

## President's Corner

### WAHQ President



**Matt Wahoske**

As I embark on my two year term as President of the Wisconsin Association of Healthcare Quality, I would like to thank past president Linda Burrell on the many accomplishments over the previous two years. It was through her leadership and dedication that WAHQ enjoys a record high membership, robust education opportunities for our members and a strong financial position that will allow the Board to explore new options to serve the needs of our members.

I learned much from Linda over the past two years and look forward to applying that knowledge and moving the association forward.

In 2012, the Board updated the mission and vision statements of the organization. We will apply these principles as we develop our two year strategic plan at our next Board meeting.

For those of you who were not able to attend the 2013 Conference, here are the updated mission and vision statements:

## National Association for Healthcare Quality (NAHQ) Conference

**October 6-9 2013**

Louisville,, Kentucky

**Kentucky International Convention Center**

**Featured Keynote Speakers:**

**Carlos Olivares - on Changing Healthcare Environments,**

**Julie Ginn Moretz - on the Patient Experience**

See Page 6 for further links and details.

### WAHQ Mission:

The Wisconsin Association for Healthcare Quality's mission is to advance quality in healthcare by promoting the use of the quality principle and practices in healthcare organizations and supporting the growth and development of healthcare quality professionals.

### WAHQ Vision:

The Wisconsin Association for Healthcare Quality will be recognized as the leading resource organization for healthcare quality management, providing a forum for education and networking among members and shaping the healthcare quality initiative in Wisconsin.

At the same meeting, we will start the process of planning for the 2014 Annual Conference. Fresh off the success of our 2013 Conference which drew over 150 attendees, Gail Weitor has graciously offered to reprise her role as program chair. If you are interested in joining Gail's planning team, e-mail her at [wietor@charter.net](mailto:wietor@charter.net). Participating on the planning committee is a

great way to network with other members and broaden your knowledge of current healthcare quality issues and trends. As we continue to move the organization forward, I ask each of you to consider contributing, in some small way, to the success of our association. You are the key to making a difference. I thank you for giving me this opportunity to lead and look forward to working with you through the many challenges over the next two years. Together, we can all make a difference.

Save the Dates:

**CPHQ Study Session: Nov 4& 5  
Stevens Point, Holiday Inn**

**Spring 2013**

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## 2013 WAHQ Annual Conference Participants Engage, Listen and Network

### Visit our WAHQ Website

Looking for the latest WAHQ news? You can visit our Web site at [www.wahq.org](http://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 Chapman, webmaster, Metastar Inc.

### Other Quality Websites

<b>National Association Healthcare Quality</b>	<a href="http://www.nahq.org/">http://www.nahq.org/</a>
<b>WI Bureau of Quality Assurance</b>	<a href="http://dhfs.wisconsin.gov">http://dhfs.wisconsin.gov</a>
<b>New CMS Internet site</b>	<a href="http://www.cms.hhs.gov">www.cms.hhs.gov</a>
<b>Wisconsin Collaborative</b>	<a href="http://www.wiqualitycollaborative.org">www.wiqualitycollaborative.org</a>
<b>Wisconsin Price Point</b>	<a href="http://www.wipricepoint.org">www.wipricepoint.org</a>
<b>Wisconsin CheckPoint</b>	<a href="http://www.wicheckpoint.org/">www.wicheckpoint.org/</a>
<b>Wisconsin Hospital Association</b>	
<b>Quality Center</b>	<a href="http://www.whaqualitycenter.org/">www.whaqualitycenter.org/</a>
<b>Health Grades</b>	<a href="http://www.healthgrades.com">www.healthgrades.com</a>
<b>Center for Disease Control</b>	<a href="http://www.cdc.gov">www.cdc.gov</a>
<b>Healthy People 2010</b>	<a href="http://www.healthypeople.gov">www.healthypeople.gov</a>
<b>Minnesota Adverse Health Reports</b>	<a href="http://www.health.state.mn.us/patientsafety/">www.health.state.mn.us/patientsafety/</a>
<b>Caring right at home</b>	<a href="http://www.caringnews.com">http://www.caringnews.com.</a>

The video "The NQF Efficiency Measurement Framework: Can it Help Heal the Schism Between Public Health and Medicine?" is live. You can view it at <http://videos.med.wisc.edu/videoInfo.php?videoid=1677>

## 2013 WAHQ Goals

Submitted by Matt Wahoske, President

### Goal 1 – Annual Conference –

Create a Committee to plan the Annual Conference.

### Goal 2 – Membership

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

### Goal 3 – CPHQ Study Session – 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 – Utilize Newsletter for Education

Provide educational article in each published Newsletter and solicit educational articles through regions-region rep connections with constituency.

Regional Representatives to circulate educational articles or linkage to newsletter; web-sites, etc.

### Goal 5 – Liaison Relationships with Other Organizations –

The board is continually looking for ways to increase member benefits and maintain budget conscious activities.

### Goal 6 – Website

Establish a quick Link to NAHQ member access. Update the web site. Set up Board page-password protected for region reps to link to region members. Begin to develop special membership page

## ***Treasurer's Report***

*Submitted by Timothy Kamps, Treasurer  
thru April 30, 2013*

### ACCOUNT BALANCES

• Checking	\$ 29,300.79
• Savings	\$ 20,437.50
• Annuity	\$ 6,202.47
• Interest	\$ 18.09
• Other Assets	\$ 90.00

**Total Assets \$ 56,048.85**

# WAHQ 2013 Conference Reports

## “Soaring to the Top”

### **Key Note Speaker:** **Crew Resource Management (CRM) in Nursing Practice:**

*Applying High Reliability Behaviors and Human Factors at the Front Line of Care*

Written by Ray Riska

At the March 1st WAHQ annual conference, the audience was treated to one of the best speakers the association has ever had the honor of hearing. Not only was Mr. Gary Sculli entertaining and motivating, but he also presented a great deal of user ready tools. Mr. Sculli is a pilot, a nurse and an expert in the field of crash proofing a system. The insight from his cross training in two very diverse industries allows for him to draw parallels between nursing and aviation and their safety practices.

His presentation on " Crew Resource Management (CRM) in Nursing Practice: Applying High Reliability Behaviors and Human Factors on the Front Line of Care" was right on target with efforts within the health care industry to develop a culture of safety. Mr. Sculli spoke about human factors and behaviors and how they can affect safety initiatives. According to Mr. Sculli, for a system to work at peak reliability there must be a culture where every member of the team /crew has the ability and feels the obligation to speak their concerns.

He presented data on The Joint Commission root cause analysis of sentinel events. This data indicated over the last 5 years the leading causes for sentinel event are leadership, human factors and communication.

Mr. Sculli spoke to the characteristics of leaders and followers, presenting a tool kit of team building behaviors which leaders could use to increase the commitment of their followers. He also spoke to reducing error through better use of human resource, managing errors by employing specific safety behaviors and managing distraction.

Perhaps the most helpful information was in the area of communications. Specifically why safety tools and checklist are not enough to save lives. He said communication must be specific, direct and concise. He scripted the elements of the "communication of a concern" with his 3Ws (what I see, what I am concerned about and what I want) and presented on how to be assertive and respectful at the same time. His book "Soaring to Success" a gift from the WAHQ Board of Directors has become a must read after his presentation.



**Gary Sculli, MSN, ATP**

Nurse Sculli has a unique background as both a clinician and an airline pilot. He served as an Officer in the United States Air Force Nurse Corp and has extensive experience teaching and utilizing aviation's Crew Resource Management.

Mr. Sculli currently works for the National Center for Patient Safety (NCPS).

He is co-author of the book, © "Soaring to Success" offering practical solutions to managing challenges in patient safety. **Taken from Chapter 7-Situational Awareness (SA): Making Clinical Decisions in the nursing environment summary.**

- Know the levels of SA and their application to the clinical decision making process
- Know the limits of our cognitive resources: attention and working memory
- Identify threats in the clinical environment that reduce SA such as: 1. Avoiding premature closure, 2. Task load division, 3. Maintaining the bottom line, 4. Recognizing and resolving red flags
- Adopt attitudes and actions to safely manage automation and technology at the bedside

## WAHQ 2013 Conference Reports (cont'd)

### **Transitional Care for Vulnerable Elderly Patients": Research Findings from Hospitals and Nursing Homes in Southeastern Wisconsin.**

Dr. Kind presented an overview of the rehospitalization statistics which indicate a difficult, fragmented health system which patients often cannot overcome. Transitional services which are education-based are used in an effort to guide patients so they may overcome the system barriers. These services have shown an outcome of decreased rehospitalizations in those going home. Services which focus on communication as the core of safe transitions, is especially needed for those patients going to nursing homes.

Dr Kind shared case studies which focused on how the transitional care services bridges the hospital and home. The transitional staff visits the patient post-hospital in the patient home to teach about their care and conditions. Readiness to learn is a key to education retention. Self-management results from an activated patient who can learn to identify when to engage the healthcare provider to prevent a negative outcome. Evidence based studies incorporating transition teams have demonstrated decreased rehospitalizations by about 30%. While home care strategies work well for patients who live in the area, these strategies are less evident for patients who are not local.

Dr. Kind talked about the many VA patients that travel up to 4.5 hours to see a VA Physician. The VA Coordinated-Transitional Care Program also known as C-TraC was implemented to overcome barriers associated with not being able to perform local home visit strategies. This program uses the Principles of telemedicine and nurse case management. This phone based program utilizes specially-trained RN nurse case managers and transitional care protocols. The outcomes of the 18 month program are encouraging. Program participants have seen an 11% decrease in rehospitalizations, or about 408 prevented hospital days. These program strategies may be very helpful for the out of area patients that cannot be easily reached after discharge. Nursing Home patients also require transitional staff to

#### **2013 Wisconsin Association for Healthcare Board of Directors**



#### **Amy J. H. Kind, MD, PhD**

*Assistant Professor, Division of Geriatrics, University of Wisconsin School of Medicine and Public Health, Madison VA GRECC*

ensure a safe hand-off from the acute care setting to the Nursing Home. Nursing Home case studies indicate problems with conflicting information.

The "Health Innovation Program includes multiple organizations that partner with Nursing Homes to improve communication for a safe transition from the acute stay.

Funding for the "Health Innovation Program are supported by:

- NIA Beeson Career Development Aware,
- NIH UW CTSA KL-2 funds,
- UW Health Innovation Program funds,
- Madison VA GRECC funds
- UW Harford Center of Excellence in Geriatrics Medicine & Education -
- UWHC Quality through Safety Grant
- VA T-21 Funding: Innovative Patient Centered Alternatives to Institutional Care

Dr Kind shared multiple strategies to improve safe transitions from acute care.

# National Association for Healthcare Quality (NAHQ) 2013 Events

- Events <http://www.nahq.org/education/events/calendar.html>

**NAHQ CPHQ Review Course, June 20, 1 - 5 pm and June 21, 8 am - 5 pm**, Long Island University, Brooklyn, NY. Registration is now open for this program.

**NAHQ CPHQ Review Course, September 25, 10 am - 3 pm and September 26, 7:30 am - 3 pm**, Christiana Hospital Campus, Newark, DE. Registration is now open for this program.

**NAHQ CPHQ Review Course, October 5, 1 - 5 pm and October 6, 8 am - 5 pm**, Kentucky International Convention Center, Louisville, KY. Registration is now open for this program.

**NAHQ's 38th Annual Educational Conference, October 6-9, 2013**, Kentucky International Convention Center, Louisville, KY <http://www.nahq.org/annualconference/2013/ccindex.html>

**NAHQ CPHQ Review Course, October 17, 1 - 5 pm and October 18, 8 am - 5 pm**, Days Hotel and Conference Center, Flatwoods, WV. Registration is now open for this program.

**National Healthcare Quality Week (HQW), October 20-26, 2013**

## CPHQ Examination

The Certified Professional in Healthcare Quality (CPHQ) examination is offered throughout the year at more than 130 US computer testing centers. Exam costs vary. NAHQ members pay \$370, while non-members can apply for \$440. [Join NAHQ](#) today to save \$70. **All CPHQ Fees are non-refundable.**

<http://www.nahq.org/certify/content/exam.html>

## Wisconsin Association for Healthcare Quality (WAHQ) [www.WAHQ.org](http://www.WAHQ.org) 2013 Annual 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

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](mailto:jgfield@charter.net)  
Phone: (715) 346-5257

Affiliation with the National Association for Healthcare Quality (NAHQ) to join logon to:

**NAHQ Membership Annual membership \$165**

[Join Online Today](#) (preferred) or [Download the Paper Application](#)

# WAHQ Board of Directors

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**TRIPLE CROWN OF QUALITY**  
Communication ♦ Collaboration ♦ Connection



38th Annual Educational Conference | October 6-9, 2013 | Kentucky International Convention Center

**NAHQ**  
NATIONAL ASSOCIATION OF HEALTHCARE QUALITY

## NAHQ 38th Annual Educational Conference

As 2013 moves forward, quality and patient safety professionals face many exciting yet challenging changes: healthcare reform, the impending ICD-10 transition, meaningful use reporting, and much more.

[New Rapid Fire Sessions](#)  
[Additional Pre-Conference Workshops](#)

### **New Opportunities to Meet Your Presenters**

**Earn more CE credits**  
**Attend Virtual Sessions**  
**and much more!**

**Register today** and join NAHQ in Louisville, KY on October 6-9, 2013 for this year's conference.

<http://www.nahq.org/annualconference/2013/registration.html>

Registration is also available by phone or fax: **Phone: 800.966.9392 Fax: 847.375.6320**