



News & Views

President's Corner

WAHQ President



Paul Frigoli

Happy New Year to each of you! I trust you had a wonderful holiday season, and are already working towards your goals for 2017! How do I know that? Because we are Quality people, and are driven to accomplish bigger and greater things! And setting goals is always a good way to start.

Looking back over the past year we have seen many changes. We endured endless hours of media coverage regarding our presidential election.

We saw several iconic figures from the entertainment world pass away. Many new laws were passed, and others abolished at the state and local levels. We were introduced to some new acronyms, like MIPS, APMs and MACRA, among many others.

Earthquakes, devastating weather phenomenon and civil unrest created even more confusion and distress. Whew!

Aren't you glad 2016 is over! Well, hang on because the bumpy ride is not over yet!

2017 is sure to bring even more changes, and is certainly creating more questions than we have answers. But... we have been here before!

After all "change" is our middle name in Healthcare Quality. The only thing that is constant is indeed change but we are

WAHQ Annual Conference, Friday March 17, 2017



The Amazing Race Towards Healthcare Quality: "Leadership and Accountability in the Real World"

Kalahari Resort, Wisconsin Dells

resilient. There is nothing we can't learn! We adapt, adjust, regroup, refocus, and recreate our Quality systems to match the current environment.

So, as we sail into the sea of regulatory and quality reporting changes, your WAHQ Board is here to serve you.

I strongly urge you to attend our WAHQ Annual Conference on March 17th, which will be held at the Kalahari Resort (new location) in the Wisconsin Dells.

We are so fortunate to have Cy Wakeman sharing with us presenting about Reality-based Leadership. You won't want to miss it!

For those who are interested in attending an excellent learning seminar, I recommend attending the "NAHQ Next" national conference in Cincinnati on September 18-20.

It's a wonderful opportunity to network with Healthcare Quality professionals from across the country. And finally, please avail yourselves of your WAHQ Regional Representatives. They are eager and willing to help you and can direct you to helpful resources.

It's been an honor and a privilege to serve as your WAHQ President these past two years.

At the conference on March 17th I will pass the honor along to Conni Brandt from Metastar who will serve as our new President, and I will assume the Board position of Past President. Have a great

2017, and see you at the Kalahari!
Warmest Regards,

Paul Frigoli
WAHQ President

2017 WAHQ Board Elections

Treasurer

North East

North West

South Central

If interested contact WAHQ

Secretary, Vicki Wetenkamp.

vwetenkamp@hfmhealth.org

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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. 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

*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>

*Agency for Healthcare Research and Quality
 Patient Safety Network (AHRQ)

<https://psnet.ahrq.gov/>

What does it mean to Volunteer at NAHQ?

By Gail Wietor

Have you ever considered volunteering for a National Association of Healthcare Quality (NAHQ) position? A little more than a year ago I received an email looking for volunteers for various positions, one of those being part of the conference planning team. The expectations listed in the job description were clear, monthly calls with possible 1 or 2 days of face to face or teleconference planning days with the position lasting through the 2017 conference. I was hesitant but I could do this! I completed the form and submitted the application. Then next thing I knew, I was accepted to be one on the 2017 NAHQ Conference Planning team. WOW, what I have learned and the people I have met.

We are a team of 11, with 3 NAHQ staff leading and 8 volunteers. The NAHQ team keeps us on track and they do a lot of the work. We have looked at survey demographics on conference participants, past conference metrics, best practices on conference planning, given input on the branding, speakers and topics, evaluated abstracts gave recommendations and slotted into time slots.

Overall it's the WAHQ conference on a grander scale and it has been a great learning experience. Look for me at 2017

NAHQnext Conference, September 18 -20, 2017 in Cincinnati, OH.

Register at <http://www.nahq.org> and it's not too late to join. Gail Wietor is a current WAHQ member working at the Zablocki VA medical center. Gail has served the WAHQ in the past as the Conference Coordinator, MetaStar BOD liaison, and SE Regional Representative.

Treasurer's Report

By Timothy Kamps

ACCOUNT BALANCES

As of Dec 31, 2016

• Checking	\$ 30,296.84
• Savings	\$ 20,621.45
• Annuity	\$ 6,388.55
• Interest	\$ 172.41
Total Assets	\$57,479.25

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

2017 WAHQ Annual Conference

Key Note Speaker



Cy Wakeman, CSP

President and Founder of Cy Wakeman, Inc. Reality-Based Leadership – Ditching the Drama and Turning Excuses into Results

We are certainly in challenging times in our business world today. We have been in challenging times in the past and we will be faced with challenging times again at some point in the future. Here's the reality check – The fact that times are challenging is not the source of our pain. The source of our pain is the absence of great leadership based reality.

We must become willing to admit that our way of leading is simply not working – not creating the results or the quality of life that we would like. These times are calling for a new type of leader. We need leaders who are willing and able to recreate mindsets-their own and the mindsets of others – in order to change circumstances and lead in a new and revolutionary way.

The revolution begins with a few good leaders practicing Reality-Based Leadership. A Reality-Based Leader is one who is able to quickly see and radically accept the reality of the situation, conserve precious team energy, and use that energy instead to impact reality. Better yet, a great Reality-Based Leader anticipates the upcoming challenges and capitalizes on the opportunity inherent in the situation without the drama or defense.

Patient Satisfaction Data: Learning Data while enhancing quality, patient safety, and patient experience.



Joe Snipp-Professional Research Consultants

Professional Research Consultants, Inc. (PRC) is a nationally-known healthcare market research company headquartered in Omaha, Nebraska. For more than 30 years, PRC has facilitated millions of interviews, delivered insightful reports, and provided customized research solutions to hospitals and healthcare organizations. In addition to being a certified vendor for government-mandated CAHPS surveys, PRC also provides research services that measure patient experience, physician engagement and employee engagement, as well as Community Health Needs Assessments.

**Thursday March 16th 2017 - Board Meeting-
Kalahari Resort – 6:00 PM
WAHQ Members welcome!**



**Friday
March 17th 2017
CONFERENCE**

AGENDA

**The Amazing Race Towards Healthcare Quality:
“Leadership and Accountability in the Real World”**

6:30-7:00 AM Vendor and Storyboard Setup

7:00- 7:45 AM Conference Registration Enjoy a Hot Breakfast and View Storyboards

7:45-8:00 AM Opening Remarks – Paul Frigoli, WAHQ President

8:00-10:00 AM Keynote –Cy Wakeman “Reality-Based Leadership”

10:00-10:15 AM Break and View Storyboards Visit Vendors

10:15-11:15

Break Out session C – Ginna Cross & Ashley Stelter “Essential Oils”

Break Out Session D –Cori Gibson, “Health Literacy”

11:15-11:30 PM Break, View Storyboards, Visit Vendors, Book Signing by Cy

11:30-12:30 PM Lunch and Annual WAHQ Membership, View Storyboards, Visit Vendors, Book Signing by Cy

12:30-1:45PM Joe Snipp “Improving Quality and Patient Safety through Patient Experience”

1:45-2:00PM Break, View Storyboards, Visit Vendors, Book Signing by Cy

2:00-3:00 PM Legislative/Regulatory Update

3:00-4:15 PM Cy Wakeman “Hardwiring Accountability”

4:15-4:30 PM Closing Remarks – Door Prize Winners (Must be present to win)

[Driving Directions](#)



2017 Annual WAHQ Conference

Call for Storyboards

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 28th (extended deadline)**

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 2017 Annual Wisconsin Association for Healthcare Quality (WAHQ) Conference

Please join us as a vendor for the 2017 WAHQ Annual Conference on Friday, March 17, 2017 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 2016 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.

Anna Green – agreen@milebluff.com

2016 IHI Forum Satellite Broadcast

IHI Member Opportunities

by Chris Lutz RN

WAHQ Regional Representative for South Eastern Wisconsin.

As a patient safety advocate, I was excited to learn that my employer, Children's Hospital of Wisconsin; was offering the live broadcast of the Institution for Healthcare Improvement (IHI) National Forum this year. As the WAHQ Regional Representative, I appreciated the opportunity to invite our regional members to this broadcast. The Performance Improvement leadership team did not hesitate and was "happy to have others join us for the conference". The only requirement was our WAHQ guests would comply with the hospital visitor guidelines.

We had 6-7 WAHQ members join us on either one or both days of the conference. A debrief at each session was facilitated by Dr. Christopher Spahr our Chief Quality Officer who appreciated the collaboration of all attendees. I enjoyed the opportunity to meet with my fellow colleagues who share a passion for providing the best and safest care.

One of my goals as regional representative is to promote interest in the WAHQ and add value to its members; this was one way of accomplishing my goal. The networking of members and non-members was rewarding to see and facilitate. In fact, I was asked if would be "willing to talk about WAHQ at an upcoming staff meeting" to which I responded "I would love to come and talk about it". Some folks also interested in the WAHQ Annual Conference in March". Hope to see you in March-Stay warm. Chris

2016 National Forum on Quality Improvement in Healthcare from the Institute for Healthcare Improvement (IHI) Update

Therese Dodd, BA, MBA, RN, CPHQ, FNAHQ, Quality Improvement Director – Sarah Cannon, Southeast Region Member

Through advocacy by Christine Lutze, the Southeast Region representative to the WAHQ Board, with her employer Children's Hospital of Wisconsin, a complimentary invitation was opened to the region's membership to attend any/all of the sessions of the live stream of the National Forum on Quality Improvement in Healthcare from the Institute for Healthcare Improvement (IHI) on Dec. 6 and 7th, 2016 in the auditorium of Children's Hospital, located in Wauwatosa.

Not having the personal resources to attend this conference otherwise, this gift from Children's was a rare opportunity for continued learning around healthcare quality. Keynote speakers included:

Captain Scott Kelly, who participated in NASA's historic Year in Space and the pioneering Twins Study, an investigation of the effects of his prolonged time spent in space using his identical twin brother back on Earth as the "control". He shared personal stories that revealed advice on pushing one's own limits, to insight on the leadership and teamwork required in such demanding conditions, and the challenges—such as long-term deprivation from loved ones and Earth.

- Leaders at Orlando Health share moving stories and insights about their system's mass trauma response to the deadliest mass shooting in American history, which took place at the Pulse Nightclub in Orlando, Florida.
- Dr. Abraham Verghese, a nationally bestselling author with a humanistic view of the future of healthcare shared his vision, which marries technological innovation with the traditional doctor-patient relationship.

Other speakers at the forum include the prestigious experts in the field of health care quality.

Christine and the hospital were welcoming to attendees, providing detailed navigation directions as well beforehand and snacks/beverages during the course of the two days. Attendees signed in before each session. Children's provided instructions, via email after the Forum, how to submit to IHI for continuing education units. For the purposes of continuing education for my CPHQ, I self-reported my attendance through my employer's online education tracking system knowing that Children's can corroborate my attendance as needed.

Besides the content value from the presenters during the Forum, benefits included the opportunity to connect with other healthcare quality professionals from Children's Hospital and the WAHQ Southeast Region. I left feeling re-energized for quality and excited to continue connections with an expanded network. Kudos!

Call for WAHQ Board of Director Candidates

by Vicki Wetenkamp CPHQ, FACHE
WAHQ Secretary, Board of Directors

The WAHQ Board of Directors will be having elections for the positions listed below. This is a great opportunity to get involved in healthcare quality at the state level. Please consider adding your name to the slate of nominees. The breakout of regions is listed on the WAHQ website: <http://www.wahq.org/index.asp> If you are interested or would like more information, please contact me at vwetenkamp@hfmhealth.org. Also if interested, I would need a brief biography by **February 10 2017**. Thanks!

2017 WAHQ Board Election – Positions up for Election:

- 1) Treasurer
- 2) North East Region Representative
- 3) North West Region Representative
- 4) South Central Region Representative

WAHQ Website Responsibility Changing

Special Thanks to **Stephanie Wanek** who will be assuming responsibility for the WAHQ Website.
Also Many Thanks to **Sheri Krueger Dix** for her past website oversight and development!



One Person's Journey to Becoming a NAHQ Fellow

By Therese Dodd, BA, MBA, RN, CPHQ, FNAHQ, Quality Improvement Director – Sarah Cannon, Southeast Region Member

Last October, I was honored to be officially conferred with Fellowship by the National Association for Healthcare Quality (FNAHQ) during the virtual membership meeting which capped off Healthcare Quality Week. For me, this recognition by NAHQ affirmed my leadership over the years to promote excellence in healthcare and acknowledged my abilities to serve as a role model for my colleagues in healthcare quality.

How did I ever get to this point? I was certainly not the child who announced at age 5 that she wanted to be a healthcare quality professional... I was not that person at 18 either. After a few years as a bedside nurse, I'll be honest and admit that in 1985 I took a position in the quality department of the hospital where I was employed in order to open up my weekends. Happily, I found I enjoyed the work and, discovering an aptitude for it, have been involved in healthcare quality ever since; primarily quality and performance improvement, utilization review, and accreditation and regulatory compliance.

I have been fortunate to have had employers in the past that, despite tight budgets, have encouraged professional development. For 15 years, I was the quality manager for the Blood and Marrow Transplant Program at the Medical College of Wisconsin, Children's Hospital of Wisconsin and Froedert Hospital. For the last two years, although still residing in Wisconsin, I have been the Quality Improvement Director for Sarah Cannon Blood Cancer Network. Corporately based in Nashville, the network consists of eight blood cancer and/or bone marrow transplant programs across the U.S., seeing over 39,000 cancer patient visits and performing over 900 transplants in 2016.

Through mentors at work, I was supported to volunteer and serve as a Wisconsin Forward Award Examiner and Team Leader, as a member of NAHQ and WAHQ, culminating in service as the Southeast Region representative to the Board for two terms. More specific to my work with blood cancer and transplant, I have been supported in participation and leadership roles in quality committees for the American Society for Blood and Marrow Transplantation and the Foundation for the Accreditation of Cellular Therapy. Those associations have opened up occasions to present and to publish.

If my healthcare quality career was a library, the bookend on one shelf would be my CPHQ which I received in 1996 and is something I possibly wouldn't have pursued if not for the encouragement of colleagues with whom I networked through NAHQ. The bookend on the other side of the shelf would be my designation as FNAHQ, something I wouldn't have considered applying for if not for the encouragement of quality colleagues.

The FNAHQ application is criteria driven, evidence-based and rigorous. The process begins by filing an intent to apply notice to NAHQ. Once approved to proceed, NAHQ assigns a FNAHQ to serve as a mentor through the application and submission process. My mentor served me well – available, approachable, encouraging

yet very forthcoming with feedback and advice when it was needed.

The NAHQ Fellowship Review Team reviewed the application materials I submitted as well as evaluated supplemental information which was required with the application:

- My credentials and academic background; CPHQ is mandatory.
- My employment background including reference letters from two professional contacts who were familiar with my achievements and contributions in the healthcare quality field describing why I should be considered for fellowship status. I was privileged that Paul Frigoli, current President of WAHQ and a colleague from Wisconsin Forward experience, was willing to provide one of my references.
- Education and continuing education attendance for my most recent CPHQ recertification period along with my contributions to the field of healthcare quality in three of the following four categories. (My application mentor strongly advised holding to three.)
- Leadership/Service (*required*) which required documentation of all volunteer leadership positions or appointments I had held in healthcare quality associations or related organizations at the local, state, and national level that demonstrate my leadership and contributions/service to the healthcare quality related field.
- Published Works Applicants – I elected not to submit evidence in this area but if I had, it would have required documentation of one of the following combinations of published works:
 - * 1 personally authored or edited book where I was listed as an author or editor. This publication cannot be prepared as part of a work-related assignment for the applicant's employer for the primary purpose of use within the applicant's employing organization.
 - * 2 book chapters where I authored a significant portion of the chapters
 - * 2 articles published in journals or periodicals whose circulation exceeds 1,000 readers where I was listed as an author
 - * Combination of two: 1 chapter and 1 article.
- Lectures/Presentations presenter in 10 educational programs in healthcare quality, or related fields, within the 10 years prior to the date of this application.
- Mentorship – documentation from two individuals for whom I had served as a mentor in healthcare quality or related fields. Although our "mentorship/mentored" relationship has been informal over the years, I was flattered that Christine Lutze, a former co-worker in the Quality Department at Children's Hospital of Wisconsin and the current Southeast Region representative for WAHQ, agreed to provide one of these references for me.

Although the application process felt very much like a paper chase, the actual submission is electronic – documents were uploaded to a memory stick and mailed to NAHQ.

In the end, I am proud to have achieved designation as a NAHQ Fellow. Looking forward I am hoping to continue my career in healthcare quality for some time including educating and mentoring individuals about the importance of healthcare quality, my favorite aspects of the work.

WAHQ Board of Directors

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Affiliate Liaison to WHA *vacant*

Conference Coordinator *vacant*

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South West

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Wisconsin Association for Healthcare Quality (WAHQ) www.WAHQ.org 2017 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

Mail completed Registration to:

Make check payable to **WAHQ**

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