

## President's Corner

### WAHQ President



**Mary Conti, RN, BSN, SSLBB**

### WAHQ Summer Newsletter 2023 President's Corner

Hello everyone. Summer is here! It is one of my favorite times of year. I love the warm weather, the beautiful flowers and spending time on the lake. For many it is time to relax and enjoy life.

When you are back from vacation and need a professional update our Fall conference may be just what you need. The WAHQ board has been very busy this spring and the work will continue this summer planning and preparing for the upcoming Fall WAHQ Annual Conference.

We have an outstanding agenda for this year's conference. Seasoned Quality leaders sharing their knowledge, tips and tricks to empower our WAHQ membership. You can see the conference details in this newsletter and also on our WAHQ website. Just click the [registration link: 2023 WAHQ Annual Conference – WAHQ](#) to see more conference details.

There have been many changes in healthcare since the pandemic. This is a time to stay on top of the every changing landscape.

Our keynote speaker, Tracy Dodd has a vast experience in healthcare training. She is a fellow for the National Association for Healthcare Quality and continues to learn and grow. Tracy's quality tips and tricks

## Save the Date!

### WAHQ Annual Conference

**“Thinking Upstream: Proactive Empowerment Resources for Quality Professionals”**  
**September 8, 2023**

### Chula Vista Resort

P O Box 30, 1000 Chula Vista Parkway, Wisconsin Dells WI 53965  
Telephone: 608-254-8366

Registration Link: [2023 WAHQ Annual Conference – WAHQ](#)

and vast knowledge is something you will not want to miss.

We also know information technology importance is continuing to grow in healthcare. With the expanding data we need to understand how to make sure it is reliable. Kate Konitzer and Becky Birchmeier will help us understand how Marshfield clinic created oversight to ensure data could be used to make decisions.

I will also share a case study of how we utilize the Froedtert Health electronic health record to identify patient populations to improve inpatient and outpatient care.

In addition we have two experts in population health from Advocate Aurora, Laura Wieloch who will share population health transitional care management return on investment. Cynthia Kolauf who will share self-management strategies and motivational interviewing techniques.

All of our speakers will include participation in their presentations because we know that is the best way for adult learners to absorb and retain new information and skills.

I hope to see you at our upcoming conference. You won't want to miss it!

### Chula Vista Resort Hotel Room Blocks

**available September 7-9 2023**  
**\$119 per night, which includes the resort fee at no additional charge**

To make an individual reservation  
**call 1-608-254-8366**

**Please refer to leader number J31712**  
**“WI Assn for Healthcare Quality”**

**You must reserve a room before**  
**August 8, 2023**

**to get the conference rate**  
**less than 72 hour cancellation may result**  
**in a hotel booking fee**

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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](http://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.

### Wisconsin Healthcare Quality Websites

- \*Wisconsin Department of Health Services Division of Quality Assurance (WI DHS DQA): [Division of Quality Assurance \(DOA\) | Wisconsin Department of Health Services](http://www.wisconsin.gov/dhs/division-of-quality-assurance)
- \*Rural Wisconsin Health Cooperative (RWHC): [Home \(rwhc.com\)](http://www.rwhc.com)
- \*The Wisconsin Office of Rural Health (ORH): [Home - Wisconsin Office of Rural Health \(worh.org\)](http://www.wisconsin.gov/orh)
- \*Wisconsin Collaborative for Healthcare Quality (WCHQ): [https://www.wchq.org/](http://www.wchq.org/)
- \*Wisconsin Hospital Association - Quality & Patient Safety [https://www.wha.org/Quality-Patient-Safety](http://www.wha.org/Quality-Patient-Safety)
- \*Wisconsin CheckPoint <http://www.wicheckpoint.org>
- \*Wisconsin Price Point <http://www.wipricepoint.org>
- \*Wisconsin Quality Improvement Network/Quality Improvement Organization (QIN/QIO): Superior Health Quality Alliance [https://www.superiorhealthqa.org](http://www.superiorhealthqa.org)

### National Healthcare Quality Websites

- \*Agency for Healthcare Research and Quality [https://www.ahrq.gov/](http://www.ahrq.gov/)
- \*Center for Disease Control (CDC) <http://www.cdc.gov>
- \*CMS Internet site [Home - Centers for Medicare & Medicaid Services | CMS](http://www.cms.gov)
- \*Health Grades <http://www.healthgrades.com>
- \*Healthy People 2030 <https://www.healthypeople.gov>
- \*Institute for Healthcare Improvement (IHI) <https://www.ihq.org/>
- \*National Association for Healthcare Quality (NAHQ) <https://nahq.org/>
- \*National Committee for Quality Assurance (NCQA) <https://www.ncqa.org/about-ncqa/>



### 2023 Certified Professional in Healthcare Quality (CPHQ) Study Course

NAHQ has published a new exam content outline that took effect on March 15, 2023. Visit [CPHQ](https://www.nahq.org/cphq)

[Certification | NAHQ](https://www.nahq.org/cphq) to learn how to prepare for and apply for the CPHQ Exam. Why CPHQ? Why Not! [Watch this Video!](https://www.nahq.org/cphq)

### Complimentary CPHQ info session

July 25, 2023

Today is the day to reserve your seat! Learn how to advance your career by earning the [Certified Professional in Healthcare Quality](https://www.nahq.org/cphq)® (CPHQ): the only certification in the profession of healthcare quality. Join our live information session on **Tuesday, July 25, at 2 p.m. CT**, and slides will be provided after the webinar to those who registered.

## WAHQ Treasurer's Report

By Timothy Kamps

### ACCOUNT BALANCES

As of May, 2023

Checking	\$ 6,092.23
Savings	\$ 10,698.22
Annuity	\$ 8,092.82
Interest	\$ 242.78
<b>Total Assets</b>	<b>\$ 25,126.05</b>

## From the office of Membership

### Kim Wildes WAHQ Membership Coordinators

**Join or renew your WAHQ membership today!** The WAHQ membership dues cost \$45/calendar year, making it one of the most affordable professional memberships available. WAHQ membership delivers discounts associated with educational offerings, the Wisconsin Association's Newsletters, job postings, networking and conference presentations opportunities, and more!

Download the annual membership application ([PDF](#), [Word](#)) or print the membership application on page 6. Make checks payable to WAHQ and mail to: *Tim Kamps, 360 W Washington Ave, #P110, Madison, WI 53703*

<b>Active Membership Total:</b>	52
<b>New Members:</b>	7
<b>% of Active with CPHQ:</b>	44.2%

Region	Active Members	New Members
Northeast	7	1
North Central	1	1
Northwest	5	1
Southeast	12	1
South Central	22	2
Southwest	5	1

## WAHQ Regions



# WAHQ 2023 Conference Details

**“Thinking Upstream: Proactive Empowerment Resources for Quality Professionals”**

**September 8, 2023**

Chula Vista Resort, Wisconsin Dells



**Keynote Speaker Therese (Tracy) Dodd**

*BA, MBA, RN, CPHQ, FNAHQ, Quality Improvement & Accreditation/Regulatory Compliance Specialist, FACT Consulting Services*

As a Senior Consultant for the Foundation for the Accreditation of Cellular Therapy (FACT) Consulting Services, Tracy is responsible for assessing, analyzing, and recommending quality and clinical performance improvement processes. She collaborates with clients to provide guidance to ensure the cancer service line is in compliance with regulatory and accreditation bodies. Tracy previously served as the Quality Improvement Director for the Sarah Cannon Transplant and Cellular Therapy (TCT) Network and, prior to that, was the Quality Improvement Committee Chair for the Medical College of Wisconsin Blood and Marrow Transplant (BMT) Program and as the Blood and Marrow Transplant Manager at Children’s Hospital of Wisconsin. She earned her diploma in nursing at the Columbia Hospital School of Nursing and her MBA at the Keller Graduate School of Management. She has more than 35 years of healthcare quality and accreditation/regulatory compliance experience

- Co-Chair of FACT Quality Management Committee.
- Member of the American Society for Transplantation and Cellular Therapy (ASTCT) Administrative Directors SIG Quality Workgroup.
- Member of ASTCT Committee on Quality Outcomes
- Member of the National Association for Healthcare Quality (NAHQ) Fellowship Review Team

**WAHQ Conference Agenda**

- **7:30 – 8:30 AM**      *Registration and Breakfast*
- **8:30-8:45 AM**      **Welcome and Opening Remarks –**  
*Mary Conti, WAHQ President*
- **8:45-10:45 AM**      **Keynote – Knowledge is Power – Using Quality Tools to Increase Resilience and Empowerment –**  
*Therese Dodd BA, MBA, RN, CPHQ, FNAHQ, Quality Improvement & Accreditation/Regulatory Compliance Specialist, FACT Consulting Services*
- **10:45 – 11:00 AM**      *Break, Vendors, and Storyboard Passport*
- **11:00 – Noon**      **Confidence in Data. Excellence in Care: A Review of Analytical Tools and Data Governance, Literacy and Integrity, and Association to Quality Improvement –**  
*Kate Konitzer and Becky Birchmeier RN, Marshfield Clinic Health System*
- **Noon – 12:30 PM**      **Utilizing the Electronic Health Record (EHR) to Translate Information to Improve Outcomes –**  
*Mary Conti, RN Clinical Program Manager – Froedtert Health*
- **12:30 – 1:30 PM**      *Lunch, Vendors, and Storyboard Passport*
- **1:30 – 2:15 PM**      **Population Care Management, Transitional Care Management (TCM) & Return on Investment (ROI) –**  
*Laura Wieloch – Advocate Aurora*
- **2:15 – 3:15 PM**      **Self-Management Strategies/Motivational Interviewing –**  
*Cynthia Kollauf – Advocate Aurora*
- **3:15 – 3:30 PM**      *Break, Vendors, and Storyboard Passport*
- **3:30 – 4:15 PM**      **WHA Legislative and Quality Updates –**  
*Jill Lindwall – Wisconsin Hospital Association*
- **4:15 – 4:30 PM**      **Closing Remarks – Door Prize**

# WAHQ 2023 Call For Storyboards

## Call for 2023 WAHQ Conference Storyboards

**Call for Storyboards for the 2023 Annual WAHQ Conference** - 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 Mary Conti [mary.conti@froedtert.com](mailto:mary.conti@froedtert.com). Storyboard presenters will receive a conference fee reduced by \$50. There is no limit on storyboards per facility.

Please submit a brief description (80 words or less) send to Mary Conti, [mary.conti@froedtert.com](mailto:mary.conti@froedtert.com)

<b>Storyboard topic/ title:</b>	<b>Contact person(s):</b>
<b>Summary:</b> (80 words or less)	

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

## “2022 Tackling Quality & Safety to Bridge Healthcare Gaps” Conference Reports

### Using American Heart Association Registries to Improve Heart & Stroke Outcomes

Lynn Serdyski, Senior Quality Programs Manager for the American Heart Association shared the power of the multiple Get With The Guidelines registries. She shared the multiple cardiovascular registries available from the American Heart Association.

The Registries are used to identify gaps in care for specific populations. Registries include:

- Mission Lifeline
- Target BP
- Target Stroke
- Target Type 2 Diabetes
- Stroke
- Resuscitation
- Heart Failure
- AFIB
- Coronary Artery Disease
- Rural Outcomes Accelerator

### BENEFITS OF GET WITH THE GUIDELINES® PARTICIPATION

- GWTG is a robust, quality improvement tool
- The GWTG platform is web-based, accessible from anywhere
- Easy to run reports with benchmarking capabilities
- Support of AHA quality improvement consultant
- Public recognition at AHA national conferences, on the AHA website, and listing by name in advertisements that appear annually in the “Best Hospitals” issue of the U.S. News and World Report

**“SCIENCE TELLS US WHAT WE CAN DO; GUIDELINES TELL US WHAT WE SHOULD DO; REGISTRIES TELL US WHAT WE ARE ACTUALLY DOING.”**

- Lukas Kappenberger MD

If you are interested in joining any of the American Heart Association registries please contact **Lynn Mallas-Serdynski, BSN RN** at [Lynn.Serdynski@heart.org](mailto:Lynn.Serdynski@heart.org)

### Using Data to Improve Wisconsin’s Ambulatory Care Quality, Wisconsin Collaborative for Healthcare Quality

Brian Slattery, Director of Performance Measurement & Analytics shared the benefits of participating in the Wisconsin Collaborative for Healthcare Quality (WCHQ). Multiple Healthcare systems across the state participate in the WCHQ to compare and improve ambulatory patient outcomes.

Over 8 million patients in a ten year period have been entered into the WCHQ data warehouse, Reports are created by facility, provider and patient-level. Thirty-one total measures are tracked. Ambulatory measure categories include:

- Behavioral Health
- Cancer Prevention
- Diabetes
- Hypertension
- Immunizations
- IVD
- Obesity
- Oral Health
- Pediatric Prevention
- Tobacco Use & Cessation

All WCHQ measures are based on individuals who were seen at least twice within the last two years by a provider in a primary care setting at a WCHQ member organization. For individual providers, WCHQ is a trusted leader because it represents established patients.

WCHQ Core Competencies include Measurement development, collection and public reporting of ambulatory measures. This leads to practice transformation with the creation and dissemination of quality improvement strategies.



# WAHQ Mission is to Advance Quality in Healthcare

## Wisconsin Quality Residency Program

The Wisconsin Hospital Association (WHA), Rural Wisconsin Health Cooperative (RWHC), and the Wisconsin Office of Rural Health (WORH) are excited to share registration information for 2023 WI Quality Residency program. Sessions are held the first Wednesday of each month from 9am-3:30pm, through December 2023.

### Upcoming sessions:

**Wednesday, July 12:** Performance & Process Improvement

**Wednesday, Aug 9:** Project Facilitation and Implementation

**Wednesday, September 13:** Creating a Culture of Safety

Registration is required. Click on the [Wisconsin Quality Residency Program](#) link to learn more and to register!

## Primary Stroke Prevention Awareness with Risk Factor Risk

In July 2012 Wisconsin's Department of Health Services (DHS) received Wisconsin Coverdell Stroke Program (Coverdell) funding from the Centers for Disease Control and Prevention (CDC). Most recently, DHS was awarded a three-year cooperative Coverdell agreement from the CDC for the period of June 30, 2021 through June 29, 2024. A focus of this funding, under the Paul Coverdell National Acute Stroke Program, is to demonstrate increasing community awareness of stroke.



In March 2018 Coverdell created BE FAST Bella to promote community awareness of the signs and symptoms of stroke. The acronym BE FAST describes the six common signs of stroke.

Bella materials are available for free to our participating hospitals, emergency medical services (EMS), and community partners. Resources come in various modes: bookmarks, fliers, placemats, and magnets to name a few.

They are currently available in English, Spanish, and Hmong. To ensure we are reaching as many Wisconsinites as possible, discussions are occurring to expand the available languages.

BE FAST also teaches people to act quickly by calling 911 if they see signs of a stroke in themselves or others.

In mid-2022 Coverdell embarked on a new project to develop primary stroke prevention materials. The campaign was titled Risk Factor Rick and was to have a similar look as BE FAST Bella. The purpose was to focus on three primary modifiable risk factors for stroke. These included tobacco use, physical activity, and high blood pressure. Coverdell

proposed a split-frame for each poster depicting the before with the risk factor, and after showcasing the protective behavior. When drafts were created, Coverdell presented them for review to our Coverdell Community Stroke Partners. Risk Factor Rick was ready for its debut very recently in mid-May 2023.



Please visit our Coverdell website to see BE FAST Bella and Risk Factor Rick materials [Wisconsin Coverdell Stroke Program: BE FAST](#).

Coverdell is always looking to partner with hospitals, EMS, and community partners. There is no fee to join, if interested please email John Bowser, Director, Wisconsin Coverdell Stroke Program, [john.bowser@dhs.wisconsin.gov](mailto:john.bowser@dhs.wisconsin.gov) or Dot Bluma, Stroke Project Specialist, [dbluma@metastar.com](mailto:dbluma@metastar.com).

## Call for Vendors

### 2023 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor

Chula Vista Resort, Wisconsin Dells, 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](http://WAHQ.org)

If you are interested in being a vendor, please contact Mary Conti at [mary.conti@froedtert.com](mailto:mary.conti@froedtert.com) for more information.

Cost - \$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.

Mary Conti [mary.conti@froedtert.com](mailto:mary.conti@froedtert.com)

# Annual WAHQ Conference **Networking Opportunities!**



## WAHQ Board of Directors

### **Officers**

#### President

Mary Conti

[mary.conti@froedtert.com](mailto:mary.conti@froedtert.com)

#### President elect

Therese (Tracy) Dodd

[doddtherese@gmail.com](mailto:doddtherese@gmail.com)

#### Secretary

Wende Fedder

[wendef@gmail.com](mailto:wendef@gmail.com)

#### Treasurer

Timothy Kamps

[TK.Kamps@gmail.com](mailto:TK.Kamps@gmail.com)

### **Liaisons**

#### Membership Coordinator

Kim Wildes

[kim.wildes@uhc.com](mailto:kim.wildes@uhc.com)

#### Conference Coordinator

Becky Steward

[bsteward@chw.org](mailto:bsteward@chw.org)

#### Newsletter Editor

Jill Lindwall

[jlindwall@wha.org](mailto:jlindwall@wha.org)

#### Social Media Coordinator

Website-Coordinator

Vacant

### **Regional Representatives**

#### North Central/North East/Northwest

Becky Birchmeier

[birchmeier.becky@marshfieldclinic.org](mailto:birchmeier.becky@marshfieldclinic.org)

#### South Central

Janet Wagner

[jwagner@rwhc.com](mailto:jwagner@rwhc.com)

#### South West

Carolyn Anderson

[Carolyn.Anderson@richlandhospital.com](mailto:Carolyn.Anderson@richlandhospital.com)

#### South East

Becky Steward

[bsteward@chw.org](mailto:bsteward@chw.org)

### **WAHQ BOD - Open Position**

#### **Website/Social Media Coordinator**

Do you or someone you know have a knack for web design and digital marketing? Are you looking for an opportunity to become more involved with WAHQ? Don't let this opportunity pass you by! Contact Mary Conti at [mary.conti@froedtert.com](mailto:mary.conti@froedtert.com)

## **Wisconsin Association for Healthcare Quality (WAHQ)**

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

### **2023 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

**2023 WAHQ Conference fee:**  Member: \$150  Non-Member \$200

check if these apply  Storyboard presenter  WAHQ BOD Member  Speaker  Vendor  
Conference fee includes a 2024 WAHQ membership

**Make check payable to: WAHQ**

**Mail completed Registration to:**

**Tim Kamps**

360 W. Washington Ave. #1310

Madison, WI 53703

Email: [TK.Kamps@gmail.com](mailto:TK.Kamps@gmail.com)

Phone: cell-(608) 217-191