQ certification.

Dr Mellott did a nice job teaching to the exam, which we learned does not necessarily cover bleeding edge topics of what we do, but tasks identified in the NAHQ Task Analysis, which is a survey of what quality professionals are actually doing in the field. Think of a bell curve, and the majority of tasks on the exam are performed by all those quality professionals across the country in those varied roles. A detailed content outline found online covers the tasks identified in the task analysis.

I also found that the exam content gave me insight into the

For more information on the 2020 CPHQ Fall Study Course offered through WAHQ, look to the WAHQ newsletter, Linked In site, Website, or email blasts next summer for details as they become available.

If you have the opportunity you will not want to miss it!



Certified Professional in Healthcare Quality
CPHQ - NAHQ

Certification Sets You Apart as a Healthcare Quality Professional

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>

2020 Membership Application & Conference Registration/Fees

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 Member 2020 Conference fee \$150

Member with Membership & 2020 Conference fee \$195

Non-Member 2020 Conference fee \$225

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