

# WHA Education



## WHA Quality Forum

*A Series of Quality Improvement Topics for Wisconsin Hospitals*

Wisconsin Hospital Association (WHA) Training Center  
5510 Research Park Drive, Fitchburg, WI 53711  
Phone: 608-274-1820  
*All sessions are 9:00 am - 4:00 pm*

<b>Patient Safety Tools and Concepts:</b>	<b>October 17, 2017</b>
<b>Medical Staff Quality:</b>	<b>March 6, 2018</b>
<b>Survey Readiness:</b>	<b>May 17, 2018</b>
<b>Meeting External Requirements:</b>	<b>July 17, 2018</b>
<b>Quality Improvement Basic Concepts:</b>	<b>September 25, 2018</b>



### Forum Description

The Wisconsin Hospital Association's WHA Quality Forum is a series of day-long, educational events that address high-priority topics for hospital quality leaders and others involved in quality improvement in hospitals and health systems.

Topics in the 2017-2018 series include: patient safety tools and concepts, medical staff quality, survey readiness, meeting external reporting requirements, and more. Presenters for each event offer topic expertise, as well as best practice applications of the learning.

Participants can register for a single event, join us for the entire series, or somewhere in between! Space is limited for each session, so don't wait to register. Registration fees are transferrable but not refundable.



# WHA Quality Forum Sessions

## Patient Safety Tools and Concepts

October 17, 2017

WHA Training Center, Fitchburg

### Presented by:

*Alex Hunt, Manager of Quality Assurance, The Community Blood Center*

*Kelly Court, Quality Advisor, Wisconsin Hospital Association*

### Session Focus and Objectives:

- Describe the Deviation Management process and how it fits with the journey to being a High Reliability Organization
- Learn practical tools to improve patient safety:
  - » FMEA – Failure Modes and Effects Analysis
  - » RCA2 – Root Cause Analysis
  - » ACA – Apparent Cause Analysis
  - » Risk-based decision making and data management
- Share what is currently working well and the challenges to use patient safety tools and concepts

**Who Should Attend:** Hospital Quality Leaders, Patient Safety Officers, Risk Managers, Staff and Unit Leaders

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## Medical Staff Quality

March 6, 2018

WHA Training Center, Fitchburg

### Presented by:

*Shelly Egstad, Director of Quality, Risk & Compliance, Tomah Memorial Hospital*

*Bobby Redwood, MD, MPH, Physician Improvement Advisor, Wisconsin Hospital Association*

*Beth Dibbert, CPHQ, Chief Quality Officer, Wisconsin Hospital Association*

### Session Focus and Objectives:

- Describe key strategies for identifying, engaging and retaining physician champions for clinical quality improvement and performance measurement
- Understand current regulatory requirements and QI strategies for physician-based quality indicator reporting
- Understand how the medical staff credentialing process impacts clinical services and reimbursement
- Understand the requirements for Ongoing and Focused Provider Performance Evaluation and the critical elements of creating and maintaining that program
- Describe the purpose and structure of Peer Review processes

**Who Should Attend:** Hospital Quality Leaders, Medical Staff Coordinators, Physician Quality Leaders

**\*\*All sessions are 9:00 am - 4:00 pm\*\***



## WHA Quality Forum Sessions (continued)

### Survey Readiness

May 17, 2018

WHA Training Center, Fitchburg

**Presented by:**

*Robert Wilcox, Manager, Accreditation and Regulatory Resources, Quality Management Services, Mayo Clinic Health System, Eau Claire*

**Session Focus and Objectives:**

- Articulate the process for a state and federal hospital survey
- Draft a state or federal plan of correction
- Identify practical strategies for managing survey activities
- Begin to formulate a plan for continuous regulatory/accreditation readiness

**Who Should Attend:** Hospital Quality Leaders, Survey/Accreditation Coordinators, Unit Leaders

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### Meeting External Requirements

July 17, 2018

WHA Training Center, Fitchburg

**Presented by:**

*Beth Dibbert, CPHQ, Chief Quality Officer, Wisconsin Hospital Association*  
*Kelly Court, Quality Advisor, Wisconsin Hospital Association*

**Session Focus and Objectives:**

- Describe the federal (CMS) and state-related requirements and how to stay current with changing regulations
- Understand various quality-related public reporting sites
- Create an action plan related to measure flow and use of data

**Who Should Attend:** Hospital Quality Leaders, Compliance Staff, Clinical Data Analysts

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### Quality Improvement Basic Concepts

September 25, 2018

WHA Training Center, Fitchburg

**Presented by:**

*Wisconsin Hospital Association Staff*

**Session Focus and Objectives:**

- Introduction to the Plan-Do-Study-Act (PDSA) improvement model
- Design and use small tests of change
- Understand key roles of improvement teams
- Apply the improvement model to clinical topics and projects

**Who Should Attend:** Hospital Quality Leaders, Unit Leaders, Clinical Department Managers



## Program Registration

**Registration Fee:** \$250 per person per individual session

**Registration Limit:** Registration for each individual session held at WHA Training Center is limited to 42 attendees.

All registrations can be made online at <http://www.cvent.com/d/f5qhb9>

**Payment Information:**

- **Credit Card:** Payment accepted online via credit card - Visa or MasterCard only
- **Check:** Payment is accepted via check made payable to "Wisconsin Hospital Association." Print registration confirmation you receive via email and mail it, along with your payment check, to:

Wisconsin Hospital Association  
Attn: 17-18QF  
PO Box 259038  
Madison, WI 53725-9038

**Conference Cancellation Policy:** Registration fees for any and all sessions of the WHA Quality Forum are transferrable but are **NOT refundable**. Substitutions are gladly accepted by contacting WHA in writing at [kchatterton@wha.org](mailto:kchatterton@wha.org) in advance of the session date. Hotel reservation cancellations must be made directly with the conference hotel and may have different terms.



## Lodging and Program Information

**Special Needs:** In accordance with the Americans with Disabilities Act, the Wisconsin Hospital Association seeks to make this conference accessible to all. If you require any special accommodations or have any dietary restrictions, email your needs to Kayla Chatterton at [kchatterton@wha.org](mailto:kchatterton@wha.org) or call 608-274-1820 at least 5 business days prior to the event.

**Questions:** For registration questions, contact Kayla Chatterton at 608-274-1820 or [kchatterton@wha.org](mailto:kchatterton@wha.org).

**Lodging Information: WHA Training Center**

Below is a list of several hotels close to the WHA Training Center for consideration if you need lodging reservations:

- Wyndham Garden Hotel, 2969 Cahill Main, Fitchburg, WI 53711; P: 608-274-7200;  
WHA Corporate Rate: \$94.00 per night (1.3 miles from WHA office)
- Country Inn & Suites, 6275 Nesbitt Road, Madison, WI 53719; P: 608-270-1900;  
WHA Corporate Rate: \$94.00 per night (4.2 miles from WHA office)
- Clarion Suites, 2110 Rimrock Road, Madison, WI 53713; P: 608-284-1234;  
WHA Corporate Rate: \$89.00 per night (5.2 miles from WHA office)

There are no group blocks on hold for WHA at any of the hotels listed above.

**Hotel Cancellation Policy:** Please confirm the hotel's cancellation policy when making your reservation. Hotel cancellations must be made DIRECTLY with the hotel.



P.O. Box 259038, Madison, WI 53725-9038  
608-274-1820 / Fax 608-274-8554 / [www.wha.org](http://www.wha.org)