

President's Corner

WAHQ President



Linda Buel, RN, CPHQ

COMMITMENT

I believe that renewing your commitment to your state professional quality association is critical for your professional growth and professional well-being. Ownership of WAHQ belongs to the members and our success and strength is everyone's responsibility and reward. I've been asked "what is the benefit of being a member?" I have always been, and will always be, a member of WAHQ for a variety of reasons. I have been a member of the Board for several years for those reasons also encourage you to think of how you have benefited as well. Share these thoughts with professionals you interact with and help build our association through new members from all professions.

Benefits:

1. I know exactly who to call when I'm looking for new ideas, new approaches or just need to talk to someone who fully understands the world of quality.
2. I find comfort in the assurance that I will be given the opportunity to attend a low-cost, information packed conference every year in the same month, same day of the month and at the same location. I will be able to re-connect with colleagues that I may not have

and others. I want to share some of my rewards of this relationship and hope that you can relate to some of them. I been in touch with over the year.

3. With a membership fee of just \$45.00, I can count on being able to continue my membership regardless of my organization's willingness or ability to pay.
4. Three to four times out of the year, I can review articles of interest in the association's newsletter and I know that I have a place to exercise my interest in writing by offering some content.
5. I know that the members of the Board are truly interested in my profession and care about me because they "listen" to my comments, respond to my requests, sincerely encourage my participation, and volunteer hours throughout the year to enhance my membership rewards and plan for a successful annual conference.

We are committed to your needs and satisfaction with the association and always welcome your input via email, phone, or mail. Our Board meetings are scheduled in advance and they are open

Mark Your Calendars!

WAHQ Annual Conference **FRIDAY, MARCH 10, 2006**

Crowne Plaza, Madison, WI
"Quality Revolution"
"Creating an Environment of Reliability"

2005 National - NAHQ Annual Conference
"Quality and All That Jazz"

September 17-20, 2005 New Orleans Marriott-New Orleans, LA

to your attendance. I'm providing the dates for the rest of 2005 and if you are interested in attending, please email me and I'll make sure I forward the agenda to you. Attending a meeting provides you with networking opportunities, a place to share your ideas face-to-face, and a chance to trigger interest in pursuing a leadership role.

Our next meeting date is:

November 4 and are held in Madison, though participation is available through conference call. Let's make a commitment and enthusiasm for the success of our association. It's strength is up to us. See you at the conference March 10, 2006!

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Summer ISSUE 2005

On-Line Continuing Education Credits (CEC) National Association for Healthcare Quality (NAHQ)

You can link to the NAHQ page to view CE articles:
<http://www.nahq.org/db/ce/>

This is the page to search CEC by topic, and then the searcher is guided to the articles with the current CE tests. The tests are those that are the **most current and still available for credit** from the **past 2 years**. Expiration date is noted with the article information.

Examples of Current Topics Include:

-  **Compliance**
-  **Documentation**
-  **Education Training & Communication**
-  **Evidenced Based Medicine**
-  **Government Regulations**
-  **Hedis-Managed Care Focus**
-  **HIPAA**
-  **Information Management**
-  **Informed Consent**
-  **OASIS-Home Healthcare Program to prevent**

The online tests are **\$15 for members and \$25 for nonmembers**. Participants take the tests, pay with a credit card, and receive a certificate online if they've passed the test.

Address Changes and Email Addresses

We value your membership and would like to make sure we are sending materials to all of our members. If your address changes or you would like to add an email address to our database, please contact Virginia Wyss at (608) 752-3911 or by email at VWyss@ameritech.net.

NAHQ List Serve

NAHQ has a great networking opportunity via e-mail. NAHQ has created a list serve for its members. The list serve is a quick and inexpensive way to network with colleagues. If you would like more information about the list serve, please contact: NAHQ 800/966-9392

Visit our Website

Looking for the latest WAHQ news? You can visit our Web site at www.wahq.org 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 Peacock, webmaster, Metastar Inc.

WAHQ 2005 Goals

Submitted by Linda Buel, President

Goal 1 – Education – this includes our annual conference, newsletters, and Metastar's CPHQ study session. Will be emailing the newsletter to members with email and mailing to those that do not have access to Email.

Goal 2 – Networking – Improved communications with our members through an enhanced website, and continued liaison with other state organizations.

Goal 3 – State presence – CPHQ recognition and acknowledgement of member awards through the newsletter. Just a reminder, if you pass your CPHQ exam, please send evidence of your success and membership to our treasurer for \$75.00 reimbursement.

Goal 4 – Strengthen relationship with NAHQ – maintain NAHQ affiliation through strong membership and participate in the NAHQ Leadership Council. We continue to meet the minimum 25% dual membership for WAHQ and NAHQ. We have three members who participate on the NAHQ Leadership Council.

Goal 5 – Fiscal Responsibility –The board is continually looking for ways to increase member benefits and maintain budget conscious activities.

Treasurer's Report

Submitted by Matt Wahoske, Treasurer

ACCOUNT BALANCES

• Checking	\$1,995.87
• Savings	\$8,499.07
• Annuity	\$4,753.64
Total	\$15,248.58

2005 - WAHQ Annual Conference REPORTS

VALUE=QUALITY+COST



Keynote Speaker: Michelle Boylan RN, MA, MBA

Michelle is the VP of Corporate Quality Service/Patient Safety Officer for Aspirus, Inc. She oversees regulatory compliance, Quality, Risk, Infection Control, UR, SS/DC Planning, HIM, safety activities, and public accountability. She serves on the ISMP Advisory Board, NQF Advisory Council, Checkpoint Quality Team, and the Wisconsin Collaborative for Healthcare Quality.

Michelle is the WAHQ, President-Elect from the North Central Region and she

presented the many **Trends Shaping the Future of Healthcare :**

Quality Leadership - A way of leading, inspiring, integrating efforts and managing for profitability and growth..... lever pace setting companies are actively engaged in developing....

Energy - "Disease Management Hot Trends" AHRQ Priority Conditions: Ischemic Heart Disease, Cancer, Chronic Obstructive Pulmonary Disease/Asthma, Stroke, including HTN, Arthritis & non traumatic joint disorders, Diabetes Mellitus, Dementia/Alzheimer's, Pneumonia, Peptic ulcer/dyspepsia, Depression & other mood disorders

Dependability – *Innovative Products* : Gene-Based Medical Care, High-Power Energy Packages, Green Integrated Technology, Omnipresent Computing, Nanomachines, Personalized Public

Resilience – *Greater Use of Information Technology (IT)*: Increase efficiencies of defined processes i.e. admission, Data Driven Clinical Care ****, Pay for Performance, Public Accountability, Evidence Based Medicine, Electronic Health Records

Affability – **Priorities for Action**: Enhance quality and outcomes reporting, accelerate technology implementation, evolve towards an electronic medical record, leverage using the web to empower the consumer,

Management – Future concerns of bioterrorism, aligning incentives, developing a sustainable model for health coverage and financing

PAY FOR PERFORMANCE

Jacqueline Gisch, RN, MSN, Director of Quality Improvement for Aurora Health Care. She coordinates all the Care Management Initiatives & Data for 13 hospitals and over 80 medical clinics.

Jacqueline presented the What, Why, and How of the current "Premier-Center for Medicare Services (CMS) 3-year Demonstration Project". The project has proven to be very competitive thus far.

The intent of the "Premier - CMS demonstration project" is to reward the

- Top 10% hospitals with additional 2% Medicare payment.
- Next 10% get additional 1% payment
- Top 50% get public recognition

Penalize Bottom 20%, which may have to return money.

Targeted 5 Clinical Conditions:

Acute Myocardial Infarction, Congestive Heart Failure, Pneumonia, Coronary Artery Bypass Graft, Hip & Knee Replacement.

Implementation Strategies include: Standing MD Orders, Concurrent scannable data tracking forms. Monthly feedback to Nursing, Physicians, and Administration has facilitated needed change.

Impact – "State Initiatives on the Move" Checkpoint, Wisconsin Collaborative, Medicare/aid reform, Physician office visit data collection, Rural Health Cooperative, Hospital Regulatory Improvement, Health plan transition

Future Quality Professional

Ambitious, experienced, farsighted, original, persuasive leadership; ENERGETIC; considerate, empowering, friendly, Credible, organized, productive, and thrifty dependability; Calm, flexible, optimistic, & trusting resilience.

Joint Commission Disease

Specific Certification
Wende

Fedder, RN,
MBA,

Director of the Stroke and Neurovascular Center at Alexian

Brothers Hospital Network in Chicago, IL and a Joint Commission on Accreditation of Healthcare Organizations (JCAHO) Disease Specific Certification reviewer.

Wende has numerous national publications in the areas of stroke center development and QI initiatives in the care of stroke patients.

Wende Fedder reviewed the Information-Driven Evaluation process the JCAHO, Disease Specific Care Certification. She outlined the performance measures, the disease specific certification award cycle, the on-site evaluation sample agenda and she fielded multiple questions from interested participants.



2005 - WAHQ Annual Conference REPORTS (continued)

submitted by Linda Buel, WAHQ President

Quality and Cost in Critical Care

Kenneth E Wood, DO

Associate Professor of Medicine and Anesthesiology
Director, Critical Care Medicine and Respiratory Care
The Trauma and Life Support Center – University of Wisconsin Hospital & Clinics

Dr. Wood knowledge of quality improvement, and passion for improving care was evident as he guided us through a fast paced, fact filled, 1 hour of data and strategies related to cost, quality and outcomes. His presentation covered Resource Utilization, standardization of structure and processes, severity of illness considerations, outcomes measures for critical care, importance of collaboration, development of protocols and benchmarking measures.

Dr. Wood shared an efficiency ratio that relates to Quality and Outcomes. He identified the plateau effect of quality and outcomes and determined where the efficiency lines intersect. This model was presented to drive home the point that too much efficiency, or lack of manpower and resources, can contribute to lower quality and poor outcomes. Finding balance is essential to the highest quality and outcomes. His final messages to us was "When you're through with improving, you're through" from Bo Schembechler-University of Michigan.

ROI: Integration of A New Case Management Model, A Resource Center, and the Canopy Information System

Pamela Wiegel, RN, MS, CPUM

Outcomes Manager: UWHC Coordinated Care Department
Pam's presentation on return on investment and outcomes complimented Dr. Wood's presentation on cost, quality and outcomes for critical care. She highlighted the Canopy system in use at UW Hospital which provides information on access and capacity, length of stay, case mix index,

ED LOS, LOS outliers and avoidable days trend, patient satisfaction, actual vs. expected mortality, readmissions, and financial health scores. For the second half of her presentation, she shared the new Coordinated Care/Case Management structure at UW Hospital which includes a physician advisor, outcomes managers, case managers, payer and referral specialists, social workers and support staff in clinical practice groups.

Pam gave two examples of PI projects that have used data from the Canopy system to improve patient satisfaction and length of stay.

Other projects include Virtual Nursing Home, Scheduled discharges, Long stay target initiative, and the Hoptel Program. For more information, you can contact Pam through email p.wiegel@hosp.wisc.edu

2005 NAHQ Annual Conference Quality and All That Jazz

September 17-20, 2005,
New Orleans Marriott-New Orleans, LA



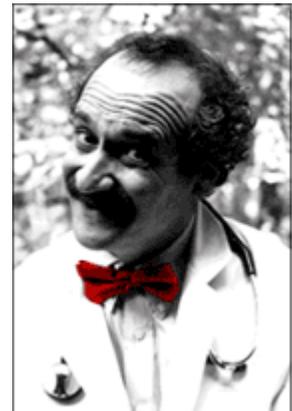
Featured Speaker: **SUNDAY, SEPTEMBER 18, 8–10 AM**

Doc Hollywood Salutes NAHQ: Laughter Is Great Medicine

Neil Shulman, MD, Associate Professor, Emory University School of Medicine, Atlanta, GA

According to his business card, Neil Shulman is "Author, Comedian, Architectural Innovator, Brainstormer, Speaker, Planner of Way Too Many Projects at One Time, Wearer of Bow Ties, and Basically Just a Really Funny Guy." Shulman, who served as inspiration for the 1991 hit movie *Doc Hollywood*, intends to pave his way with as many new experiences as he can find. The common purpose of all his choices is joyful laughter, not bitter sarcasm or trendy cynicism.

Shulman creates laughter that fills the heart, laughter that bridges fear., and laughter that mends. He'll focus on the lighter side of quality in healthcare today.



For additional conference details go to [http: www.nahq.org](http://www.nahq.org)

**New
WAHQ & CPHQ Members**

Submitted by Linda Buel, President

New Members

- Carol Durocher – Two Rivers
- Peggy Kennedy – Marshfield
- Lisa Rowe-Peplinski – Marshfield
- Debra Morse – Madison
- Matt Wahoske – Madison
- Patricia Pfeiffer – Stevens Point
- Anne Radtke – Stevens Point
- Kimberly Wildes – Appleton

New CPHQ

- Beth Benz
- Carol Durocher
- Rachel Yaron
- Beth Dibbert,
- Annette Bertelson
- Kristin Mickalowski
- Jennifer Harrison
- Debra Morse

**Call for Storyboards
March 10, 2006 WAHQ Conference**

Submitted By Sheri Krueger-Dix

Another WAHQ opportunity to network and share your successes and lessons learned with your professional peers.



If you are interested in presenting a **Storyboard that demonstrates a progressive topic that would highlight Healthcare Quality,**

Please submit a brief description (80 words or less)
to Sheri Krueger Dix.
Due by January 13th, 2006

The **WAHQ Board will review** all submissions and **confirm presentors** with **guidelines by February 18th 2006.**

email: sdix@fmlh.edu or
Phone: 262-257-3495 or 414-850-8488

**Storyboard presenters will receive a 1-yr. transferable
WAHQ membership per organization.**

2005 WAHQ Conference –Storyboard Reports Submitted By Sheri Krueger-Dix

1. "Compliant Documentation Management Program"

Presenter: Rose Leben, RN, CPHQ, Covenant Health System

The **Compliant Documentation Management Program (CDMP)** is a documentation support system. Its goal is to improve the accuracy and completeness of clinical documentation which will:

- Assure documentation that reflects the work effort, resource consumption, severity of illness and complexity of patient care
- Assure appropriate reimbursement Coding is dependent on documentation contained in the medical record
- Improved documentation can lead to more appropriate DRG assignment and increase in case mix & reimbursement

2. "Surgical Infection Prevention Collaborative- The Wisconsin Experience"

Presenter: Diane Schallert, Clinical Quality Specialist, MetaStar
MetaStar conducted a **Wisconsin Surgical Infection Prevention, (SIP)**

Collaborative with 20 Wisconsin hospitals from May 2003 to June 2004. The Collaborative was based on the IHI Breakthrough Series Model that included:

- learning sessions,

- monthly reports and data collection, using the PDSA cycles for developing and implementing changes, monthly conference calls, and
- an Outcomes Congress that showcased the successes with the process measures and the many learnings within the Collaborative structure.

One of the goals was to achieve 100% compliance with the appropriate selection and timing of the prophylactic antibiotic administration. The aggregate data for the Hospital Teams revealed significant improvement in the three antibiotic process measures.

Additional Storyboard reports will be featured in the **next News & Views**, which includes:

- Pam Epple- Organ Donation Breakthrough Collaborative,**
- Judy Frisch- Improving Quality through Public Reporting Workshop Series,**
- Sandi Budzynski- Improving Outcomes for Patients with Community Acquired Pneumonia.**

WAHQ 2005 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

Annual Membership Fee \$45

Make check payable to **WAHQ**

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