

President's Corner

WAHQ President



Matt Wahoske

Happy Holidays! I hope this letter finds you warm, happy, and safe.

At the annual meeting I will relinquish my Presidency to President-elect Paul Frigoli. Paul is a great leader, well respected and authored. I expect, he will do great things for the organization during his Presidency.

During my tenure on the Board of Directors; first as Treasure then as President, we have accomplished several goals. While I am proud of these accomplishments, I am perhaps most proud of the organization finances. The organization is on solid financial footing and is the envy of other nonprofits.

WAHQ's financial strength has allowed :

- Members attainment of CPHQ credential through financial support
- annual conference national speakers
- A **NEW** scholarship award supporting membership education
- Board of Directors members to attend the NAHQ state leadership summit
- Annual CPHQ training course Co-sponsorship with MetaStar

As Past President I will work closely with Paul Frigoli to ensure a smooth transition into his two-year term.

It has been an honor and a privilege serving as your President. I will leave with many fond memories – **THANK YOU!**

Save the Date – February 27, 2015 WAHQ Annual Conference Glacier Canyon in Wisconsin Dells

See conference Details on page 3
2015 Online Registration Form is available with payment by PayPal
visit www.wahq.org

President Elect



Paul Frigoli

“Change.” How many times have you heard that word in the past year? Working in healthcare, you probably hear it used at least once every day!

- Changes in reimbursement.
- Changes in healthcare access
- Changes in legislation and regulation
- Changes in technology
- Changes in quality reporting\

Change, change, change! Will it ever stop?? The answer is, NO!

Healthcare is a dynamic field, and change is inherent in every aspect of our work. It pushes us out of our comfort zone and makes us uncomfortable.

The urge is strong to fight against it. As frustrating as it may seem, resistance to change is actually normal.

This resistance does not mean something is wrong; it just means that something is happening.

As professionals in healthcare quality, we must set the tone for embracing change and moving forward with it.

One of the best tools we can use is communication.

1. Inform stakeholders early and often.
2. Be transparent with what is happening.
3. Talk about our strengths and weaknesses, and highlight the opportunities.
4. Research and benchmark with best practices in our profession.

Thank you for depositing your confidence in me as your WAHQ president-elect. My goal for 2015 is to continue improving communication within our organization.

We need more interaction at the regional level. Expect more feedback opportunities including the formation of special interest groups. Webinars provide convenient and quick access to education.

Above all, make sure you attend the WAHQ conference on February 27th, 2015 at Glacier Canyon in WI Dells.

I look forward to seeing you there!

Winter 2014 - What's Inside

Pg 1 President's Messages

*Pg 2 Upcoming Elections;
Treasurer's Report*

*Pg 3 2014 Conference Agenda,
Hotel information*

Pg 4& 5 2015 Featured Speakers

*Pg 6 Call for 2015 Storyboards and
Vendors*

Pg 7 Internet Usage Report

*Pg 8 WAHQ Board Contact
Membership application*

2015 WAHQ Board of Director Open Positions

by Vicke Wetenkamp, WAHQ Secretary, CPHQ,
FACHE

- Northeast Representative
- Northwest Representative
- South Central Representative
- Treasurer

WAHQ positions are 2 year terms. WAHQ Members will receive a ballot. If you are interested in running for any of these positions, contact Vicki Wetenkamp, vwetenkamp@hfmhealth.org.

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

National Association Healthcare Quality

<http://www.nahq.org>

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>

The video "The NQF Efficiency Measurement Framework: Can it Help

<http://videos.med.wisc.edu/videos/1677>

Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of December 22, 2014

- Checking \$ 30,601.69
- Savings \$ 20,545.12
- Annuity \$ 6,388.55
- Interest \$ 85.27

Total Assets \$57,720.63

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

2015 WAHQ Conference

AGENDA

0630 - 0700	Vendor and Storyboard setup
0700 - 0800	Conference Registration with Hot Breakfast
0800 - 0815	Opening Remarks – Matt Wahoske, 2014 WAHQ President
0815 - 0930	Keynote – “Changes in Quality – Moving to a Dyad” - Dr. Roger Resar
0930 - 0945	“Legislative Update” - Laura Leitch JD
0945 - 1000	Break and Storyboards, Vendors, and Silent Auction
1000-1115	“Nursing and Data – What are you doing with it?”- Dr Rhonda Hughes
1115 - 1215	“NAHQ Update” – Sarah Pavelka MHA, OTR?L, CPHQ, FNAHQ
1215 - 1315	Lunch and WAHQ Annual Meeting
1315 - 1330	Storyboards, Vendors and Silent Auction –
1330 - 1445	Care Across the Continuum Update – Dr. Amy Kind
1445 - 1530	Plenary – Global Trigger Tool for Measuring Adverse Events - Dr. Roger Resar
1530 - 1545	Closing Remarks – Paul Frigoli 2015 WAHQ President

Register for Glacier Canyon Hotel

Rooms - \$99 for **Thursday, February 26, 2015**

- \$139 for **Friday, February 27, 2015**

Includes wrist bands for water park admission

A block of rooms has been **reserved**
until **Jan 28, 2015** no exceptions.

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

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

Check in is 4:00 PM, Check Out is 11:00 AM

When reserving rooms ask about the cancellation policy

Hotel Address 45 Hillman Road P.O. Box 299

Wisconsin Dells, WI 53965

Keynote Speaker



Dr. Roger Resar

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

Dr. Resar 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 retired Assistant Professor of Medicine at the Mayo Clinic School of Medicine and former Change Agent for the Mayo Foundation.

Dr. Resar has contributed to the development and national spread of key safety and improvement strategies.

Several of notable mentions include

- Medication Reconciliation,
- the IHI Global Trigger Tool,
- "bundle science",
- reliable process design, and
- basic work and design in hospital flow

Dr. Resar is boarded in Pulmonary and critical Care medicine and graduated from the University of Wisconsin Medical School in 1972.

WAHQ Membership & Conference fee information on page 8,

OR

Visit www.wahq.org for **2015 Online Registration Form** which is available with payment by **PayPal**.

"2015 WAHQ Conference Featured Speakers"



Amy J. H. Kind, MD, PhD

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

Dr. Kind's research focuses on patient safety during transitions between health care settings, particularly for highly vulnerable older adult populations. Dr. Kind is currently working to design systems which improve care transitions and between-facility communication at the time of hospital discharge for patients with dementia and for those discharged to nursing homes. Her research has been used in a systems change project within the UW Hospital and Clinics to create, implement, and evaluate an electronic medical record based, multi-disciplinary discharge summary communication tool. She also leads two nursing-based interventions at the UW and Madison VA Hospitals: (1) The Coordinated – Transitional Care Program or CTraC which aims to improve hospital-to-home transitions for patients with dementia and (2) The Coordination and Empowerment of Patients in System-to-System Transitions or COMPASS Program which aims to improve hospital-to-skilled nursing facility transitions. Her previous research utilized stroke as a model disease to examine patterns and predictors for complicated transitions, the cost and mortality consequences associated with these transitions, and the roles that race and initial discharge site play in these events.



Sarah Pavelka, MHA, OTR/L, CPHQ, FNAHQ

Fellow for the National Association for Healthcare Quality

Sarah Pavelka has over 14 years of experience teaching and coaching in organizational performance and continuous improvement in business, industry, education and healthcare. Sarah, the owner of Pavelka's Point Consulting, LLC, and serves as a faculty member for the Master of Healthcare Administration at Des Moines University. Mrs. Pavelka's experience includes national and international speaking engagements, serving as Past-president of the Iowa Association for Healthcare Quality, a task force member for the Iowa Hospital Association, and the Iowa Healthcare Collaborative. Sarah holds degrees in Biology and Psychology from Luther College in Decorah, Iowa; an Occupational Therapy degree from Concordia University Wisconsin; and MHA from Des Moines University. She is a Fellow for the National Association for Healthcare Quality (FNAHQ), a Certified Professional in Healthcare Quality (CPHQ) and also has credentials in Occupational Therapy, Ergonomics, Lean and Six Sigma Black Belt.

"2015 WAHQ Conference Featured Speakers"



RONDA G. HUGHES, PHD, MHS, RN, FAAN

Associate Professor Marquette University

Dr. Hughes has over 20 years' experience in leadership, management and research. She works with national policy makers, leaders and researchers in various ways, improving the quality and safety of care throughout the nation. Her work experience includes academic and public service. She was a Senior Health Scientist in the Agency for Healthcare Research and Quality (AHRQ) where she was involved in both intramural and extramural research and led AHRQ's quality improvement initiatives for nursing involving research and implementation of evidence. Dr. Hughes combines her experience with research, large databases and evidence to transform organizations and care at the bedside. She writes regularly on patient safety and quality improvement as well as research methodologies. She was the editor and major contributor of the joint AHRQ and RWJF book, "Patient Safety & Quality: an Evidencebased Handbook for Nurses," which is targeted to nurses across settings and is being utilized by schools of nursing and hospitals nationally and internationally. This book has received numerous awards for its importance to clinicians, administrators and managers, policy makers and educators. Dr. Hughes received a B.S. in nursing from Boston University, a M.H.S. in health policy with a minor in biomedical ethics from Johns Hopkins University, and her PhD. in Health Policy and Health Services Research from Johns Hopkins University. Dr. Hughes is also a fellow in the American Academy of Nursing.



Laura Leitch, JD

Attorney with Hall Render Killian Heath & Lyman

Attorney Leitch focuses her practice on providing policy analysis and other government relations services to health care providers and related associations. Ms. Leitch also advises health care clients, including hospitals and health systems, on licensure and regulatory compliance matters, government reimbursement issues, and other general health law questions. Laura received her undergraduate degree from the University of Illinois at Champaign-Urbana and her law degree from the Ohio State University Moritz College of Law

Call for Storyboards for the 2015 Annual WAHQ Conference

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 February 1st, 2015**

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 2015 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor for the 2015 WAHQ Annual Conference on Friday, February 27, 2015 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 2015 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.
Sheri – Sheri.Kruegerdix@froedtert.com

WAHQ Website Report

By Sheri Krueger Dix, WAHQ Internet Development, RN, BSN, CPHQ, CPM

Website Usage:

Last Update: 13 Nov 2014 - 23:31 [Update now](#)



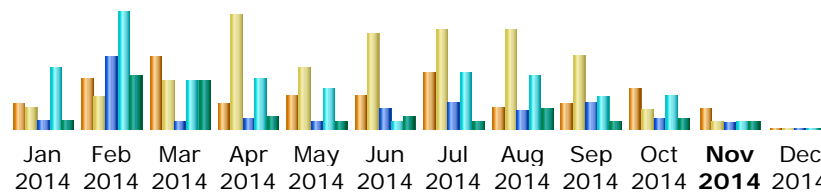
Reported period:

Summary

Reported period	Month Nov 2014				
First visit	01 Nov 2014 - 00:21				
Last visit	13 Nov 2014 - 23:24				
	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Viewed traffic *	273	494 (1.8 visits/visitor)	1148 (2.32 pages/visit)	2402 (4.86 hits/visit)	39.82 MB (82.54 KB/visit)
Not viewed traffic *			1732	1826	120.15 MB

* Not viewed traffic includes traffic generated by robots, worms, or replies with special HTTP status codes.

Monthly history



Month	Unique visitors	Number of visits	Pages	Hits	Bandwidth
Jan 2014	638	1438	4083	11333	172.36 MB
Feb 2014	747	1847	8763	16914	340.27 MB
Mar 2014	875	2115	7692	21096	902.19 MB
Apr 2014	655	1493	2985	5971	133.28 MB
May 2014	530	1146	2372	4761	108.14 MB
Jun 2014	539	1221	2757	5037	90.89 MB
Jul 2014	697	1525	3486	6831	105.76 MB
Aug 2014	716	1517	3548	7763	120.28 MB
Sep 2014	640	1384	3310	6647	101.77 MB
Oct 2014	569	1187	2926	5244	126.06 MB
Nov 2014	273	494	1148	2402	39.82 MB
Dec 2014	0	0	0	0	0
Total	6879	15367	43070	93999	2.19 GB

WAHQ Board of Directors

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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

Annual Conference (already member) \$130 Annual Conference (Non-Member) \$195

WAHQ Conference with New or Renewal Membership \$175

WAHQ Annual Membership Only \$45 **2015 Online Registration Form is available**
with payment by **PayPal**. Visit www.wahq.org

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

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.