



# News & Views



WAHQ President Kathryn Noe, RN, CPHQ

## President's Corner

Hello and Happy Summer to all!

We had a wonderful spring conference in March with many great speakers. It is truly an honor to say we are from Wisconsin and with such leaders in quality in our own state. On behalf of the Board I want to extend a sincere thank you to all the WAHQ speakers and poster participants. Conference participants received pertinent and timely information in a variety of topics.

Our last board meeting was June 20th. At this meeting we discussed the past conference and are beginning to assemble ideas for next year. We are also reviewing the strategic plan and focusing on areas that will promote our organization.

Congratulations to the new board & New Reps for 2003.

- Linda Buell - President-elect
- Patty Pate - Treasurer
- Kathryn Olson, Kim Dockham & Deborah Storlie-Southwest

### National Association for Healthcare Quality (NAHQ)

## NAHQ Annual Conference "On Par With Quality" September 6-9, 2003 Marriott Desert Ridge Resort Phoenix, AZ

(See General conference information on page 2) **Full Registration Includes:**

- Opportunities to earn more than 15 CE credits
- Opening and closing keynote presentations featuring Joseph A. Procaccino Jr. and David Nash
- Four concurrent session tracks from your colleagues in the profession
- Paper and poster presentations
- Exhibitors from every aspect of quality in healthcare
- Opening reception with posters and exhibits on Saturday evening
- Three continental breakfasts

### Mark Your Calendar

## March 5, 2004 - WAHQ Annual Conference

Crowne Plaza, Madison Wisconsin

### New representatives include:

- Judy Frish South Central,
- Judy Stysma North East
- Linda Burrell North West.

again to the new members and good luck to the others that are accepting new positions. **Welcome!**

We are continuing to work on presenting an educational conference for Certified Professional in Healthcare Quality (CPHQ) certification. As this process progresses updates will be communicated.

The National Association for Healthcare Quality (NAHQ) had a president's telephone call during the last part of May. Discussions centered around making the most of volunteers as an important resource. The NAHQ conference planning continues for September in Arizona.

Each year the board chooses WAHQ delegates to represent the state of Wisconsin at the National conference. We will announce the names of the WAHQ delegates in the next newsletter. May you continue to meet your personal and professional goals. Have a great summer.

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On Par with Quality Conference Details

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Spring/Summer ISSUE 2003

## 2003 NAHQ Annual Conference “On Par with Quality”

### Hotel

The JW Marriott Desert Ridge Resort & Spa has been chosen as the headquarters hotel for NAHQ’s 2003 Annual Educational Conference. The resort and spa is woven into the Sonoran Desert, where northeast Phoenix converges with Scottsdale. NAHQ has secured a special conference rate of **\$174 single/double**, plus state and local taxes. All reservations must be guaranteed with a credit card or one night’s deposit by check. To receive these rates, be sure to mention that you are attending the NAHQ conference. After **August 5, 2003**, the NAHQ rate is not guaranteed and higher rates may apply. The special conference rate also is available for 3 days before and 3 days after the conference, based on availability.

### JW Marriott Desert Ridge Resort & Spa

5350 East Marriott Drive  
Phoenix, AZ 85054  
480/293-5000  
800/228-9290 (reservations only)

### Airlines

NAHQ has selected United Airlines and Delta Air Lines to provide discounted fares for the NAHQ 28th Annual Educational Conference. You or your travel agent can contact either United or Delta at the numbers listed below. To obtain the lowest fares (up to a 10% discount), your travel arrangements must be made **60 days in advance** of the official meeting dates. Please use the codes below to receive discounts on your travel. As a frequent flyer, you will receive credit for all miles flown. Your support of NAHQ by securing your reservations with United or Delta is greatly appreciated.

United Airlines  
File #550KO  
800/521-4041

Delta Air Lines  
File #DMN190928A  
800/241-6760

### Early Bird Registration

**by August 8<sup>th</sup> :**

**Members Registration –**  
**\$495**

**Members with renewal dues or**  
**Join & Register (Individual)**  
**\$610**

or

**Member with multiple**  
**discounts**  
**\$470**

**Join & Register with multiple**  
**discounts**  
**\$585**

**Non-member**  
**\$710**

### Registration postmarked after

**August 8<sup>th</sup> add**

**\$125**

*All Registrations from the same  
facility must arrive together.*

**Pre-registration available**  
**on-line at**  
**[www.nahq.org](http://www.nahq.org)**  
**credit card only**

### Conference Objectives

- Examine emerging trends in the regulatory arena
- Identify sources and methods for data analysis and application
- Recognize and implement approaches to patient safety
- Discuss the application of quality across the healthcare continuum

**Attention Interested Certified Professional Healthcare Quality (CPHQ) Candidates or Renewal Candidates**

If you are interested in **attending a 2-day study session** which will be held **in Madison** in the next couple of months **please contact:**

**Diane Schallert** by email: [dschalle@metastar.com](mailto:dschalle@metastar.com) or  
phone: (608) 274-1940

**Address Changes and Email Addresses**

We value your membership and would like to make sure we are sending materials to all of our members. If your address changes or you would like to add an email address to our database, please contact Anna McCarthy at 608-363-9038 or by email at [mccarthad@hotmail.com](mailto:mccarthad@hotmail.com).

**NAHQ List Serve**

NAHQ has a great networking opportunity via e-mail. NAHQ has created a list serve for its members. The list serve is a quick and inexpensive way to network with colleagues. If you would like more information about the list serve, please contact: NAHQ 800/966-9392.

**Visit our 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.

So, visit our site and let us know if you find it beneficial. Our e-mail can be accessed through the Web page also. Any suggestions are always welcome!

***Treasurer's Report***

**5/14/2003**

*Submitted by Linda Buel, Treasurer/President - elect*

**ACCOUNT BALANCES**

• Checking	\$7,073.32
• Savings	\$ 490.41
• Annuity	\$4,597.81
<b>Total</b>	<b>\$12,161.54</b>

**WAHQ MEMBERSHIP APPLICATION**

Name: \_\_\_\_\_ Credentials: \_\_\_\_\_ (CPHQ, RN, LPN, RRA, ART, Other)  
Title: \_\_\_\_\_ Business Phone: ( ) \_\_\_\_\_ Home Phone: ( ) \_\_\_\_\_  
Organization: \_\_\_\_\_ Fax: ( ) \_\_\_\_\_ E-mail: \_\_\_\_\_  
Business Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Are you a member of NAHQ?  Yes  No (Please check)  
Send more information on:  NAHQ Membership  CPHQ Program  
Signature: \_\_\_\_\_ (Please include dues of \$35/one year)

Mail to: Anna McCarthy  
3126 W. Provincial Ln.  
Beloit, WI 53511  
Email: [mccarthad@hotmail.com](mailto:mccarthad@hotmail.com) Phone: 608-363-9038

## 2003 Conference Reports

### Motivational Speaker Culture & Change



Key Note Speaker Jean Groube (left) & WAHQ North Central Rep. Michelle Boylan

Motivational speaker Jean Groube kicked off this year's conference presentations with a spark that stimulated participant thinking about culture within an organization. Groube identified key issues related to organizational culture and strategies to implement successful change within an organization.

Groube's interactive presentation was stimulating and set the tone for the remaining quality presentations at this year's conference.

### HIPAA COW



Cheryl Becker, RIH and Burton Wagner JD

The Health Insurance Portability and Accountability Act is raising a lot of questions for patients and providers in the State and has led to the development of a Wisconsin advisory group known as the HIPAA COW. Only in Wisconsin would we see a COW used as a mascot for this type of collaborative group. Detailed presentation information will be available in the next WAHQ newsletter.



WAHQ President-Elect Linda Buel receives congratulations from Current WAHQ President Kathy Noe.

### Wisconsin Patient Safety & Public Accountability Panel



Left to Right: **Dana Richards, Kristin Hanson, A.B. Orlik, Amanda Borgsdorf**

Dana Richards, RN, MAB-HSA, Vice President Wisconsin Hospital Association discussed plans by the WI Hospital Association for voluntary 2004 reporting of specific Evidence Based patient outcomes. These patient measures will compare patient outcomes within Hospitals across the State. This type of cooperative strategy is aimed at improving patient safety and ensuring Best Practice outcomes for patients in the State.

Kristin Hanson, a Pharmacist Six Sigma Black Belt who works at Froedtert Hospital in Milwaukee, discussed new Six Sigma measurement tools she and others are using to improve patient care.

Historically Six Sigma has been used in Manufacturing to reduce defects. The knowledge from this industry is adapted to the Healthcare industry to eliminate systems that inherently may cause injuries to patients.

A.B. Orlik, CEO Wisconsin Patient Safety Institute shared the WI patient safety Institute plans and strategies to lead the State Safety Collaboratives. Amanda Borgsdorf, MHSA from the Madison patient safety collaborative gave concrete examples of strategies Madison hospitals are using to decrease medication errors and patient falls.

Further details from the individual presentations will be available in the next WAHQ issue.

## 2003 Conference Reports

### **EMTALA TRAPS**

By Linda Buell President-elect



Stephen A. Frew, JD, Risk Management Consultant for PIC Wisconsin

Steve Frew presented an overview of EMTALA and then offered several compliance traps and tips.

**EMTALA regulates Medicare hospitals-campus and remote sites, hospital staff and medial staff, on-call physicians.** It does not regulate private physicians offices, HMOs or insurance companies, VA or military hospitals.

The **EMTALA** regulations are **fairly prescriptive** and describe what patients are covers and what conditions are covered. EMTALA also defines

“transfers” and “stable”. Caution was given with the transfer definition as **transfers refers to discharge, and movements** from a hospital’s remote sites and clinics. To avoid fines and other punitive actions, close attention needs to be paid to the regulations and certain processes put into place.

#### **EMTALA Regulations include:**

- 1) Every patient should be logged with time, complaint, diagnosis, services and disposition.
- 2) All patients need to be triaged per protocol to establish the order in which patients receive exam and care.
- 3) Medical Screening Examination (MSE) is provided beyond triage to everyone who presents sufficient to rule out any defined emergency Medical Condition (EMC)
- 4) MSE cannot be delayed to secure verification or authorization for payment
- 5) Provide MSE and treat OB patients as unstable EMC until delivery of baby and placenta.

- 6) Obtain full initial vitals on each patient, including pain scale and details, and periodically during the stay
- 7) Provide necessary testing and on-call services to exclude the presence of an EMC as defined by EMTALA 8) Provide stabilizing care such that the patient is not at risk to deteriorate during transfer or discharge
- 8) Provide on-call physician list Scheduled out-patient testing/ procedures do not require MSE unless the patient makes anything that can be considered a request for care, the patient observations indicates the need for an assessment, or the patient has difficulties at any time during the visit.

It is important to be familiar with the EMTALA regulations to ensure compliance.

## MetaStar’s Health Care Quality Improvement Activities 2003-2006



Greg Simmons, Metastar President & CEO

In his talk, Mr. Simmons described the quality initiatives being undertaken by MetaStar on behalf of Medicare over the next three years.

In partnership with hospitals, MetaStar will continue to provide technical assistance for the improvement of care for patients with **acute myocardial infarction, heart failure, and pneumonia**. A **new inpatient** topic is the **prevention of surgical site infections** for selected surgical procedures. In the **ambulatory setting**, the work will focus on **diabetes, adult immunization, and mammography**.

New this year is collaborative improvement work in **nursing homes, home health agencies**, and an effort to promote the **public reporting of quality data** for those facilities.

Continuing also is MetaStar’s work in **beneficiary protection** activities such as responding to beneficiary complaints and reviewing hospital-issued notices of non-coverage. Details on these and other MetaStar activities can be found at

[www.metastar.com](http://www.metastar.com)

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