

President's Corner

WAHQ President



Paul Frigoli

Happy Spring everyone! Summer is on its way! This is my first time to address the WAHQ membership as your State president. Thank you to all who have offered their support and best wishes. It was wonderful seeing many of you at the conference in the Dells. I count it a privilege and an honor to be a part of this team!

As expected, 2015 has taken off running, bringing us a multitude of changes.

Healthcare legislation attempts are ongoing at federal and state levels, and technology just doesn't ever let us catch up! The word for today: Agile! Webster defines "agile" as able to move quickly and easily. It also defines the word as "having a quick resourceful and adaptable character." With the winds of change howling, we need to be able to bend. We need to adapt and change with the times.

The organizations where we work look to us for guidance as we all navigate the turbulent waters together. WAHQ offers quality professionals a peer group, where we can find resources, benchmarking, and support.

This year my goal is for WAHQ to offer

Congratulations to the NEW CPHQ!

**Dorothy Bluma
Anna M Green
Pam Hundt
Beth Lanham
Dawn M Olson
April Schmidt
Christy Wehler**

**Nancy Duran
Ken Heffron
Michele Island
Julie Manny
Sue Pearson
Annette Schmocker**

**Michelle Gardner
Sheila Hess
Joanne Jackson
Sabina Mason
Kassandra Remo
Bonni M Wagner**

more educational offerings where we can participate from our workplace, since we keep such busy schedules, (look at your Outlook calendar for next week and you'll agree!) and travel is often difficult and expensive.

I have been dialoguing with the neighboring state chapters about possibly sharing resources to secure special speakers. These speakers could present webinars for all of us.

I also want to plan more regional level encounters, offering in-person opportunities closer to home.

I wish to express a special thanks to Matt Wahoske for his years of service and leadership. He has done an awesome job growing our membership and strategically leading us through the changes in the industry. He has served as an inspiration to many of us, and I look forward to working with him as our Past President.

A special thanks to our wonderful WAHQ Board members, who enthusiastically and selflessly volunteer their time and energies in helping improve the quality of healthcare in the various regions of our state. They are an awesome team! Be sure to engage with your regional rep and get to know him or her. We are all here to serve you!

As we enter the graduation, wedding

and vacation time of the year, remember to make some time for yourself and your loved ones. I always tell my staff "There are real important things in life, and they all have a first and last name, and a date of birth. Always remember to keep that in perspective.

It is exciting news to hear the Agency for Healthcare Research and Quality, (AHRQ) ranks Wisconsin second highest in the Nation for Healthcare Quality. (See page 2 for more details.)

Top Ten States* (and their scores)

1	New Hampshire	67.24
2	Wisconsin	66.06
3	Maine	64.55
4	Massachusetts	63.0
5	Minnesota	61.88
6	Iowa	60.31
7	Rhode Island	59.68
8	Delaware	58.91
9	South Dakota	58.01
10	Vermont	57.44

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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.

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>

AHRQ Ranks

Wisconsin Health Care Quality

#2 in the Nation!

(continued from pg. 1) Wisconsin State Snapshot to find quality measures and result details link-

<http://nhqrnet.ahrq.gov/inhqrdr/Wisconsin/snapshot/summary/All Measures/All Topics>

The Agency for Healthcare Research and Quality, (AHRQ) tracks overall Quality State performance.

Quality measures are broken out by rank:

- Very Strong
- Strong
- Average
- Weak
- Very weak

The measure categories included in the rankings are:

- Priority Populations
- Health Insurance
- Access to Care
- Type of Care
- Setting of Care
- Diseases & Conditions

For more information and to view all measures within the category click this link.

<http://nhqrnet.ahrq.gov/inhqrdr/Wisconsin/snapshot/table/All Measures/All Topics>

Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of December 22, 2014

- Checking \$ 33,514.15
- Savings \$ 20,555.07
- Annuity \$ 6,580.21
- Interest \$ 65.25

Total Assets \$60,714.68

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 Conference Review



by Gail Wietor Conference Coordinator

The 2015 WAHQ conference “Quality, How it Matters to Me ...Yes, that includes YOU” was a giant success and we are actively planning for 2016. Over one hundred of the 139 Healthcare colleagues in attendance shared their thoughts with us and we appreciate your feedback.

- Ninety-five percent of respondents thought the program’s expectations were met.
- Ninety-eight percent would recommend the conference to others.
- High praises were given to Dr. Resar; “his use of concrete examples to help emphasize his points was extremely useful.” Others stated: “Drs. Resar and Kind were AWESOME!”
- The audience was split with respect to the legislative update with several attendees mentioning they like hearing the legislative update and others saying not so much.
- The Silent Auction was a lot of fun, with a couple of attendees being super bidders.
- The PayPal feature was well received.

Some of the comments received include:

- *I enjoyed Dr. Resar's presentation; his use of concrete examples to help emphasize his points was extremely useful*
- *An update from Dr. Kind on her re-admissions work would be extremely helpful. Could listen to Dr. Resar any day.*

One of the conference recommendations was to expand the focus beyond the hospitals. Please help us by sending your recommendations and suggestions, which are greatly appreciated.

Contact any WAHQ regional or board member with your thoughts and ideas This is your conference and we want to assist in meeting your needs. We look forward to seeing you at the 2016 WAHQ Conference!

2015 WAHQ Keynote Speaker



Dr. Roger Rezar

Assistant Professor of Medicine at the Mayo Clinic School of Medicine (retired)

Katie Spiegel MHA, MSN, RN, WAHQ North Central Representative

Dr. Rezar is Senior Fellow at the Institute for Healthcare Improvement where he functions as faculty and a member of the R&D Team. He is a former Change Agent for Mayo Foundation.

Dr. Rezar has contributed to the development and national spread of key safety and improvement strategies. He presented an enlightening approach to patient safety in his keynote address. Titled, “*Calibrations for a Hospital’s Safety Trajectory*,” the presentation focused on three objectives:

1. To understand how integral harm measurement is to the mission and values of a hospital,
2. To explore reasons for the lack of any significant improvement in safety in our hospitals, and
3. To learn about the Dyad frontline approach to safety.

Based on three calibrations, the movement to patient safety can be achieved in any organization-big or small. Before the calibrations can be applied, an organization must focus on accepting the harm burden.

By moving the focus on errors and prevention to the measurement of global institutional harm (whether preventable or not):

- allows an organization to look at all unintended results,
- concentrate on harm and those errors that cause harm,
- shift the focus on people to system contributors.

The first calibration is a macro approach to projects, such as implementing best practice protocols, bundles, etc...standardizing evidence based protocol to provide consistent care with positive outcomes.

The second calibration assesses mortality as an indicator of safety within an organization. Analyzing deaths using The Mortality Diagnostic 2X2 Matrix accomplishes the acceptance of the burden of “we do cause death,” assesses the causes of death by multiple factors, and determines the inefficiencies and failures of our systems that contribute to the mortality rate which can be studied and corrected.

The third calibration targets frontline engagement as contributors of improving surface defects. The Frontline Defect Driven Project Model uses a framework that leads to small tests of change for project success. Using specific conversation methodology and anchoring questions with frontline staff, this process quickly leads to daily improvement activities within an organization. The application of the calibrations can lead to an excellence in patient safety by targeting the small surface defects that contribute to the overall global performance of harm within an organization.

2015 WAHQ Board Members

- President: **Paul Frigoli**
- Past President: **Matt Wahoske**
- Secretary: **Vicky Wetenkamp**
- Treasurer: **Timothy Kamps** (re-elected)
- North Central Representative: **Katie Spiegel**
- North Eastern Representative: **Carol Durocher** (re-elected)
- North Western Representative: **Anna Green** (re-elected)
- South Central Representative: **Rianna Murray** (newly elected)
- South Western Representative: **Stephanie Wanek**
- South Eastern Representative: **Tracy Dodd**
- Membership Coordinators: **Gloria Field**
- Newsletter Editor: **Mary Conti**
Associate Editor **Ray Riska**
- Website Coordinator: **Sheri Krueger-Dix**
- Metastar Liaison: **Conni Brandt** (newly appointed)

"2015 WAHQ Conference Featured Speakers"

Care Across the Continuum ... Improving Post-Hospital Transitions for Vulnerable Older Adults

By Connie Brandt, Metastar Liaison



Amy J. H. Kind, MD, PhD

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

Amy J.H. Kind, MD, PHD, Assistant Professor, Division of Geriatrics, University of Wisconsin School of Medicine and Public Health, shared the Coordinated-Transitional Care (C-TraC) program with the conference attendees.

The C-TraC program is a low-resource, registered nurse telephone-based initiative that was developed and tested in the William S. Middleton Memorial Veterans Hospital in response to the Affordable Care Act's call to disseminate effective and cost-efficient transitional care programs that improve patient safety and post-discharge outcomes.

C-TraC aims to address the added difficulties of caring for a widely dispersed patient population with high rates of dementia and other high-risk conditions.

The C-TraC goals are to:

- educate and empower the patient/caregiver in medication management;
- ensure patient/caregiver has medical follow-up;
- to educate the patient/caregiver regarding red flags;
- to ensure the patient/caregiver knows whom to contact if questions arise.

The program has been well received by patients and caregivers, and C-TraC has reduced re-hospitalizations by one third at a net cost avoidance of over \$1,200 per patient served.

The C-TraC program was designated as one of the four "Best Practices" for post-discharge care coordination by the

Veterans Administration (VA) Office Patient Care Services in January 2015. The next steps for the C-Trac program include mentored C-TraC launches at a range of additional VA and non-VA facilities and development of new protocols to target additional patient groups including hospital to nursing home transition protocols. Additional information about the C-TraC program is available on the internet.

National Association for Healthcare Quality Update - Summary Review

By Anna Green, MHA, CPHQ, CPHRM
Director of Quality, Risk, and Utilization Management
Mile Bluff Medical Center, Mauston, WI
Northwest Region Representative - WAHQ



Sarah Pavelka, MHA, OTR/L, CPHQ, FNAHQ Fellow for the National Association for Healthcare Quality

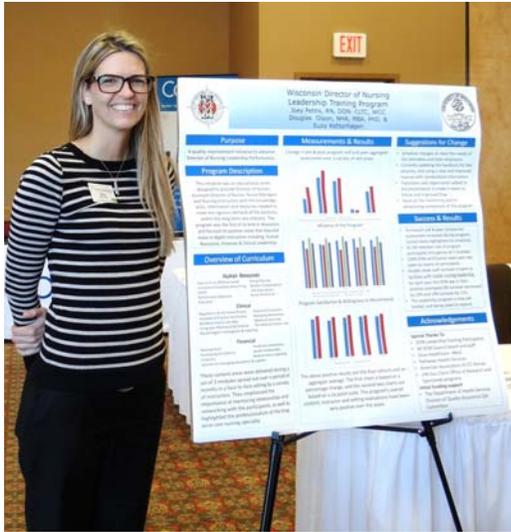
Sarah brought insight on the future of the healthcare quality professional, and shared current and future NAHQ work and opportunities. Sarah shared her unique perspective to her role at the national level. She is from the Midwest and shares an appreciation for rural healthcare, similar to many of our members at WAHQ.

Sarah reiterated that we're not alone in the ever changing world of quality and that the NAHQ has several resources and tools that are available for use. Items readily available on the NAHQ website span from Introduction to Quality webinar courses, to top level professional quality designations aimed to compliment the quality professional.

NAHQ also has one of the largest career centers for those focused towards careers in quality. Sarah reiterated that NAHQ is listening to the needs of the quality community and are designing change for the future of the healthcare quality professional.

"2015 WAHQ Conference Storyboards"

WI Director of Nursing (DON) Council Leadership Training



By Suzy Ketterhagen, Administrative Intern
Dove Healthcare

During the WAHQ Conference I receive many compliments regarding the WI DON Council Leadership Training program and how there should be more programs like this in place. A lot of attendees were impressed with the idea and wanted more information for either themselves or to pass on to DONs that they thought would benefit.

Many of the questions asked were about when and where the next session would be happening. I gave out the email address of Joey Pettis, the Executive Director of the WI DON Council and the date for the training as well as a copy of the poster. During discussions I emphasized the fact that the training participants boasted a 100% DON Certification pass rate. Many of the attendees discussed other training programs either internally or within the state that they had knew about, so I networked with them to get contacts for those programs. Lastly, I discussed with other attendees the funding for our program and other programs.

Community Care, Inc. Advance Care Planning Project

Honoring Choices Wisconsin

by: Bonni Wagner, BA, MLS, CPHQ, CCI Quality Improvement Project Lead

Since 1977, Community Care, Inc., (CCI) has been a leader in providing innovative, cost-effective, member-centered long-term care and *fully integrated* health care to Wisconsin's frail elders and adults with physical and intellectual

disabilities. Our legacy is our commitment to quality and compassionate care, innovative program design, and responsible stewardship. In 2011, the Wisconsin Medical Society and Gunderson Lutheran formed a partnership to create a uniform way to address Advance Care Planning (ACP) across the state utilizing a trained ACP Specialist. Honoring Choices Wisconsin believes this coordinated effort will result in:

- Improved understanding of advance care planning, hospice and palliative care among physicians, other health care professionals and patients.
- Higher advance directive completion rates.
- Significant improvement in end-of-life care.
- Fewer hospital readmissions and patient intensive care unit days and increased hospice utilization.
- Greater satisfaction among family members after the death of a loved one.
- Greater public awareness of and demand for advance care planning.

In 2013, Community Care participated in the first Honoring Choices Wisconsin charter pilot. In 2014, Community Care launched its own DHS approved Performance Improvement Project (PIP) to increase and improve documented conversations around end-of-life planning in Community Care's Calumet, Milwaukee and Outagamie counties.

2014 Project Results:

177 CCI members were invited to participate
106 scheduled facilitated conversations occurred with 91 CCI members
139 discussions were documented in the medical record
55 CCI members submitted a written plan

Survey Feedback Received:

- 93.75% of members who participated rated ACP discussions helpful*
- 87.5% of members who participated felt better prepared about end of life planning*
- 93.75% of members who participated felt the ACP specialists did a good job*
- 100% of agents who participated felt better prepared about end of life planning*

(* Survey rating of 4 or 5 on a 5 point scale.)

Next steps: Community Care has 31 employees now trained to be Honoring Choices Advanced Care Specialists and intends to further expand the Honoring Choices program to additional counties over the next three years.

2015 WAHQ Conference Networking



Tracy Dodd and Chris Lutze discuss Children's Hospital of Wisconsin's, Daily Operational Briefing



Connie Brandt and Lisa Bright present Metastar QIO information



Diane Hempel shares Community Cares Best Practices

WAHQ Board of Directors

Officers

President

Paul Frigoli
(608) 723-3264
frigoli@gmail.com

Past President

Matt Wahoske
(608) 469-8590
Matt.Wahoske@deancare.com

Secretary

Vicki Wetenkamp
(920) 320-2730
vwetenkamp@hfmhealth.org

Treasurer

Timothy Kamps
work-(608) 821-4932
cell-(608) 217-1916
TKamps@uwhealth.org

Membership Coordinators

Gloria Field
(715) 347-4704
jgfield@charter.net

Newsletter Editor

Mary Conti
(414) 805-4832
mconti@fmlh.edu

Newsletter Assistant Editor

Ray Riska
(414) 805-4836
riska@fmlh.edu

Internet Development

Sheryl Krueger Dix
(414) 805-2801
sdix@fmlh.edu

Metastar Liaison

Mary Kay Scheller
(800) 362-2320 or
(608) 274-1940, ext. 8245
mschelle@metastar.com

Affiliate Liaison to WHA

vacant

Conference Coordinator

[vacant](#)

Regional Representatives

North central

Katie, Spiegel
(715) 623-9317
kspiegel@langhosp.org

Northeast

Carol Durocher
(920) 794-5138
Carol.Durocher@aurora.org

Northwest

Anna Green
(608) 847-1470
agreen@milebluff.com

South central

Rianna Murray
(608) 821-4942
rmurray@uwhealth.org

Southeast

Therese (Tracy) Dodd
(615) 337-3815
therese.dodd@sarahcannon.com

Southwest

Stephanie Wanek
(608)-604-2304
SWanek@uwhealth.org

Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org 2015 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

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

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.