

President's Corner

WAHQ President



Paul Frigoli

MACRA, MIPS, APMs... what in the world does all this mean? In the ever changing world of healthcare quality, it's a constant struggle just to keep up with the acronyms!

But what is it all about? The answer is easy: it's about the patient! As healthcare becomes more convoluted, and guidelines and requirements change almost daily, we need to go back to the basic reason why we are here.

Our focus and our main objective must be to care for the patient.

Any data collection, any initiatives we help implement, and any outcomes we analyze must be for the purpose of improving patient care.

A few years back I worked in a busy ICU. One particularly busy day I received a patient from surgery, with a "spaghetti pile" of tubes, arterial lines, Swan Ganz lines, and IV drips all stacked up on his abdomen. It would take me over an hour to get it all sorted out and to start documenting my care.

The ICU Tech assigned to my patient suddenly pointed out to me that the patient appeared frightened and seemed to be experiencing pain.

At that moment I looked at the patient's face and realized that he was grimacing,

WAHQ Annual Conference, Friday March 17, 2017



**The Amazing Race Towards Healthcare Quality:
"Leadership and Accountability in the Real World"**

Kalahari Resort, Wisconsin Dells

with beads of perspiration on his forehead, and his eyes were wide with terror.

In my busy work of getting all the pieces sorted out, I had forgotten that under all the technology and equipment lay the patient, a person who is very ill, needing intensive physical care, but at the same time a vulnerable human being who is experiencing strong emotions.

I chided myself that day for not paying attention to the patient, who is supposed to be the focus of my attention.

Let us never forget, no matter how busy we are and that all our efforts must be patient-centered.

It's not all about the score, or the statistic, or about meeting a requirement. It's not about the acronyms and the databases. It's about improving the safety and quality of the patient.

Happy Fall everyone! I hope you're able to take time from your busy schedules to enjoy the beauty of the season!

Warmest Regards,

Paul Frigoli
WAHQ President



2017 WAHQ Board Elections

Treasurer

North East

North West

South Central

**If interested contact WAHQ
Secretary, Vicki Wetenkamp.**

vwetenkamp@hfmhealth.org

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

2016 Conference Storyboard Presentation



Chris Lutze, WAHQ Southeast Region Rep - Thank YOU!

Treasurer’s Report

By Timothy Kamps

ACCOUNT BALANCES

As of Oct 31, 2016

- Checking \$ 32,833.67
- Savings \$ 20,619.59
- Annuity \$ 6,388.55
- Interest \$ 172.41

- Total Assets \$60,599.22

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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2017 WAHQ Annual Conference

Key Note Speaker



Cy Wakeman, CSP

President and Founder of Cy Wakeman, Inc. **Reality-Based Leadership – Ditching the Drama and Turning Excuses into Results**

We are certainly in challenging times in our business world today. We have been in challenging times in the past and we will be faced with challenging times again at some point in the future. Here's the reality check – The fact that times are challenging is not the source of our pain. The source of our pain is the absence of great leadership based reality.

We must become willing to admit that our way of leading is simply not working – not creating the results or the quality of life that we would like. These times are calling for a new type of leader. We need leaders who are willing and able to recreate mindsets-their own and the mindsets of others – in order to change circumstances and lead in a new and revolutionary way.

The revolution begins with a few good leaders practicing Reality-Based Leadership. A Reality-Based Leader is one who is able to quickly see and radically accept the reality of the situation, conserve precious team energy, and use that energy instead to impact reality. Better yet, a great Reality-Based Leader anticipates the upcoming challenges and capitalizes on the opportunity inherent in the situation without the drama or defense.

Patient Satisfaction Data: Learning Data while enhancing quality, patient safety, and patient experience.



Joe Snipp-Professional Research Consultants

Professional Research Consultants, Inc. (PRC) is a nationally-known healthcare market research company headquartered in Omaha, Nebraska. For more than 30 years, PRC has facilitated millions of interviews, delivered insightful reports, and provided customized research solutions to hospitals and healthcare organizations. In addition to being a certified vendor for government-mandated CAHPS surveys, PRC also provides research services that measure patient experience, physician engagement and employee engagement, as well as Community Health Needs Assessments.

**Thursday March 16th 2017 - Board Meeting-
Kalahari Resort – 6:00 PM
WAHQ Members welcome!**



**Friday
March 17th 2017
CONFERENCE
AGENDA**

**The Amazing Race Towards Healthcare Quality:
“Leadership and Accountability in the Real World”**

6:30-7:00 AM Vendor and Storyboard Setup

7:00- 7:45 AM Conference Registration Enjoy a Hot Breakfast and View Storyboards

7:45-8:00 AM Opening Remarks – Paul Frigoli, WAHQ President

8:00-10:00 AM Keynote –Cy Wakeman “Reality-Based Leadership”

10:00-10:15 AM Break and View Storyboards Visit Vendors

10:15-11:15

Break Out session C – Ginna Cross & Ashley Stelter
“Essential Oils”

Break Out Session D –Cori Gibson, “Health Literacy”

11:15-11:30 PM Break, View Storyboards, Visit Vendors, Book Signing by Cy

11:30-12:30 PM Lunch and Annual WAHQ Membership, View Storyboards, Visit Vendors, Book Signing by Cy

12:30-1:45PM Joe Snipp “Improving Quality and Patient Safety through Patient Experience”

1:45-2:00PM Break, View Storyboards, Visit Vendors, Book Signing by Cy

2:00-3:00 PM Legislative/Regulatory Update

3:00-4:15 PM Cy Wakeman “Hardwiring Accountability”

4:15-4:30 PM Closing Remarks – Door Prize Winners (Must be present to win)



2017 Annual WAHQ Conference

Call for Storyboards

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 30th**

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 2017 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor for the 2017 WAHQ Annual Conference on Friday, March 17, 2017 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.

Anna Green – agreen@milebluff.com

2016 IHI Forum Satellite Broadcast

December 8, 2015 @ 7:00 am - December 9, 2015 @ 1:30 pm CT / 8:00 am - 1:30 pm CT

\$95

MetaStar will again be hosting a satellite broadcast of the Institute for Healthcare Improvement's (IHI) 27th annual National Forum on Quality Improvement in Health Care.

December 8, 7 a.m. – 3 p.m.
and
December 9, 7 a.m. – 1:30 p.m.
The Pyle Center
UW-Madison
702 Langdon Street
Madison, WI 53706

- Presentations can be accessed <http://www.metastar.com/event/ihi-forum-satellite-broadcast/>. You may print your own from the IHI website as they become available or bring a laptop to access presentation materials during the broadcast.
- Continuing education credits will be available through IHI for those who attend the broadcast. Public parking is available in the Lake Street ramp.

Registration deadline: November 30, 2015

Spots may be limited, so please register early.

Cost: \$95

The registration fee covers room and catering costs.

Register Now! at Website:

<http://events.constantcontact.com/register/event?llr=e57gcpbab&oeidk=a07ebsvgag30baf483a>

WAHQ 2016 Membership Report thru Oct 31, 2016

By Gloria Field, Membership Coordinator

Region	Active Members	New Members
Northeast	18	0
North Central	10	0
Northwest	7	0
Southeast	34	2
South Central	34	0
Southwest	14	0
Total Active Members	117	2
% of Active Members also NAHQ	35.9%	
% of Active Members also CPHQ	26.5%	

WAHQ Board of Directors

Officers

President

Paul Frigoli
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President Elect

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vacant

Conference Coordinator

vacant

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South West

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SWanek@uplandhillshealth.org

Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org 2017 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

Mail completed Registration to:

Make check payable to **WAHQ**

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