

President's Corner

WAHQ President



Paul Frigoli

Happy end of summer to everyone! Can you believe how fast the year is flying by? It seems like just a few weeks ago we were in the Dells for our annual conference and there was snow on the ground. Now it's a hot and humid summer, with fall well on its way.

We are blessed to live in a beautiful state with four distinct seasons, reminding us of how life is full of changes.

Speaking of change, have you noticed how much change you deal with in your job? Doesn't it seem to be accelerating more each passing year? That is the only guarantee in healthcare: it will be full of changes!

As healthcare quality professionals we are expected to manage the change and make sense of the changes in regulations, initiatives and data repositories that spring up nearly every day.

Feel overwhelmed? You should! Quality has become one of the most challenging specialties in healthcare.

As I look at my calendar (I have TWO assistants who fill it up for me!), I

SAVE THE DATE – February 19, 2016

WAHQ Annual Conference

Location: Glacier Canyon Lodge at the Wilderness
Address: 45 Hillman Road P.O. Box 299
Wisconsin Dells, WI 53965
Phone: 1-800-867-WILD (9453)

sometimes don't know where to even begin.

After 35 years in healthcare, mostly in leadership positions, I am finally learning an important lesson: to take care of myself before I tackle the day.

I choose to begin my morning with a few minutes of "me time." It doesn't have to be very long. Just times to gather my thoughts, read an inspirational passage, organize myself, sip at my coffee, and be refreshed before the hectic day begins. It makes me a better leader.

Your WAHQ Board is hard at work planning the 2016 Annual Conference to be held February 19th at the Glacier Canyon Lodge in the Dells.

We have some dynamic speakers and exciting workshops planned. New this year we will include a special session with your regional representative so that you can get to know them and share a few moments with your colleagues in your region.

You won't want to miss this conference, so save the date!

We are here to serve you. Please do not hesitate to contact your regional representative or any of your board members if there is anything we can do to help you succeed in your career.

Best regards.

"Quality has become one of the most challenging specialties in healthcare."



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Visit our WAHQ Website

By Sheri Krueger Dix

Looking for the latest WAHQ news? www.wahq.org
You can visit our Web site at 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>

Midwest State Associations Collaborate

by Ray Riska, Newsletter Assistant Editor

Representatives from the Healthcare Quality state association of: Wisconsin, Illinois, Indiana, Michigan, and Ohio recently met to discuss sharing of educational offerings and other resources. There was a general agreement that educational offerings to state members (especially those nearing state boarders) would be of interest to some members. The individual states agree they did not think their perspective Boards of Directors would have difficulty in allowing the publication of other state offerings in their respective state newsletters.

Lastly there was discussion of the President/Designee of State Chapters attending each other's conferences. Chapter Presidents plan on further discussions in December.

Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of July 31, 2015

• Checking	\$ 36,360.68
• Savings	\$ 20,567.02
• Annuity	\$ 6,388.55
• Interest	\$ 115.15
Total Assets	\$63,431.40

Have you shared your Quality Knowledge or Stories via Presentations or Published Articles?

by Carol Durocher, WAHQ
Northeast Representative



Let WAHQ know what you have been doing

In promoting the excellence of our WAHQ membership we encourage members to share their quality knowledge and success stories with others both within our State and Nationally. Many of you have done this and we would like to start a database on your presentations.

Please email carol.durocher@aurora.org with your accomplishments.

Title your email "WAHQ Presentation" and include the following information in your email.

Date	Type of Presentation (Speaker, Published Article)	Your Name	WAHQ / NAHQ Member: (state which one or both)	Title of Work
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2015 WAHQ Plenary Presentation – Roger Resar M.D.



Dr. Roger Resar

Considerations and Observations on Bundles and Reliability

By Ray Riska, Newsletter Assistant Editor

It is not often that the plenary presentation is the last session of the day at an all-day conference. For the presenter it can be a real challenge to energize and mesmerize the audience but that is what Dr. Roger Resar did. His presentation on the “Considerations and Observations on Bundles and Reliability” was delivered with such passion and enthusiasm as to border on zealotry. None of this however took away from Dr. Resar message that bundles work and the design of a bundle need not be hard.

Dr. Resar's 7 key questions to analyze reliable process designs are:

1. Is the connection between goals and process clear?
2. Is the strategy primarily vigilance and hard work?
3. Has some degree of segmentation been used to implement the strategy?
4. Is standard work with testing been part of the design?
5. Are small test of change being used in a rapid cycle?
6. Is data collection rapid enough to foster good design?
7. Is a methodology being used to design for reliability?

They along with his "rules of opportunity" were a great take away.

The "front line test" codified what we all knew; you must include the front line and you must have easily defined goals and processes.

When Dr. Resar challenged us to examine our concepts of "hard work and vigilance" as being fundamental to successful design, you could hear the silence of a stunned audience. If

the theories presented had just been hypothetical; the audience wouldn't have given them much credence. Instead the applications with the real world examples evidenced in Dr. Resar's work with the Institute for Healthcare Improvement (IHI) at institutions like Mayo Clinic and Cedars Sinai won many over to at least consider his hypotheses and direction.

The last section of Dr. Resar's presentation was on measurement data and lean principles of plotting change which could have been boring, but it wasn't. The WAHQ would do well to invite Dr. Resar back to speak at a future conference.



NAHQ presents the 2015 Healthcare Quality Week on October 18 – 24 - a week dedicated to you! This week is an opportunity for you to celebrate your accomplishments in healthcare quality, highlight your organization's contributions to the profession and recognize the influence you have on positive patient outcomes.

In this fast-paced and ever changing environment, more than 8,700 CPHQs differentiate themselves as quality professionals with competency, knowledge, and dedication that add value to the healthcare quality profession.

To show our appreciation for our certificants, we would like to reward your commitment to quality and your commitment to the CPHQ with a complimentary educational webinar on **Tuesday, October 20 at 12-1pm CT** entitled [Leading Change](#), presented by Dr. Airica Steed, RN, MBA, Ed.D. 1 CPHQ CE credit is available for all participants.

Dr. Steed currently serves as the Enterprise Chief Experience Officer (CXO) and Clinical Assistant Professor at the University of Illinois Hospital and Health Sciences System. She was featured on the cover of Modern Healthcare in the December 13, 2014 issue and is an innovator in the space where quality and experience come together to improve patient care.

Visit the [Healthcare Quality Week Resources](#) page to register for the webinar and take advantage of the resources to help you celebrate Healthcare Quality Week. Promotional products are also available for purchase to use as giveaways, prizes, or gifts.

WAHQ 2016 Annual Conference

Key Note Speaker

“The Challenges of Motivating Healthcare Professional to Improve Patient Outcomes: The Surgical Champion Model.”



Charles E. Edmiston, Jr., PhD, SM (ASCP), CIC (CBIC), FIDSA, FSHEA, FSIS

Dr. Charles Edmiston is an Emeritus Professor of Surgery at the Medical College of Wisconsin (MCW) and an Adjunct Professor at Vanderbilt University School of Medicine. He is the current the Director of the Surgical Microbiology and Hospital Epidemiology Research Laboratory at MCW. He is a consultant to the Wisconsin Division of Public Health as “State Surgical Champion” for SSI reduction.

Dr. Edmiston completed his doctorate at Vanderbilt University and joining the surgical faculty in Milwaukee in 1984 to develop a surgical infectious disease research program. He was Froedtert Hospital’s Epidemiologist from 1998 to 2014. He is a Fellow of the Infectious Disease Society of American, Surgical Infection Society, and Society for Healthcare Epidemiology of America. He is Board credentialed in both Infection Control (CBIC) and as a Specialist in Clinical Microbiology (ASCP).

For 15 years he has served as a consultant to the Food & Drug Administration as an expert on the infection control implications of implantable biomedical devices, including time as Chairman of the General Hospital & Personal Use Device Panel of the Medical Devices Committee of the Food and Drug Administration.

Agenda Topics - Speakers

- **Population Health** **Stephanie Berkson**
- **Data Analytics** **Jason Gillikin**
- **Long Term Care** **Jeff Wussow**
- **Starting a Data Analytics Program**
 Kat Nachreiner

• Critical Access Hospital/Rural Update



William Sexton, CEO, Crossing Rivers Health

Bill Sexton has been in health care administration for more than three decades. He is a Fellow in the American College of Healthcare Executives where he has been board certified for nearly thirty years. A past President of the National Rural Health Association, he has been active in health policy formation at the national, state and local levels. He currently serves on the board of the Wisconsin Health and Hospital Association, Rural Wisconsin Health Cooperative, Shared Health Services Corporation, Community Health Services Corporation and is the Board Chair for the National Rural Health Association Services Corporation.

Bill is also a retired Air Force lieutenant colonel, enjoys woodworking and rebuilding classic cars. He lives in Prairie du Chien, Wisconsin with his wife Melyssa and has one daughter Kelly.

• Regulatory Update



Matthew Stanford

Matthew Stanford is the General Counsel for the Wisconsin Hospital Association (WHA), whose membership includes over 130 hospitals and health care systems in Wisconsin. Matthew joined WHA in 2003, and is a member of WHA's government relations team. Matthew received his law degree and Master's in Health Administration from the University of Iowa.

"2015 WAHQ Conference"

Storyboard

Safety Advocate: Clinical nurse leadership to promote a culture of safety. Erik Miller RN, BSN Sara Marzinski RN, BSN

Summary:

Incident reporting has been historically associated with a fear of negative repercussions and punitive actions. Misperceptions of incidents lead to underreporting of near-miss and actual events thereby increasing safety risks for staff and patients. Frustrations acknowledged by frontline staff members include the perceived lack of follow through and staff involvement in the resolution process. The project was developed to incorporate the following tenets:

- Enhancing transparency of the incident review process through incorporating frontline staff members in lessons learned and evidence-based learning enhances staff members' engagement in the change process (Besmer, et al., 2010).
- Close involvement of direct leaders and organizational leaders is essential in the promotion of safety culture.

Aim(s):

The aim of the Safety Advocate Committee is to improve patient and caregiver safety through engagement of clinical caregivers in problem solving and event investigation. Enhancing perceptions includes education about incidents and why they occur, creating transparency regarding the incident review process, empowering clinical staff members to be a part of the processes associated with incident occurrence, review and action planning. Ultimately it is believed that these efforts will lead to increased positive perceptions of the incident review process, increased reporting of incidents, increased near-miss reporting and a decrease in events that reach the patient.

Implementation of Safety Advocates at Aurora St.

Luke's Medical Center (ASLMC): The Committee:

- Facilitates collaboration of clinical nursing staff, Risk and Quality directors, clinical nurse specialist, informatics, and nursing leadership.
- Is led and composed of clinical nurses representing all areas where nurses practice (both inpatient and outpatient).
- Sets the structure for clinical nurse review and resolution of unit incidents with a lateral approach to peers promoting a fair and just culture.



Community Care Inc. Performance Improvement Projects

by Dianne Hempel

Community Care, Inc. is a managed care organization providing comprehensive long term care. In 2014, we participated in the *Million Hearts™* Campaign, a national initiative to prevent one million heart attacks and strokes in Americans by the year 2017.

The Family Care program's goal was to improve blood pressure control in members with hypertension whose most recent blood pressure was above goal range, beginning at three pilot sites. A care plan of evidenced based interventions applied by the RN Care Mangers included increasing visits to every 60 days to assess blood pressure, medication adherence, and education. The care plan included a guideline for communicating with the member's physicians, tools for tracking blood pressure, and easy to read handouts. After eight months, 57% of the eligible members' blood pressures were now within control range.

The PACE and Family Care Partnership programs focused on all diabetics with hypertension, and tracking blood pressures within control range (<140/90). These two programs provide integrated health care, including primary and acute, as well as long-term care.

Interventions for this group included DASH diet classes, blood pressure measurement competencies for all staff, and assessment of ACE/ARB medication prescribing per clinical guidelines. Blood pressure control for the denominator population improved from 75% within control range to 77% in control by year end. This project will continue with added interventions in 2015.

"2015 WAHQ Conference Featured Speaker"

Nursing and Data... "What are you doing with it?"

by Carol Durocher, WAHQ Northeast Region Representative

Dr. Hughes started by asking the audience, "How do you know you are making a difference?" reminding us to look for simple solutions and looking at issues in context.

Data is captured, benchmarked and analyzed in every hospital but we know that things are happening that don't make the dashboards. Nurses are great at workarounds and patients are very resilient and because of this medical errors made can be missed.

Data captured through the electronic records doesn't always tell the story and many times until there is an error we don't react. We need to simplify our solutions. Want to find out if a patient is at a high risk for readmission, ask his nurse if he is ready to go home, and then ask the patient the same. Nurses are great predictors of who will be coming back. We need to remember to look at patients in the context of their care. We need to begin linking what is going on in our healthcare facilities with our quality measures.

By creating databases that link events we can predict outcomes in real time. For example we would know that if we are down by one nurse our risk of falls would go up X %. This linking of data together can lead to simple solutions.



RONDA G. HUGHES, PHD, MHS, RN, FAAN
Associate Professor Marquette University

Storyboard

Neuroendovascular Services Interventional Procedure Improvement Project: Improving CTA completion to Groin Access Time in Ischemic Stroke Patients



Zach Tilson, UW Health, Explains Storyboard details.

Aim(s): We will decrease the average timeframe between CTA to groin access for Ischemic stroke patients in the Neuroendovascular suite from a baseline average of over 94 minutes to 60 minutes or less by December 31, 2014.

Measures: CTA completion to groin access time of completed NES cases.

Results: Preliminary results on data since the project began indicate average CTA to groin access time has decreased from a baseline of over 82 minutes (N=14 cases) to 31 minutes (N=9). More cases will be needed to determine the full impact of process improvements. Additionally, times can vary depending on how the patient arrives, whether the decision to go for CTA can be immediately or not, and patient factors.

Call for Storyboards for the 2016 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 **Sheri Krueger Dix** - - **Due by January 15th**

email: sheri.kruegerdix@froedtert.com

Phone: 414-805-2801 (call or email with any questions.)

Storyboard presenters will receive a 1-yr. transferable annual WAHQ membership.

1. Please submit a brief description (80 words or less) to Sheri Krueger Dix.
 - a. Download the Storyboard Submission Summary template from the website at <http://wahq.org>
2. You will be asked to submit an article for the WAHQ newsletter that describes your project and tells your story.

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

Call for Vendors for the 2016 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor for the 2016 WAHQ Annual Conference on Friday, February 19, 2016 in the Wisconsin Dells

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 2016 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.

Sheri – Sheri.Kruegerdix@froedtert.com

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vacant

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Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org 2016 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 Conference (already member) \$130 Annual Conference (Non-Member) \$195

WAHQ Conference with New or Renewal Membership \$175

WAHQ Annual Membership Only \$45

Make check payable to **WAHQ**

Mail completed Registration to:

Gloria Field
3740 River Drive
Plover, WI 54467
Email: jgfield@charter.net
Phone: (715) 346-5257

Conference CANCELLATION POLICY- Cancellations received more than 10 days prior to the dates of the program will be completely refunded. Cancellations received after that time will be refunded less a \$50 cancellation fee.

To avoid the cancellation fee, a facility may substitute another attendee. All cancellation requests must be in writing.

To cancel, contact Gloria Field.