

## President's Corner

### WAHQ President



**Matt Wahoske**

It has been an incredibly eventful year. As individuals working in or for the healthcare industry, we all know it is dramatically changing. As a result of this ongoing revolution, there is an ever increasing focus on quality, on the local, state and national levels. More than ever before, WAHQ has the opportunity to serve as a strong presence and have a positive impact on the quality landscape.

**Our vision** is to be recognized as the leading resource organization for healthcare quality management, providing a forum for education and networking among members. **Our mission** is to advance quality in healthcare by promoting the use of the quality principle and practices in healthcare organizations and by supporting the growth and development of healthcare quality professionals.

Over the past twelve months, the Board of Directors has been hard at work addressing strategic goals to allow the organization to better serve you. Our annual conference as well as information included in the newsletter will detail these strategic goals.

We organized the 2014 Strategic plan into five categories, consistent with the strategic pillars used by the National Association of Healthcare Quality:

## 2014 WAHQ Spring Conference Friday, March 7<sup>th</sup> at the Glacier Canyon in the Wisconsin Dells Register before February 4<sup>th</sup>

Rooms - \$99 for Thursday, March 6, 2014 and \$139 for Friday, March 7, 2014  
A block of rooms has been **reserved until Feb. 4, 2014 no exceptions.**

Please call 1-800-867-9453 and state you are with the 2014 Annual Conference for WAHQ at Glacier Canyon Lodge, Leader #396598.

**Rates are subject to 11.5% tax and a \$9.95 nightly Resort fee.**

**See conference Details on page 3**

- Commitment to Education
- Enhance strategic relationships that support overall membership and programmatic development
- Enhancing Communication
- Professional Development and Innovation
- Association Excellence

We will distribute the strategic plan in March and I look forward to obtaining your feedback during the annual meeting.

The president-elect position is on the 2014 election ballot and I am pleased to have Paul Frigoli listed as the candidate for President-Elect. We still need a candidate for the North Central Region Representative. If you live or work in this region, please consider running for the position.

There are several well-qualified candidates running for the Southeast Region Representative position. Members please complete your ballot in a timely manner for this year's elections.

I would like to take a moment to thank several Board members that will be completing terms in March:

- **Lisa Peplinski**, the VP of Quality Improvement at Riverview Hospital in Wisconsin Rapids, has served three terms as the organization's Secretary,
- **Valerie Freundl**, the Clinical Documentation Specialist at Riverview Hospital in Wisconsin Rapids, has served two terms as the organization's North Central Region Representative and
- **Linda Burrell**, the RN Supervisor Case Manager at Mayo Clinic Health Center in Eau Claire, has served on the Board for six years, including serving as the chapter President in 2011 and 2012.

Please join me and the rest of the Board in thanking this hard-working and talented trio for their countless contributions to WAHQ.

I hope to see you at the conference.

### Winter 2014

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## Call for Storyboards

### **Storyboards and Networking are Synonymous**

by Sheri Krueger Dix, WAHQ Internet Development

Every year you see a call for storyboards for our annual WAHQ conference. WAHQ continues to follow this format as a mechanism to facilitate information sharing and networking.

Storyboards combine the graphic display (electronic or posters) with interactive discussion. Successes and failures continue to be important lessons for our healthcare industry.

Ideally, the information you receive may help you consider new strategies and avoid common mistakes. At the very least, you may develop contacts with similar projects.

Please consider submitting a storyboard.

If you are interested in presenting a Storyboard that demonstrates efforts related to Quality & Outcome improvements, please submit a brief description (100 words or less)

**to Sheri Krueger Dix**

**Due by February 14<sup>th</sup>.**

**email:** sdix@fmlh.edu

**Phone:** 414-805-2801 with any questions.

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

### **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.

### **“How the budget happens”**

by Timothy Kamps, WAHQ Treasurer, Senior Data Analyst, Quality, Safety, Innovation - UW Health

WAHQ's annual budgeting process takes place each November at the quarterly Board meeting. The Treasurer reports financials from the previous year and offers a proposed budget, which is based on several factors. The proposed budget is tied to the conference planning process, as conference themes and speakers drive the

estimated level of attendance, which in turn impacts variable conference costs. Board members also discuss and select new initiatives in support of the organization's strategic plan. The relative success of the prior year's conference primarily determines the amounts we are able to budget for these initiatives.

In WAHQ's 2014 budget, we set aside substantial dollars for member scholarships, CPHQ training sessions, regional events, Healthcare Quality Week activities, and other items that add value to your WAHQ membership. Look for further details on these programs and activities in the months to come.

Budgeting can be a challenge for non-profit professional associations, but thanks to careful financial management (including an operating reserve fund to sustain the organization in the event of unforeseen impacts), strategic planning, and overall value provided to members, WAHQ's finances are in good health, and our budgeting process enables the Board to continue to nurture new ideas and initiatives to further benefit members in the year ahead.

### **Treasurer's Report**

Submitted by

Timothy Kamps, Treasurer December 2013

#### **ACCOUNT BALANCES**

- Checking      \$ 28,380.89
- Savings        \$ 20,497.90
- Annuity        \$ 6,202.47
- Interest        \$186.07

Total Assets      \$55,267.33

# "The Changing Landscape of Healthcare Quality"

## 2014 WAHQ Conference - Agenda

### Thursday, March 6

6:00 - 7:00 pm Board Meeting - Open to all members

### Friday, March 7

7:00 - 7:30 am Registration, Vendors and Hot Breakfast Buffet

7:30 - 8:00 am Story Boards and Silent Auction

8:00 - 8:15 am Welcome and Overview of the Day  
**Matt Wahoske**, WAHQ President

8:15 - 9:30 am "The Changing Landscape of Healthcare Quality"  
**Kathleen Bartholomew**, RN MN (*see bio pg 6*)

9:30 - 9:45 am Break - Storyboards, Vendors and Silent Auction

9:45 - 11:15 am Plenary, Part II  
**Kathleen Bartholomew**, RN MN

11:15 - 11:45 am Annual Meeting - WAHQ Board

11:45 - 12:30 pm Lunch - Networking and Vendors

12:30 - 1:00 pm Storyboards and Vendors

1:00 - 2:30 pm Breakout Sessions - (Select One)

1. Monitoring Change Using a Dashboard and/or Balanced Scorecard  
**Tracy Dodd**
2. How to Conduct an Root Cause Analysis - **Jody Rothe**
3. Using the Excel Data Analysis Tool Pack - **Tim Kamps**
4. How is Your Quality Landscape Changing - **Panel discussion** with Wisconsin hospitals about the changes they have made.
  - Aurora Health - **Allison Sajdak**
  - Froedtert Health - **Ray Riska**
  - UW Health - **Betsy Clough**

2:30 - 3:15 pm Legislative Update - **Karla Ashenurst**

3:15 - 3:30 pm Silent Auction and Story board break

3:30 - 4:00 pm Wrap up/Evaluation - **Matt Wahoske**, WAHQ President



**LOCATION: Wilderness Hotel and Golf Resort**- 45 Hillman Road  
P.O. Box 299 Wisconsin Dells, WI 53965

1-800-867-WILD (9453)

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*The cut-off date for the rooming list is also the last day to cancel individual rooms without penalty. After the cut-off date, there is a 72-hour cancellation policy per room.*

Reservations cancelled prior to the 72-hour mark will be charged a \$20 fee. Condos, Cabins & Villas are subject to a 14 day cancellation policy with a \$30 cancellation fee. Any discounts, coupons, special rates or packages, or any other individual offers will not apply to group negotiated rates.

**The rates quoted include wrist bands for admission to all water parks on property.**

*Check in is at 4:00 pm, check out at 11:00 am.*

#### WHO SHOULD ATTEND?

Quality improvement professionals, risk managers, case managers, nurse executives, physicians, pharmacists, patient care services specialists, patient advocates, accreditation specialist, administrators and patient safety improvement team members.

**Attire:** Business casual is appropriate. Please dress in layers as the temperature of the conference rooms may fluctuate.

**Continuing Education:** This activity will be submitted to the National Association for Healthcare Quality for CPHQ credit.

# 2013 National Association for Healthcare Quality (NAHQ)'s 38th Annual Conference "Triple Crown of Quality – Communication, Collaboration, Connection" Report

by Theresa Dodd, WAHQ Southeast Region Representative

This year's conference included new **Rapid-Fire Sessions** which provided 30-minute concurrent sessions, offering opportunities to attend more sessions and gain more education in less time, additional pre-conference workshops, a virtual online conference option which allowed viewing a live stream of conference sessions for those who couldn't attend in person, expanded opportunities to meet presenters, and the ability to earn more CE credits than in previous years and much more!

Kathy Luther, MPM RN, Vice President, Institute for Healthcare Improvement (IHI), moderated a panel discussion, "Lessons Learned from the NAHQ-IHI R&D Innovation Project: Collaboration, Empowerment, and Results". During November 2012 – January 2013, NAHQ partnered with the IHI on a rapid cycle innovation project to identify best approaches for running an efficient and effective quality department in a hospital or integrated delivery system. The team interviewed healthcare and manufacturing quality leaders and patients, surveyed the NAHQ membership, and performed a literature review.

The results offer new approaches to quality functions as well as healthcare methods to improve quality structures and functions. Conclusions from the report include:

- Quality departments spend a great deal of time and energy on tasks not related to quality (identification and reduction of defects). Quality leaders would like to shift the non-quality related time to value-added quality functions.
- Communication and teamwork associated defects were identified as highest priorities by both quality leaders and hospital patients.
- Successful organizations have shifted their way of thinking from the quality department owning quality to everyone in the organization assuming ownership of quality. This is a more productive and leaner approach to the standard quality structure.
- All organizations offered some type of organized educational program for staff on the theory and application of PI methods and tools. There was no one dominant methodology used for performance improvement across organizations interviewed. Successful organizations appeared to train their staff on the various PI tools and allowed them to apply the tools to solve problems and resolve their everyday frustrations.
- Quality departments have changed their focus from simply "quality driven" (the identification and reduction of defects) to incorporate their "value" to the organization. The quality department is considered that which includes guides or facilitators to educate and mentor staff to reduce variation and decrease defects in their everyday work. They are viewed in their organization as experts in PI. This thinking encompasses a financial component: efficiency in processes and decreased operating cost."

(available in "Quality Structures and Functions at Half the Expense: A Research and Development Project Cosponsored by the Institute for Healthcare Improvement (IHI) and the National Association for Healthcare Quality (NAHQ)" Mitch Applegate et al; 2/1/2013)

**Interwoven throughout the conference was the NAHQ commitment to development of healthcare quality professional leadership.**

## "Patients as Experts"

Featured keynote speaker Julie Ginn Moretz, Family Leader/Associate Vice Chancellor Patient and Family Centered Care at the University of Arkansas for Medical Sciences, spoke to partnering with patients and families to enhance quality and safety.

Specifically, during her presentation, she addressed twelve key patient and family centered practices:

1. Patients and families are seen as essential members of the health care team in all settings across the continuum of care.
2. Staff and clinicians introduce themselves to patients and their family members in all encounters.
3. Patients and families are supported in collaborative self management and in shared decision-making.
4. Families are no longer viewed as visitors.
5. Patients and families are partners with staff and clinicians in enhancing patient safety.
6. Patients and families are encouraged and supported to participate in nurse change of shift report and rounds.
7. Patients and families have timely, useful information about medications.
8. Patients and families have access to a Rapid Response Team.
9. Patients, and families according to patient preference, have easy access to their clinical information, medical record, and the daily recording of care.
10. Patients and families are encouraged and supported in participating in the planning for discharge and other transitions.
11. Education and support are provided to front-line nursing and allied health staff, physicians, unit leaders, and trainees for how to introduce themselves and how to collaborate with patients and families.
12. Patients and families participate in meaningful sustained ways in policy and program development, implementation, and evaluation; in quality improvement and safety initiatives; in facility design planning; and in professional education.

# National Association for Healthcare Quality (NAHQ) 2014 Events

- [Join NAHQ in Nashville, Tennessee, for the 39th Annual Educational Conference - "Quality in Harmony Across the Continuum", September 7 - 10, 2014.](#)
- [CPHQ Review Course, November 4-5, 2014](#), Richmond, VA *Registration information coming soon.*
- Events <http://www.nahq.org/education/events/calendar.html>

## 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.

All CPHQ Fees are non-refundable. <http://www.nahq.org/certify/content/exam.html>

NAHQ: <http://www.nahq.org/Join/content/index.html>

## Wisconsin Association for Healthcare Quality (WAHQ) [www.WAHQ.org](http://www.WAHQ.org) 2014 Annual Conference & 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 with New or Renewal Membership**  **\$175**

**Annual Conference (already member)**  **\$130**

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

**Please submit conference registration/payment by February 21, 2014.**

**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.**

# WAHQ Board of Directors

## Officers

### President

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## FEATURED CONFERENCE SPEAKER:

**Kathleen Bartholomew, RN MN** - Before turning to healthcare as a career in 1994, Kathleen Bartholomew held positions in marketing, business, communications and teaching. It was these experiences that have allowed her to look at nursing from a different perspective and speak poignantly to the issues that affect nurses today.

She has been a national speaker for the nursing profession for the past eleven years. As the manager of a 57 bed surgical unit in Seattle, Kathleen quickly recognized that creating a culture where staff felt a sense of belonging was critical to retention. Kathleen spoke throughout Swedish Medical Center to the numerous factors that propel our society toward isolation and encouraged staff to connect and value one another.

During her tenure as manager, staff, physician and patient satisfaction improved significantly as she implemented her down-to earth strategies for creating community. Despite the nursing shortage, Kathleen could always depend on a waiting list of nurses for her unit.

Kathleen's Bachelor's Degree is in Liberal Arts with a strong emphasis on Sociology. This background laid the foundation for her to accurately identify the norms particular to healthcare – specifically physician-nurse relationships and nurse-to-nurse hostility. For her Master's Thesis she authored "Speak Your Truth: Proven Strategies for Effective Nurse-Physician Communication," the only book to date addressing physician-nurse issues.

Kathleen's passion for creating healthy work environments is infectious. She is an expert on hospital culture and speaks internationally to hospital boards, the military, leadership and staff about safety, communication, cultural change and power. With her husband, John J. Nance, she co-authored, "Charting the Course: Launching Patient-Centric Healthcare." From the bedside to the boardroom Kathleen applies research to practice with humor and an ethical call to excellence. Everyone that hears her is inspired.