

President's Corner

WAHQ President



Linda Burrell

Happy New Year!

We are looking forward to this year's WAHQ's conference. We have dynamic speakers and important topics. Quality and Patient Safety are taking center stage in Health Care. It is an exciting time.

While this is an exciting time it is also a time of rapid change.

Growth is a Choice (reprint)

By Tom Reid

treid@encouragement-wired.com

Most people fight against change, especially when it affects them personally. As novelist Leo Tolstoy said,

"Everyone thinks of changing the world, but no one thinks of changing himself."

The ironic thing is that change is inevitable. Everybody has to deal with it. On the other hand, growth is optional. You can choose to grow or fight it. But know this: "People unwilling to grow will never reach their potential.

In one of his books, Howard Hendricks asks the question,

"How have you changed...lately?"

WAHQ 2012 Conference *Finding the Trees in Your Forest: Defining Your Quality Improvement Plan*



March 2, 2012
Crowne Plaza, Madison, WI

In the last week, let's say?

Or the last month?

The last year?

Can you be *very specific*?"

He knows how people tend to get into a rut when it comes to growth and change.

Growth is a choice, a decision that can really make a difference in a person's life.

Most people don't realize that successful and unsuccessful people do not differ substantially in their abilities. They vary in their desires to reach their potential. And nothing is more effective when it comes to reaching potential than commitment to personal growth.

In what specific ways have you changed lately to reach your potential?

Live your life like it matters...because it does!

A message from the board:

The WAHQ Leadership has planned this year's conference to provide tools and ideas that will help Quality Professionals survive and thrive during this time of change.

Please include this year's conference in your professional development and personal growth.

Hope to see you March 2nd.

Winter 2011/2012

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(WHA) Quality Structure
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Annual Conference Participants Network

Visit our WAHQ 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 Chapman, webmaster, Metastar Inc.

Other Quality Websites

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

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>

2012 WAHQ Goals

Submitted by Judy Frisch, President

Goal 1 – Annual Conference –

Will be strategizing with WSHRM for a joint conference in spring 2011.

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 Matt Wahoske, Treasurer
thru January, 2012*

ACCOUNT BALANCES

• Checking	\$ 21,175.04
• Savings	\$ 20,251.89
• Annuity	\$ 5,846.39
• Interest	\$ 49.74

Total Assets \$ 47,326.06

WAHQ 2012 Conference
Finding the Trees in Your Forest: Defining Your Quality Improvement Plan

Friday, March 2, 2012

Crowne Plaza, 4402 E. Washington, Madison, WI (phone:800-863-7818)

Conference Agenda

Thursday, March 1, 2012

4:00-5:00 pm Board Meeting-open to all members

Friday, March 2, 2012

7:00–8:15 Registration/Story Boards/Vendors Breakfast

8:15–8:30 Welcoming Remarks

8:30–10:00 **Quality Planning**
 “Are you set for the next five years? – Don’t lose your way in the woods!”- Kenneth Rohde, Senior Consultant for patient safety and process improvement with The Greeley Company, a division of HCPro, Inc., Danvers, MA

10:00–10:15 Break/Networking/Exhibits

10:15–11:15 **Legislative Update** – Karla Ashenurst, Government Affairs Director for Ministry Health Care

11:15–11:30 Annual Meeting

11:30-12:30 Lunch/Networking/Exhibits

12:30–2:00 Breakout Sessions

- | | |
|---|--|
| <p>1. “Medical Home” NCQA Certification
 Dr. Christine Griger-President
 Affinity Medical Group</p> | <p>2. “Getting your Data Under Control –
 Your Path for Getting out of the
 Woods”-Kenneth Rohde</p> |
|---|--|

2:00–2:15 Break/Networking/Exhibits

2:15–3:45 **“Hindsight Bias”** – Geri Amori, PhD, ARM,CPHRM, DFASHRM

3:15–3:30 Break

3:45–4:00 Closing Remarks/Evaluation/Adjournment



Kenneth Rohde, Senior Consultant, The Greeley Company, a division of HCPro Inc. Kenneth Rohde is a senior consultant for patient safety and process improvement with The Greeley Company, a division of HCPro, Inc., in Danvers, MA.

Rohde is the author of many HCPro/Greeley books including:

- Occurrence Reporting: Building an Robust Problem Identification and Resolution Program (2011)
- Effective Process Management: Improving Your Healthcare Delivery (2009)
- FMEA Reference Toolkit: Essential Templates and Charts for Your Hospital (2008)
- Building Your Culture of Safety: Six Keys to Preventing Medical Errors (2008)
- Making Your Data Work: Tools and templates for effective analysis (2007)
- Failure Modes and Effect Analysis: Templates and Tools to Improve Patient Safety (2007)



Geri Amori, PhD, ARM,CPHRM, DFASHRM

Geri Amori is a nationally known speaker, facilitator and consultant on risk management. Dr. Amori is Past President of the American Society for Healthcare Risk Management, as well as Past President of the Northern New England Society for Healthcare Risk Management.

In 1990, Dr Amori landed a role in Vermont’s Lyric Theatre’s “Anything Goes.” She blends the use of role-plays, interactive dialogue, and group involvement to teach effective communication.

WAHQ 2012 Conference (cont'd)

WAHQ 2012 Crowne Plaza Hotel Accommodations

The WAHQ 2012 Fall Conference is being held at the Crowne Plaza, 4402 E. Washington, Madison, Wisconsin
They have reserved a block of rooms for a special rate for WAHQ.

Hotel reservations must be made by February 11, 2012 in order to receive this special rate. Room rates begin at

\$109 per night for a single or double, plus applicable tax. When making reservations, please identify yourself as a WAHQ member to obtain this rate.

Crowne Plaza

<http://www.ichotelsgroup.com/h/d/cp/1/en/hotel/rmsnet>

Call for vender support-

By Sheryl Krueger Dix

If you have a vendor that you would like to propose for this year's conference, please contact: Sheryl Krueger Dix Email: sdix@froedterthealth.org or Phone: 414-805-2801 with the following Vender information:

Vendor Name,
Contact,
Phone Number,
Address.

Please include your name and contact information as well.

Wisconsin Forward-Awards

By Gail Wietor

Congratulations to the 2010 Wisconsin Forward Award recipients!

The WFA Award Gala was held this past summer at the Monona Terrance in Madison. Several Wisconsin healthcare organizations received recognition for their achievement in quality.

The Honored Organizations are as follows:

Stoughton Hospital,
Stoughton Black River Memorial Hospital,
Black River Falls Grant Regional Health Center,
Lancaster Group Health Cooperative of South Central Wisconsin,
Madison Franciscan Skemp Healthcare/Mayo Health System La Crosse.



Karla Ashenhurst, Government Affairs Director for Ministry Health

Karla Ashenhurst brings 20 years of strategic government affairs experience. In her role as Government Affairs Director for Ministry Health Care, she oversees the organizations efforts to influence state and federal legislation and funding/budgets. She analyzes and communicates with CMS and DHFS regulatory implementation.

Karla is the past Director of Government & Community Relations at University of Wisconsin Milwaukee and Legislative Relations/Press Secretary at State of Wisconsin.



Dr Christine Griger, President, Affinity Medical Group

Dr. Griger brings with her extensive health care experience in both administrative and clinical settings.

Dr. Griger's responsibilities as president of Affinity Medical Group will be to provide leadership, strategic direction and governance for all aspects of the more than 240-provider Affinity Medical Group practicing in 26 clinic locations throughout the Fox Valley.

Dr. Griger will work closely with Affinity's three hospital presidents and Network Health Plan's president to ensure physician strategies align with Affinity's mission, values and commitment to personalized care. She will be a member of the Affinity Health System executive team and participate with specific committees, which report to the Affinity board of directors.

Upcoming 2012 WAHQ Conference

March 2, 2012

**Crowne Plaza
Madison, Wisconsin**



Call for Storyboards

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**.

Deadline: due by:

Monday, January 28, 2012

The **WAHQ BOD** will review all submissions and confirm presenters with **guidelines by February 15, 2012**

email: sdix@froedterthealth.org or

Phone: 414-805-2801

**Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org
2012 Conference & 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

Conference Registration Fees:

- Member \$130
- With New or Renewal Membership \$175
- Non-member \$195

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

Affiliation with the National Association for Healthcare Quality (NAHQ) to join logon to:
NAHQ Membership http://www.nahq.org/uploads/NAHQ12_MembershipApp.pdf **annual membership \$165**

WAHQ Board of Directors

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Affiliate Liaison to WHA & WCHQ

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608-274-1820 (WHA)
608-826-6840 (WCHQ)
kcourt@wha.org

Call For WAHQ 2012 Board Nominations:

- * Southwest Representative
- * Southeast Representative
- * North Central Representative
- * President-Elect
- * Secretary

*Ballots will be emailed to WAHQ members by Lisa Rowe-Peplinski, Secretary WAHQ.
Completed Ballots due by Feb 20, 2012*