



## **News and Views - Winter/Spring 2000**

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### **PRESIDENT'S CORNER** *by Ginger Katzman, RN*

As I write this I can't believe how swiftly the past two years have flown by. It has been a privilege and honor to have served as your President and to lead us into the new millennium. I will leave with many fond memories and new relationships. A focus has been to develop a 5-year/long range strategic plan to lead us in the new millennium. Many short-term goals have been met. A strategic plan will assist us in continuing to move forward and to acknowledge our position for quality management professionals in the State. It has been challenging in an era of advancing technology. WAHQ has responded in many ways to keep up with the pace, including the development of our own web page for example.

NAHQ as we know with their reorganization did downsize and now have many teams in place.

If you haven't had an opportunity to read the last issue of WAHQ News and Views please take the time to read of NAHQ's team reports. I am pleased to announce that two of our WAHQ members are now members of a couple of NAHQ's teams. It's important that we continue to become or stay active in our professional organizations both at the state and national level. At a period when volunteer time has declined we need to make the decision if it's worth our time to serve or not.

I again encourage everyone to become involved, if not at the state or national level, to participate in your regions. Many projects involve only a few hours. If you need more information about what is occurring at your district level, please call your district representative.

Our organization recognizes that networking is so vital, and we've been working to enhance regional/state networking once again. We continue to encourage membership to volunteer for State projects. Other ways to contribute may be to write an article for our newsletter or to develop a storyboard for presentation at our annual meeting. There are so many exciting things to share! At this time, I want to thank all WAHQ Board members for their support, time, commitment and hard work these past two years. Their efforts have energized the Board to make changes to meet and

continually develop goals. I also want to thank the membership for your support, suggestions, and time put towards WAHQ. We VALUE your input and participation. I hope that many of you plan on attending our annual educational conference on Friday March 3rd when Rodney C. Armstead, M.D. will be presenting a program titled, "Measurability in the New Millennium." MetaStar will be co-sponsoring this program and we are very pleased to be able to bring Dr. Armstead to Wisconsin for a very timely topic. Our annual meeting will again be the evening before. This allows district members additional time for networking and gives Dr. Armstead the whole day for his presentation. See you in March.

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### **Education Update** *By Anna McCarthy, CPHQ*

Measurability in the New Millennium: Are Outcomes Measurable and Comparable? is the title and subject of our Spring Conference, co-sponsored by MetaStar, Inc., to be held on Friday, March 3, beginning at 8 a.m. at the Madison West Marriott Hotel in Middleton, Wisconsin. The purpose and focus of the conference is to identify the issues, methods, tools, and variables that contribute towards performance and patient/client healthcare outcomes.

The learning outcomes of the conference include:

- Understand the many definitions of "outcomes" and why there are so many
- Identify the best tools available to measure outcomes that incorporate objective clinical data and patient information
- Discuss examples of best practices leading to positive outcomes
- Identify best practices that recognize the different needs of vulnerable and disenfranchised populations such as Medicare and Medicaid
- List examples of the coordination/continuity of care in the community

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<b>UPCOMING EVENTS</b>
<p><b>March 2</b> <b>WAHQ Annual Meeting</b> 5 p.m.- Marriott Hotel, Middleton</p>
<p><b>March 3</b> <b>WAHQ Annual Conference</b> Marriott Hotel, Middleton Co-sponsored by MetaStar</p>
<p><b>May 12</b> <b>WAHQ Board Meeting</b> Papa's Place, Baraboo</p>

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## **Conference Speaker *Rodney Armstead, MD, FACP***

Rodney C. Armstead, MD, FACP, has a diverse healthcare background that includes professional, administrative and educational faculty experiences in three major hospitals and universities. He also served as the director, Offices of Managed Care for the Health Care Financing Administration (HCFA) in Washington, DC. His many responsibilities included the role of medical adviser regarding medical and health policy issues within the Medicare and Medicaid managed care programs. His areas of expertise include utilization review, QA, and CQI. His background also includes the development of medical information systems, as it pertains to utilization and clinical outcomes.

Dr. Armstead has extensive experience working with vulnerable populations, relative to issues of access and availability. Currently, he is the President/CEO for Medical Diagnostic Management, Inc., in Culver City, California, providing expertise in medical consulting, practice management, and HMO turn-around programs. Dr. Armstead received his medical degree from Michigan State University. He has co-authored numerous articles, has presented at major educational and medical conferences, and served as a committee or board member for FACCT, JCAHO, the Clinical Panel on Treatment of HIV/AIDS, National Association of Community Health Centers, and the Governor's Managed Healthcare Improvement task force in California. He is currently Chair, Board of Governors, LA Care Health Plan, which is the largest Medicaid HMO in the country with over 620,000 covered lives and revenue exceeding 600 million dollars annually.

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## **Continuing Education for Nurses**

The conference has been approved for 7.5 contact hours by the Wisconsin Nurses Association Continuing Education Approval Program Committee, which is accredited as an approver of continuing education in nursing by the American Nurses Credentialing Center's Commission on Accreditation. Participants will successfully complete this activity by registering full day attendance on-site and completing a post-activity evaluation. For registration information, visit the WAHQ Website at [www.wahq.org](http://www.wahq.org) or contact:

Virginia Wyss, (608) 752-3911

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## **WAHQ Annual Meeting and Presentation *By Anna McCarthy, CPHQ***

The WAHQ Annual Meeting will take place on Thursday, March 2, 2000 at the Madison West Marriott Hotel in Middleton, Wisconsin. There will be regional round table discussions beginning at 4 p.m., the WAHQ Annual Meeting at 5 p.m., followed by a presentation titled, "Chronic Care Network Development Community Focus."

Donna Warzynski, RN, CNA of Saint Michael's Hospital, Stevens Point, Wisconsin, will deliver the presentation. Donna describes how several years ago a Care Delivery CQI Team was initiated at Saint Michael's Hospital to look at care delivery first from the acute care perspective and then it broadened into a community look at care delivery. The Chronic Care Committee and now the formalized Chronic Care Network Governance structure are outgrowths of that beginning team. The development of a Chronic Care Network is a community effort to provide seamless care, integrated services to persons with chronic illnesses in our community. The ultimate goal of the Network is to help the person with chronic illness maintain the highest functioning level and the best quality of life possible.

With that in mind, a "picture" was developed of the current system, a mission and vision for the Chronic Care Network, did an initial self assessment for systems integration using the tool developed by the National Chronic Care Consortium, educated key audiences about the concept of a chronic care network, begun to look at the integration of information systems and pharmacy care community-wide. The unique aspect of this development is the high level of communication and collaboration with public and private healthcare providers in our community. Portage County is a pilot for the Family Care project and the Chronic Care efforts support this project while not duplicating, adding to the cost of services. Components of a Chronic Care Network also include extended plans of care and a little different twist to care management.

**Presenter** *Donna Warzynski, RN, CNA*

Donna Warzynski is the Director of Chronic Care Services at Saint Michael's Hospital and chairs the Chronic Care Network Governance group, as well as the information system and pharmacy subteams. She also chairs the Community Health Delivery Team. Donna has a good understanding of the healthcare continuum, including previous experience in acute care, long term care, home health and hospice. We look forward to seeing you at the WAHQ Annual Meeting on Thursday, March 2.

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### **Don't Miss the Opportunity...**

to join MetaStar, Wisconsin's Peer Review/Quality Improvement Organization, in the movement to improve the quality of health care in Wisconsin in 2000 and beyond. As we step into the 21st century we are introducing new quality improvement initiatives with a new rapid-cycle approach based on six national clinical priority areas:

- Acute myocardial infarction (AMI)
- Heart Failure (CHF)
- Stroke/TIA/Atrial Fibrillation
- Pneumonia prevention and treatment
- Diabetes
- Breast Cancer

Each clinical priority area has quality indicators associated with it, and with your participation there will be statewide improvement on each indicator. Learn more about these new initiatives and join us in making changes to health care quality in the new century. Attend one of six regional meetings for more details. These full day meetings will be split into segments, allowing you to attend all or a part of the day to learn about the initiatives most relevant to you and your organization. We are looking forward to the new century and to our new quality initiatives. We look forward to having you join us in these new ventures and to seeing you at the regional meeting of your choice. For dates and registration, log on to our Website at [www.metastar.com](http://www.metastar.com) to complete the registration form or contact Carolyn Coffey at (800) 362-2320 or [ccoffey@metastar.com](mailto:ccoffey@metastar.com).

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## **Call for Articles**

We are always on the lookout for articles to share with our membership. If you can assist us with our goal to produce newsletters with useful information, please submit any articles, storyboards, quality successes, or newsworthy features to:

### **Newsletter Editor**

Anna McCarthy  
2229 Pioneer Rd.  
Janesville, WI 53546  
Phone: (608) 757-5495  
Fax: (608) 757-5010

E-mail: [mccarthy@co.rock.wi.us](mailto:mccarthy@co.rock.wi.us)

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## **Membership Report** *By Virginia Wyss*

As you know, WAHQ has been participating in the dual invoicing program offered by our National Organization. Since January 1996 your renewal notices have been sent to you by NAHQ. There have been on-going issues with timeliness and reporting/communication with the participating states and NAHQ. The most significant issues have been experienced since August 1999 following the conversion to a new computer system that caused problems in NAHQ's ability to track state dues activity. The NAHQ Board met on November 20, 1999 to discuss continuation of dues invoicing for state organizations. A task team was established to discuss the issues and bring a proposal for an effective dues invoicing model to the Board for consideration by the end of the first quarter of 2000. The task team felt it was best to initiate a moratorium on the NAHQ program for states, while a specific operational plan was developed to implement a workable dues invoicing program. ACTION: Dues invoicing by NAHQ will be stopped as of March, 2000, with WAHQ picking up invoicing of their members for a period of time to be determined by the plan developed to implement a workable dues invoicing program. We currently have 180 active WAHQ members. Also, 95 NAHQ only members reside in Wisconsin, and we encourage you to join our state organization.

Starting March, 2000 your renewal notice will be sent to you from WAHQ. We have our [membership application](#) listed below for your convenience to join or renew your WAHQ membership. If you have questions about your renewal date you can send an e-mail or fax and I will get back to you. Fax (608) 743-0520 E-mail [ginnykwyss@aol.com](mailto:ginnykwyss@aol.com). We encourage you to pass this application on to friends and co-workers that have an interest in the benefits of our healthcare quality organization.

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## **Visit Our Web Site**

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. There are links to other healthcare quality resources from our Web page as well as the latest newsletter from WAHQ and our quality conference brochure listing our educational offerings. We are fortunate to have the expertise of [MetaStar](#) to guide us in the development of our Web page. This avenue of networking through the Internet would not be possible without their technical and financial support; we are forever grateful. So, visit our site and let us know if you find it beneficial. Our E-mail can be accessed through the Web page too. Any suggestions or ideas from our members on the Web page is always welcome.

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## **Congratulations New CPHQ's!**

Our Association would like to extend our congratulations to the following Wisconsin residents for successful completion of the certification examination for CPHQ, and wish them continued success on the healthcare quality journey:

- Vicki Grimstad
- Loretta Herfel
- Joellyn Keleske
- Jeanette Krukar
- Beverly Larson
- Janice Larson
- Jody Menzel
- Donna Olson
- Nancy Rasmussen
- Mary Kay Scheller
- Beverly Schmitt
- Karen Schroeckenthaler
- Karen Smith
- Sue Tatsek
- Patrice Thor

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[\[WAHQ Home Page\]](#)