



News & Views



WAHQ President Kathryn Noe, RN, CPHQ
President's Corner

As I write this message to you from the President's corner I realize that the holidays have concluded. The preparations for the new year begin. As we look at the season and review last year's activities we reminisce about the events around September 11th and our involvement. I believe that our nation has changed and grown together. We see this as we travel through the country and interact with our fellow organizations.

I apologize for the lateness of the last newsletter. The committee has resolved issues and the future newsletters will be on schedule.

The WAHQ board met and is preparing for our spring conference on March 21, 2003. The location will again be at the Crowne Plaza on the east side of Madison. We are excited as we work on this educational and networking opportunity. The Board noticed that "Quality" wears many hats and it is hard to focus on one area for education. We hope many of you are interested and find the conference topics valuable to your practice. The conference will include safety, risk management, HIPPA and other focuses. We have tried to make the program as diverse and informational to meet the needs of our members. This is a wonderful opportunity to meet others in the state and discuss issues

WAHQ Annual Conference Navigating through the Regulatory Maze March 21st, 2003 Crowne Plaza East Towne Madison, WI Pre-registration available online at www.wahq.org (See conference details on page 2)

that you might have in common.

Currently, my focus involves JCAHO and survey preparations. There continues to be ongoing changes with the JCAHO's new and revised standards in the safety arena. Please review their site for updates at www.jcaho.org. My organization, Hess Memorial, was involved with MetaStar and the Medication Safety Project., which focused mainly on Computerized Physician Order Entry (CPOE). This was a very good project. The self-assessment tool has given us direction and recommendations to work towards in the future. The ability to interact with other organizations and facilities to review the process together was a wonderful networking event. Many of the teams had a variety of member's, physicians, nurses, pharmacists and administrators.

The National Association for Healthcare Quality (NAHQ), our national organization, had a wonderful conference in Nashville last year. The Leadership council met and discussed important issues concerning membership, retention and recruitment in addition to education opportunities. During a recent President's conference call, discussion concerning NAHQ's communication with State affiliates, which includes WAHQ., and the need to implement a balanced scorecard that measures

communication was discussed. The next NAHQ Annual Conference is September 6-9, 2003 in Phoenix Arizona. These conferences are very informational and allow our members to see a broader role as a healthcare professional.

As we review and look at our personal Quality jobs and different functions, we need to work with people and projects teams to obtain their goals. Our Quality role often requires leadership and the process of education. We are the experts and leaders in assisting these different groups to complete their processes. The goal of the WAHQ board is to continue to bring you valuable information and resources to keep you current in your field. My hope is that this education is helpful in all of your personal and professional projects and your personal learning allows you to meet your personal and professional goals. I look forward to seeing you at the March 21st conference.

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Winter ISSUE 2002/2003

2003 Annual Conference
Navigating through the Regulatory Maze

Conference Agenda

Registration
7:30-8:15

8:15-9:15
Motivational Speaker-Culture & Change
Jean Groube, UW

9:45-11:00
HIPAA
Burton Wagner, JD Reinhart, Boerner and VanDeuren firm & Cheryl
Becker RHIA, Director of Health Information St. Mary's, Green Bay

11:00-11:45
Seventh Scope of Work and new QI Initiative
Greg Simmons, President and CEO, Metastar Inc.

Lunch/Short Membership Update
1:00-2:00
EMTALA Trap and Quality Issues-
(Emergency Medical Treatment and Active Labor Act)
Steve Frew, JD BS, PIC Risk Management Consultant

2:15-3:30
Patient Safety and Public Accountability Panel –
Panelist include:
Amanda Borgsdorf, MHA – Serves as Coordinator for the Madison Patient
Safety Collaborative has served in her role since 2001.

Kristin Hanson, PhD - Froedtert Hospital Pharmacy Supervisor-Using Six
Sigma Strategies to address Patient Safety

**Dana Richards, RN, MAB-HSA, Vice President Wisconsin Hospital
Association-** Madison WHA Patient Safety Public Scorecard

A.B Orlik, CEO Wisconsin Patient Safety Institute - Has served as CEO since
April 2002. Ms Orlik works with a broad array of Healthcare Stakeholders to
improve Patient Safety in the State of WI.

Call for Storyboards Due by February 28th

If you are interested in presenting a Storyboard that demonstrates
unique Quality & Outcome improvements, submit a brief description
(100 words or less) **to Sheri Krueger Dix**

email: sdix@fmh.edu or
Phone: 414-805-3669

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

March 21, 2003

Crowne Plaza East Towne
4402 East Washington
Avenue
Madison, WI

Members Registration –
\$150
Non-Members Registration-
\$225
or
Registration (\$150) &
Annual Dues (\$35/year) -
\$185

\$25.00 will be retained for
cancellations on or after
February 28th.

Substitutions are acceptable.
Please make checks payable
to: WAHQ

Mail to

Anna McCarthy
3126 W. Provincial Ln.
Beloit, WI 53511

Please refer registration questions to:
Anna McCarthy
(608) 363-9038

Pre-registration also
available on-line at
www.wahq.org

Conference includes:
CONTINENTAL BREAKFAST,
LUNCH
Refreshments
Handouts
Networking Opportunities
Story Boards

CPHQ CEU's approved for
5.5 contact hours

Treasurer's Report

1/31/2003

Submitted by Linda Buel, Treasurer

ACCOUNT BALANCES

• Checking	\$2785.76
• Savings	\$ 489.29
• Annuity	\$4456.56
	<u>\$7,731.61</u>

Total Income 2001	\$11,777.19
Total Expense 2001	<u>\$ 9,527.18</u>
	\$ 2250.01

Total Income for 2002	\$ 9,417.00
Total Expense 2001	<u>\$ 9,226.58</u>
	\$ 190.42

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.

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 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!

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 or
phone: (608) 274-1940

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 Phone: 608-363-9038

Last Year's WAHQ SPRING 2002 CONFERENCE EVALUATION/SUMMARY "PROMOTING QUALITY THROUGH COORDINATION OF CARE"

Submitted by Gloria Field, WAHQ Secretary

Last year's WAHQ's Spring Conference "PROMOTING QUALITY THROUGH COORDINATION OF CARE" held March 1ST in Madison drew 57 attendees to the conference with 43 responding to the evaluation. Of the 43 responses, 25 participants told us that they had previously attended a WAHQ conference, 11 indicated they had not and 7 did not respond to this question. The overall program and presenters received very high ratings for their presentations being well organized and facilitating learning. It was noted that the "whole day was worthwhile" with great handouts consistent with the audio-visuals. The inconsistency of the handout material compared to overheads has been a criticism in past programs. Forty out of the forty-three respondents indicated that they would recommend this program to others. The three remaining evaluations were a "no response", and not a non-recommendation.

The conference was primarily attended by Quality Management Professionals, Provider Section (19) and Managed Care Section (2). Others attending included: CEO (1); Nurse Administrator/Manager (4); LTC (3); Infection Control (1); Nurse Staff/Head Nurse (1); HIM (1); and Training & Development (1). Most of the attendees indicated finding out about the conference through the brochure (24); Newsletter (8); Colleague (8); and other (1 e-mail).

Last Year's PRESENTERS

The presentations included Patient Safety: Where Have We Been and What's in Our Future by Dr. Matthew Scanlon, Assistant Professor in Pediatric Clinical Care and Medical Safety Officer at Children's Hospital of Wisconsin; Congestive Heart Failure across the Continuum by Laurie Lawson/Karl Raam, Case Manager at Froedtert Hospital and Medical College of WI for the Cardiovascular and CT population and Director of Cardiovascular Center at Froedtert Hospital and Medical College of WI, respectively; Best Practices in Long Term Care by Traci Raether, Quality Resource Director at Evergreen Retirement Community in Oshkosh, WI; and Chronic Care: How to Achieve Continuity Across the Continuum by Donna Warzynski, WNA President and Director of Oncology and Chronic Care Services, Saint Michael's Hospital, Stevens Point, WI.

Dr. Matthew Scanlon's presentation received comments such as: Excellent speaker; "Did a nice job of punting without having the PowerPoint; and almost better without the PowerPoint; pointing out how easy it was to listen to a "real" speaker. One response indicated that Dr. Scanlon would be recommended for a CME speaker at his or her own organization. There were also comments noting Dr. Scanlon's great sense of humor.

Laurie Lawson's presentation was noted to have helpful tools and handouts with plans to share the information and use as a resource at their own organization. It was recognized that "they must have great administrative support to facilitate this program."

Traci Raether's presentation followed directly after lunch and it was noted to be very dynamic and energizing, with recognition for her enthusiasm and passion for her profession. It was also noted as a very "inspiring talk" and helpful to understand how the QI culture was adopted throughout the organization.

Donna Warzynski's presentation concluded the day with "wonderful concept-good promotion to reduce healthcare \$ spending and use of duplicative services". It was noted to be valuable information and "sounds like a great program for Wisconsin to be proud of".

FACILITY

The Crowne Plaza was again rated very high with 39 scores of "5s" and "4s" in recommending for future conferences though again there were comments regarding the temperature of the room (cold and drafty). It was, as well, commented that the microphone system did not seem to work well. A problem was noted with getting the 800 direct for reservations and spending significant time on hold on two occasions, consequently staying elsewhere. These issues will be referred to the facility.

We were, as well, reminded to try to accommodate the Lenten Season with a meatless entrée. This is noted for future planning.

PROGRAM REGISTRATION

Thirty-eight responses indicated “5s” and “4s” for efficiency of handling pre-registration and thirty-nine indicated “5s” and “4s” for accuracy of the brochures description of the program. It was suggested that the brochures be mailed earlier to potentially increase registration.

ORGANIZATIONAL FUNDING/SUPPORT FOR PROGRAM

Out of 43 respondents, 32 had registration paid, 13 lodging, 9 travel, 20 mileage and 6 daily living expenses with varying multiples of these categories.

NETWORKING

Of the 43 respondents, 38 responded yes indicating adequate networking opportunities. Three responded no and 3 had no response. It was referenced as the “best part” of the conference with good networking opportunities. Thirty-nine responded positively to the storyboard presentation, though it was noted that it was difficult to speak with the storyboard presenters due to space constraints in that the physical set-up did not allow for interaction. A networking suggestion was to get members from same types of organizations together over lunch (ie.- LTC, Hospital, Academic, Managed Care, etc). These issues will be considered in future planning.

NEWSLETTER

Twenty-nine respondents felt that the Newsletter kept them updated on WAHQ, one felt that it did not, and thirteen did not respond to this question. There were no further recommendations. Please let Board members know if you do have suggestions for the Newsletter.

WAHQ WEBSITE

There were 40 responses to the question of accessing the Website. Proportionate to evaluation responses, access to the Website has remained at approximately the same level with 27 responding yes to accessing and 13 not accessing. The number of times accessed varied from 1 to 4x/year to several and every other month. It was commented that the Website was not updated.

CERTIFICATIONS

Of the 43 responses, 16 indicated they were CPHQs and 27 were not. Responses to whether certification impacts careers included Skills to perform job better, personal value, looks good on resume, a good move professionally, validates knowledge, assist in providing risk management information to clients, more advancement, and no significant impact.

Other certifications included Family Practice, General Preventative Medicine and Public Health, RHIT, CIC, CCM, CPUM, CMCM, RN, and ASCP.

FUTURE TOPICS

Preferences for future topics in order of rank included: (1) Patient Safety; (2) Information Systems Specific to Quality Professionals Work; (3) Quality Measurement Methods ; (4) Outcomes Across the Continuum; (5) Case Management/Integrated Care Delivery Systems; (6) Accrediting Bodies with specific reference to CCAC, NCQA, JCAHO Staffing Standards; (7) Risk Management; (8) Professional Growth; and (9) Managed Care. Other suggestions included: Disease Management, Customer Service in Healthcare, Quality in the Clinic, Communication Skills, Personal Wellness-taking care of self and each other, HEDIS, NCQA, and Ambulatory Measurement.

Again, March received the most votes (31- with 1 recommendation for the 2nd Friday) for month of choice for the conference. October was 2nd with (16) and September was 3rd with (6) The remainder of votes were dispersed throughout the months with the exception of January, August, and December receiving no votes.

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(vacant)

WAHQ

Board Position Openings for 2002

The WAHQ Board is looking for a WAHQ **Southwest Representative**. If you live in the **LaCrosse area** of the state and you are interested in participating on the board, please contact WAHQ President Kathy Noe.

c/o Anna McCarthy
3126 W. Provincial Ln.
Beloit, WI 53511