



News & Views

President's Corner

WAHQ President



Linda Buel, RN, CPHQ

It has been a busy year for all of us and we can now look forward to a spectacular annual WAHQ conference on March 10, 2006.

Over the last year, your Board of Directors has been hard at work responding to changes in board members, addressing strategic goals and preparing for our conference. Our annual meeting prior to lunch on the day of the conference as well as the newsletter following the conference will detail these events for you, but I wanted to highlight a couple of items.

As you were made aware in our last newsletter, our President Elect relocated and we were left with a decision about filling this position. After discussion and planning for the best interest of the organization, the Board appointed Gloria Field, current secretary, to the position of President Elect to complete Michelle Boylan's term until March of 2006.

This position will be on the ballot for spring and Gloria will be listed as a candidate. The Board also approved my continuation in the position of President for one more year so that the President Elect will have one full year to transition to new roles and responsibilities. In December of 2005, Diane Schallert, Metastar liaison retired from Metastar. In response to this change, the Board

**Register now! www.wahq.org
WAHQ Annual Conference
"Quality Revolution"
"Creating an Environment of Reliability"**

FRIDAY, MARCH 10, 2006

at the Crowne Plaza

4402 E. Washington, Madison, WI 1-800-404-7630

moved Judy Frisch from Southcentral Representative to the Metastar liaison position and appointed Carol Ferguson to the Southcentral Representative position. Carol will complete Judy's term until March of 2007 when Southcentral Representative will be on the ballot. Other positions are available and are included in the ballot that you received in the mail. Please participate in the selection of your Board members by completing the ballot timely and do not hesitate to throw your hat in the ring or nominate someone for any of the open positions.

Our strategic plan is organized into 4 key areas which include Education, Networking, State and National Presence, and Fiscal Responsibility. Over the last year

- Prepared a 2006 conference that reaches out to include Risk Management and Patient Safety,
- Enhanced our newsletter and website,
- Engaged in activities related to member recruitment and retention,
- Continued our CPHQ recognition activities and participation in the NAHQ Leadership Council and
- Continued to be fiscally responsible.

The Board has met to prepare our strategic goals for 2006-2007 and will be sharing those with you at our annual

meeting. Take some time to review them and give us your feedback. The conference brochure has been mailed and is posted on the website for your review. You'll find exciting content, expert speakers, and networking opportunities to further your professional development.

WAHQ collaborated with Metastar this year to offer you convenient access to the **Metastar CPHQ study session** for the two days immediately prior to the conference. We hope that you are able to take advantage of these 3 days. (See page 4 for details)

Thank you for your continued commitment to WAHQ and we look forward to talking with all of you at the Quality Revolution, March 10, 2006
Happy Spring!

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Winter Spring ISSUE 2006

On-Line Continuing Education Credits (CEC) National Association for Healthcare Quality (NAHQ)

You can link to the NAHQ page to view CE articles:
<http://www.nahq.org/db/ce/>

This is the page to search CEC by topic, and then the searcher is guided to the articles with the current CE tests. The tests are those that are the **most current** and **still available for credit** from the **past 2 years**. Expiration date is noted with the article information. A score of 80% is required to pass the test

Examples of Current Topics Include:

-  **Compliance**
-  **Documentation**
-  **Education Training & Communication**
-  **Evidenced Based Medicine**
-  **Government Regulations**
-  **Hedis-Managed Care Focus**
-  **HIPAA**
-  **Information Management**
-  **Informed Consent**
-  **OASIS-Home Healthcare Program**

The online tests are \$15 for members and \$25 for nonmembers. Participants take the tests, pay with a credit card, and receive a certificate online if they've passed the test.

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 Virginia Wyss at (608) 752-3911 or by email at VWyss@ameritech.net.

Visit our WAHQ 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. Special thanks to Rich Peacock, webmaster, Metastar Inc.

Other Websites - Quality Related

WI Bureau of Quality Assurance	http://dhfs.wisconsin.gov
New CMS Internet site	www.cms.hhs.gov
Wisconsin Collaborative	www.wiqualitycollaborative.org
Wisconsin Price Point	www.wipricepoint.org
Minnesota Adverse Health Reports	www.health.state.mn.us/patientsafety/
AHRQ Indicators-Agency for Health Care Research & Quality	http://www.qualityindicators.ahrq.gov/downloads.htm
U.S. Health and Human Services (HHS)	www.hhs.gov

WAHQ 2005-2006 Goals

Submitted by Linda Buel, President

Goal 1 – Education – this includes our annual conference, newsletters, and Metastar's CPHQ study session. Will be emailing the newsletter to members with email and mailing to those that do not have access to Email.

Goal 2 – Networking – Improved communications with our members through an enhanced website, and continued liaison with other state organizations.

Goal 3 – State presence – CPHQ recognition and acknowledgement of member awards through the newsletter. Just a reminder, if you pass your CPHQ exam, please send evidence of your success and membership to our treasurer for \$75.00 reimbursement.

Goal 4 – Strengthen relationship with NAHQ – maintain NAHQ affiliation through strong membership and participate in the NAHQ Leadership Council. We continue to meet the minimum 25% dual membership for WAHQ and NAHQ. We have three members who participate on the NAHQ Leadership Council.

Goal 5 – Fiscal Responsibility –The board is continually looking for ways to increase member benefits and maintain budget conscious activities.

Treasurer's Report

Submitted by Matt Wahoske, Treasurer

ACCOUNT BALANCES

• Checking	\$8406.92
• Savings	\$8512.97
• Annuity	\$4946.47
Total	\$21,866.36

Note: The 2005 NAHQ conference in New Orleans was cancelled due to a hurricane.

2006 - WAHQ Annual Conference At a Glance

“Quality Revolution”...”Creating an Environment of Reliability”



Pascale Carayon Ph.D

Featured Speaker:

www.engr.wisc.edu/ie/faculty/carayon_pascale.html

Fields of Interest

- human factors and system engineering in healthcare and patient safety
- human factors and organizational issues in computer security
- human factors and ergonomics
- job and organizational design
- quality and productivity improvement technological and organizational change

New WAHQ Members

Submitted by Virginia Wyss,

Gale Garvey MA,MPA
Quality Measures, Project Mgr
UW Medical Foundation
Madison, WI

Barbara Rogness RN
Director QI
Covenant Healthcare
Milwaukee, WI

Elaine Rosenblatt NP
Dir QI & Health Services
UW Medical Foundation
Madison, WI

Sally Rosemeyer RN, CPHQ
Dirctor Quality Services
Boscobel Area Health Care
Boscobel, WI

Beverly Larson RN,MPH,CPHQ
Dir Operations & Clinical Services
Health Tradition Health Plan
Onalaska, WI

Elizabeth Miller RN
Quality Review Community Care
Milwaukee, WI

Annual Conference

Guest Faculty



Bruce Arnold JD

Presenting: **PSQIA**

Attorney Arnold represents clients on state and regulatory matters, entity consultation and formation issues, monitoring legislation and serves as general counsel for healthcare organizations.

WAHQ Conference Agenda (CEU's-approximately six hours)

7:30 - 8:00 a.m.	Registration & Continental Breakfast
8:00 - 8:15 a.m.	Welcome
8:15 - 9:45 a.m.	Dr. Pascale Carayon Human Factors Engineering in Health Care & Patient Safety
9:45 -10:15 a.m.	Break/Exhibits & Posters
10:15 -11:15 a.m.	Mary Bruggeman, MS, RN, C. Making Sense of Data: Using Sense-making, Casual Trees, and PDSA
11:15 -11:45 a.m.	Annual Meeting
11:45 -12:30 p.m.	Lunch/Exhibits & Posters
12:30 - 2:00 p.m.	Dr. Roger Gerard The ThedaCare Improvement System: Creating a Lean Culture in Healthcare
2:00-2:15 p.m.	Matt Wahoske, CPA & WAHQ Treasurer Healthcare Quality and the Medical Liability Underwriter
3:00-3:30 p.m.	Bruce Arnold JD The Patient Safety and Quality Improvement Act

2005 Federal - Patient Safety Quality Improvement Act (PSQIA)

Attorney Bruce Arnold is presenting the PSQIA act that empowers Health and Human Services to establish a network of databases with patient outcome information. Some leaders believe this will lead to expanded pay for performance.

Certified Professional HealthCare Quality (CPHQ)



Health Care Professionals



Metastar CPHQ Study Session

MetaStar, in collaboration with Wisconsin Association for Healthcare Quality (WAHQ), is working together to present a two-day educational opportunity for healthcare quality professionals seeking Certified Professional in Healthcare Quality certification (CPHQ).

The goal of this conference

- Provide a comprehensive overview in the content outline for the International CPHQ examination;
- CPHQ updates for recertification.

WHEN:

Wednesday, March 8, 2006
3:00 p.m.

and

Thursday, March 9, 2006
8:00 – 4:00 p.m.

*at the Crowne Plaza
4402 E. Washington, Madison,
1-800-404-7630*

For more information, call Jennifer Parisi at 608-441-8219 or jparisi@metastar.com.

Six Storyboards Accepted March 10, 2006 WAHQ Conference

Submitted By Sheri Krueger-Dix

Topics Include:

1. **Lab reminder intervention plus gift card to improve A1c and LDL lab screening rates in patients with diabetes- UW Physicians**
Gale Garvey, Project Manager, UW MF
The aim of the intervention was to achieve 40% screening rates for targeted patients with diabetes who had missing A1c and LDL labs.
2. **Case Management, Saint Michael's Hospital Stevens Point**
Pat Pfeifer, Clinical Performance Improvement Director
Case Management at Saint Michael's hospital is a collaborative model that includes patients, caregivers, nurses, social workers, physicians, other practitioners, and the community.
3. **Disease Level Process Management, Luther Midelfort**
Linda Burrell
Highlights a systems approach to create and manage processes consistent and highly reliable care in selected diseases and conditions across the system. Clinical standardization includes clinical expert teams that use evidence based guidelines, continual standards review for process improvement initiatives.



Storyboard presenters will receive a 1-yr. transferable **WAHQ membership per organization.**

2006 WAHQ Conference –Accepted Storyboards

Submitted By Sheri Krueger-Dix

4. **Insulin Protocol Pilot CT Surgery, Community Memorial Hospital**
by Ruth Romaine, Quality Coordinator
The storyboard focuses on near normal glucose control during cardiac surgery which has lead to positive outcomes. At Community Memorial Hospital a pilot was conducted to prove that a small community hospital, without the direct support of an endocrinologist, could develop:

- Intravenous (IV) insulin protocol
- Subcutaneous insulin transition orders
- Attain glucose control.

The protocol was expected to control glucose levels without severe hypoglycemic events and would lead to decreased LOS and nosocomial infections.

5. **Using the Chronic Care Model to Improve Diabetes Outcomes, Froedtert & Medical College of Wisconsin East Clinic,**
by Mary Conti, CRM Coordinator
Froedtert and the Medical College of Wisconsin is participating in a Robert Wood Johnson Foundation sponsored Chronic Care Illness program. The initiative is based on the innovative Chronic Care Model, created by Ed Wagner, M.D., from the MacColl Institute for Healthcare Innovation. The program requires extensive redesign of Diabetes chronic care strategies which include planned visits

and group visits to assist patients with self-management goals.

Key measures include: **Glycohemoglobin (A1c); Annual foot exam; Annual eye exam**

6. **National Patient Safety Learning Pilot: Application to Surgical Care-Peri-Operative Beta-Blocker,**

Saint Michael's Hospital Stevens Point

by Mary Firkus, Clinical Quality Analyst

Saint Michael's Hospital participated in the CMS-QIO Patient Safety Learning Pilot, the Application to Surgical Care which included the following objectives

- Designing methods based on patient safety science to assess and improve perioperative care
- Improve surgical process of care for preventing perioperative acute myocardial infarction (AMI)
- Spread the knowledge and improvement efforts gained in the project
- Facilitate spread and learning experiences within hospital systems

* Impact is to identify opportunities for assessing and designing processes for preventing post-operative AMI's.

Wisconsin Association for Healthcare Quality (WAHQ) 2005-2006 Membership Application

online conference registration: http://www.wahq.org/conference_03102006_reg.htm

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 Membership Fee **\$45** **Member Conference Fee** **\$175** **Non-member w/membership** **\$260**

Make check payable to **WAHQ** Mail or bring to conference **March 10, 2006:**

Virginia Wyss

2202 Tradition Lane

Janesville, WI 53545

Email VWyss@ameritech.net Phone: (608) 752-3911

Affiliation with the National Association for Healthcare Quality (NAHQ) to join logon to:

NAHQ Membership <http://www.association-office.com/nahq/etools/memberships/membership.cfm> **annual membership \$115**

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