

President's Corner

WAHQ President



Rianna Murray, MBA CPHQ

Hello and happy 2021! What a great time to reflect on the things that are good in our lives and identify what we are grateful for. While 2020 has been a difficult year for all, I would like to take this opportunity to say that I'm thankful for each of you.

We have all been challenged this year by needing to take on new obstacles during a very uncertain time. While our day-to-day work lives probably look very different than a year ago, I'm certain that each of you has maintained your dedication to your role in healthcare quality, your organization, and to the patients of Wisconsin.

Please know that your efforts do not go unnoticed and you are valued for all that you do. Thank you for your hard work, resiliency, and dedication.

I hope you have a wonderful (and safe) 2021!

COVID-19 Resources

The Centers for Disease Control and Prevention (CDC) COVID-19 Vaccine Information - Including recommendations, processes, differences about the different types, their benefits, safety data, and frequently asked questions.

<https://www.cdc.gov/coronavirus/2019-ncov/vaccines/index.html>

Department of Health Services (DHS) COVID-19 Website - Wisconsin's official COVID-19 site for the latest news, orders, and guidance

<https://www.dhs.wisconsin.gov/covid-19/index.htm>

DHS COVID-19: Vaccine Dashboard <https://www.dhs.wisconsin.gov/covid-19/vaccine.htm> Wisconsin's vaccine dashboard to learn more about distribution guidelines.

Wisconsin Hospital Association (WHA) COVID-19 Situational Awareness Dashboard <https://www.wha.org/COVID19Update>

WHA is Forever Grateful

<https://www.wha.org/MediaRoom/VideoLibrary/Forever-Grateful>



Wear a Mask



Wash Your Hands



Social Distance

I GOT MY COVID-19 VACCINE!



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WAHQ 2021 Board of Directors Open Positions

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

North Central Regional Representative

Website Coordinator- the incumbent will facilitate an accurate, functional website for the purposes of information sharing and communication with the members of the Association.

Stay Warm!

Stay Warm!



Lake Geneva, Wisconsin

Quality, Performance Improvement and Safety Websites

Look What's New at WAHQ!

The WAHQ website has been revived with a fresh new look – check it out! www.wahq.org

It a great place to go for the latest WAHQ news and the latest information on healthcare activities at home and around the country.

A special shout out to the Website Design Team for their dedication and hard work on the successful launch of the new website. Congratulations!

WAHQ Website Vision

The WAHQ website will represent a dynamic Quality Organization accessible to the public with a members-only portal. The website will provide information and training which will support Quality healthcare improvement.

Other Quality Websites

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

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

Centers for Medicare & Medicaid Services (CMS) <http://www.cms.hhs.gov>

Center for Disease Control and Prevention (CDC) <http://www.cdc.gov>

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

Healthy People 2020 <https://www.healthypeople.gov> Institute for Healthcare

Improvement Resources <http://www.ihl.org/resources/Pages/default.aspx>

Minnesota Department of Health - Adverse Health Reports <http://www.health.state.mn.us/patientsafety>

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>

WAHQ Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of December 31, 2020

- Checking \$ 4,087.15
- Savings \$ 10,632.51
- Annuity \$ 7,628.26
- Interest \$ 228.85
- Total Assets \$ 22,576.77

From the Office of Membership

By Kim Wildes, WAHQ Membership Coordinator

In these uncertain times, WAHQ is here for you! Membership fees are not increasing this year. 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, networking opportunities, conference presentations and more! Membership benefits begin immediately.



WAHQ has members throughout the State—we are always open to welcoming new colleagues! Please feel free to share this newsletter or find out other ways to share in the following pages.

Active Membership Total:	74
New Members:	17
% of Active with CPHQ:	37.8%

Region	Active Members	New Members
Northeast	12	2
North Central	1	0
Northwest	6	1
Southeast	19	2
South Central	30	10
Southwest	5	1

It is time to renew your WAHQ membership for 2021

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. There is also a PayPal option available, for your convenience.

2021 Conference – Postponed

With regret, WAHQ has decided to postpone the spring annual conference due to the COVID-19 pandemic. We are looking into other options and are considering holding a conference in the fall. Please take a moment to [complete this survey](#) and share your input regarding how to plan for a conference in 2021.

2021 Annual Meeting – Save the Date!

WAHQ is happy to inform you the 2021 Annual Meeting will be held virtually, **March 12th, from 10:00am-11:00am.**

Please join us for an IMPACT Panel Discussion

I – Innovation

M - Measure or Monitor

P - Performance

A – Actions taken

C – Change management during the chaos

T – Team impact and creative solutions

Call for Quality Storyboards

Please share your quality journey! It's easy to get caught up in the day to day, feel exhausted, and not take time to notice or acknowledge the amazing and innovative things you are accomplishing! WAHQ wants to share your stories!



What is your 2020 quality story?

- How have you addressed COVID-19 in your workplace?
- How did you educate staff on the ever-changing infection control and patient safety practices?
- How have you supported your patients to stay connected with their families or address social isolation during these challenging times?

For a storyboard template or for more information on how to submit your work, contact Jill Lindwall jlindwall@wha.org

Join Us on LinkedIn



Are you on LinkedIn?

By Lyn Mehlberg, WAHQ Northeast Board Representative & LinkedIn Coordinator

We are excited to share that WAHQ is on LinkedIn and ready to link with you.

Find us on LinkedIn @Wisconsin Association for Healthcare Quality, @WAHQ, or by clicking here: [Wisconsin Association for Healthcare Quality WAHQ | Groups | LinkedIn](#)

Please help us build our social media presence by connecting with WAHQ.

As this pandemic continues and everyone scrambles to reimagine how we can work long-term under these conditions, we look to expanding our tools in a virtual world.

Recently, the WAHQ Board of Directors met to discuss this very thing.

- What will our next annual meeting look like?
- What will future annual meetings look like?
- What does the fall CPHQ training look like moving forward?
- How can the board enhance our meetings virtually?
- How do we succeed with limited resources and lack of an IT team at our disposal?

As a small state-wide organization with a completely volunteer leadership, we are looking to find ways to connect with our membership and attract others with a common focus to join us in our important work. Please connect with us and tell your colleagues to look for us on LinkedIn.

How can you find us? In the search bar, type in WAHQ or Wisconsin Association for Healthcare Quality and the site will come up.

As more people join us on that site, and as we solidify our message geared to a virtual audience, we look to using LinkedIn as a key strategy to keep you all updated on our progress in meeting our organizational goals. We looked forward to connecting with you online.

LET'S *get connected*

Meet the WAHQ Board of Directors (BOD)

Like you, the WAHQ Board adapted to the 'new' virtual way to stay connected. Until the past year, these meetings were held in person, but with restrictions brought on by COVID-19 we needed to change things up.



Here's to our members, this fantastic organization, and to 2021! If you are interested in joining the BOD, see p.1 for open positions!

NAHQ CPHQ Prep Courses

By Jill Lindwall, WAHQ Newsletter Editor

Healthcare quality is more important now than ever before. It is WAHQ's mission is to advance quality in healthcare. One way is by offering and promoting educational opportunities.

This year WAHQ would like to encourage you to pursue earning the only accredited certification in healthcare quality, NAHQ's Certified Professional in Healthcare Quality® (CPHQ).



NAHQ has great options to help you prepare for exam day, including a self-paced CPHQ Review Course - a great study tool for those who prefer to study independently, and a live two-week online course. The live course is perfect for individuals who prefer the guidance of expert instructors and a more regimented study schedule.

Upcoming sessions are scheduled to run March 12-26 and April 9-23 (excluding weekends), from 2:00pm-4:00pm .

Click <https://nahq.org/education/cphq-prep/> for more information.

WAHQ 2020 Conference Presentation Summary

Huddles as a Tactic to Bring Quality and Safety to Everyday Work

By Sarah Pouzar MS/MBA, RN, NEA-BC, CPHQ

Our annual WAHQ conference, held in February 2020, provided attendees with practical approaches to support quality and improvement on a daily basis. We finished our day with a panel presentation from representatives who work across the state, driving improvements in quality and safety in several different organizations. This session focused on the use of huddles as a tactic to support everyday improvements.

A huddle is defined as a short standup meeting that is typically designed to build situational awareness for team members. The huddles typically follow a standardized agenda

and are time bound, making for a quick and efficient way to evaluate current state. The standing agenda usually begins with a brief overview of the performance since the last huddle and then transitioning into a forecast of anticipated activity in the next time period. This provides an opportunity for real time problem solving with staff at the front line that understand the work the best.

During the session, each presenter provided a summary of their journey to implementing huddles. On page 5, see the four types of huddles discussed at last year's conference.

Four Huddle Types:

1. Team huddles: designed to support a team focused on specific work, facilitate communication and engagement, and ensure alignment.
2. Improvement huddles: used to evaluate progress on improvement initiatives, support staff engagement in identifying areas for improvement, and facilitate prioritization of improvement work in an area.
3. Process huddles: convened to support ongoing management of a specific process flow. The example provided was response to post survey action planning for a Joint Commission. This might be a series of huddles to ensure a deadline is met.
4. Situational huddles: used to prepare for or debrief from an unexpected event. Some examples may include an unexpected infection or a readmission to the hospital.



If you wish to contact them with specific questions about their huddle processes, their contact information is listed below:

- **Sarah Pouzar MS/MBA, RN, NEA-BC, CPHQ**
Children's Wisconsin
spouzar@chw.org
- **Alyse Bartczak BSN, RN, CPN, PSO, CPPS**
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UW Health
lleclair@uwhealth.org

WAHQ 2020 Conference Poster Board Summaries

A Hands-on Approach to Sustaining a Safety Culture

Poster By: Christine Lutze, RN | Safety Specialist | Children's Hospital of Wisconsin

Summary: Effective communication is critical to patient safety and error prevention. Healthcare professionals often lack training on effective communication skills and are rarely provided opportunities to practice these skills in a safe and structured environment.

Current organizational training introduces staff to error prevention tools with minimal application exercises. Along with this training, a safety coach program has also been developed to support practice. Safety coaches are in unique positions to coach and mentor staff on use of error prevention tools. However, safety coaches report needing more practice opportunities to use the tools and how to provide effective feedback during challenging safety situations.

A pilot, using a multifaceted educational approach including simulation role play, pertinent practice scenarios, and active learning was developed. Participants experienced three different scenarios. Each scenario was repeated after a short debrief and replayed again to allow application.

Core Team members: Julie Averbeck, MS, RN, CPNP, Cori Gibson, MSN, RN, CNL, Chris Lutze, BSN, RN, Carolyn Ziebert, DNP, RN, PCNS-BC

Aim(s): To determine how participation in a focused safety training session using simulation and cognitive rehearsal, compared with basic safety education, affects confidence in providing constructive feedback and use of organizational error prevention tools in practice.

Measures: Pre and immediate post surveys were completed, using a five-point Likert scale. Participants were emailed two days later, asking them to reflect on the experience to help anchor new learnings. One on one focused rounding with reflective questions occurred two to three weeks later. A 3-month follow-up survey followed.

Results: Based on the survey results and qualitative feedback, simulation and cognitive rehearsal are useful strategies to increase confidence levels in providing feedback in challenging situations, especially if patient safety is at risk. Safety coaches reported an intention to use the tools more frequently and suggested spreading this training to more staff.

Lessons Learned: There needs to be continued commitment on the part of the organization and staff to integrate and sustain the use of error prevention tools to fully transform practice.

Transitional Care Management for Heart Failure Patients is a Win – Win

Summary: At Froedtert Hospital and the Medical College of Wisconsin, we want to ensure that all hospitalized Heart Failure (HF) patients receive Transitional Care Management (TCM). TCM includes outreach by an RN Care Coordinator within two business days, and a face-to-face visit with a Cardiology Provider within seven calendar days, using an EPIC smartlist note template to support high medical decision complexity.

These important patient touches offer the opportunity to close post discharge gaps in care. The seven day follow up appointment is made prior to discharge to increase patient arrivals. These measures have also contributed to a decrease in overall Heart Failure readmissions for patients discharged home.

Core Team Members: Mitchell Saltzberg MD, Heart Failure Medical Director, Mary Conti RN, Heart & Vascular Program Manager, Cari Wolf RN, Froedtert Hospital Cardiology/Vascular Clinic Manager, Jamie Fleischman RN AHF/VAD/Operations Manager, Cristin Phillips MS, RN, ACNS-BC Clinical Nurse Specialist, Ivan Pasillas Enterprise Care Coordination Manager, Linda Brunette Feider RN Cardiac Data Coordinator, Mileva Bozovic Community Memorial Cardiology Clinic Manager, Patrick McNally RN MSN Community Memorial Director of Critical Care and ED Services

AIM: Heart Failure (HF) Evidence Bases Guideline Adherence Process Improvement

Measures: HF Post Discharge Seven Day Follow Up Appointment and HF % 30 day all cause Readmission Rate



Results: At our Academic Center there were 790 HF discharges in CY 2018, 94.6% had a follow up appointment, 7 day and longer, scheduled before discharge. There were 500 HF discharges the first six months of CY 2019 scheduling is holding steady at 94.5% for a follow up appointment scheduled before discharge.

Of these same patients 66 % had a 7 day appointment scheduled before discharge from the hospital. The first six months of 2019 scheduled for a 7 day appointment before discharge has increased 4%, to 70%.

We have seen a decrease in readmissions of 6.8% for patients receiving a 7 day follow up when comparing CY 2018, N=74/323, 22.9% and the first six months of CY 2019, N=30/186, 16.1%.

At our Community hospital which has lagged in clinic access, there were 319 HF discharges home in CY 2018, 91.0% had a scheduled follow up appointment. Of these patients, 43.9% were scheduled for a 7 day follow up appointment. There were 204 HF discharges home for the first six months of CY 2019, 51.4% had a seven day follow up appointment scheduled before discharge. This is a 7.6% increase in seven day follow up appointments.

We have seen a decrease in readmissions of 4.8% for patients receiving a 7 day follow up when comparing CY 2018, N=24/119, 20.2% and the first six months of CY 2019, N=12/78, 15.4%.

Lessons Learned:

- Improving Inpatient real-time performance has allowed our organization to achieve Get With The Guidelines Gold-Plus, Honor Roll status and Silver-Plus status for two of our hospitals.
- We are now using Care Coordination and standardizing the Seven Day Follow Up appointment to ensure post discharge Medical Management and patient self-management goals are on track and following best practices.
- We have opened follow up clinic access in our Community hospital. Opening access required additional Nurse Practitioner support and hiring takes time. We are pleased moving forward knowing this access is now available across our system.
- We continue to struggle with scheduling follow up appointments on the weekend and weekdays after 5:00 PM when central scheduling is not available. We are also working through real-time identification processes using EPIC real-time reports that include the estimated date of discharge. We are working with the Health Unit Clerks (HUC) to include the EPIC HF report in their daily workflow.
- We are also working with the Charge Nurses to ensure the HUC knows the patient has a list of patients with a HF care plan. This is a reinforcement step to ensure these vital appointments are scheduled before the patient leaves our hospitals.

Feel Better, Care Better

Poster By: Erika Kurtz RN, BSN, CEN | Chair of Patient Experience Team | Memorial Medical Center, Ashland, WI

Summary: Our patient satisfaction scores traditionally drop in the first quarter of the year. After deliberation, we concluded that the winter was not helping with staff and patients moods. If we could bring up the staff mood, the patient satisfaction score would improve.

Core Team members: Memorial Medical Center Patient Experience Team (Trailblazers)

Aim(s): Improve patient satisfaction scores

Measures: Press Ganey Patient Satisfaction and HCAHPs surveys for our patient receiving care in the first quarter at Memorial Medical Center

Results: Our first quarter “Rate the hospital” score remained steady, and our “Recommend” score was the highest ever for first quarter.

Lessons Learned:

1. Many different activities appeal to staff: Trivia contests, Medallion hunts, kindness campaigns, and a monthly celebrations.
2. If the staff feel better and have improved moods, so do the patients and their families.



Annual Membership Application

Or download a copy at <https://www.wahq.org/membership-benefits/>

Name: _____

Credentials: _____

Title: _____

Business Phone: () _____

Home Phone: () _____

Organization: _____

Business Address: _____

City: _____ State: ____ Zip: _____

County: _____

E-mail address: _____

Signature: _____

Please include dues of \$45/one year

Make checks payable to WAHQ and mail to:

Tim Kamps, WAHQ Treasurer
360 W Washington Ave #P110
Madison, WI 53703

WAHQ Board of Directors

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