



# WHA *PHYSICIAN*

## QUALITY ACADEMY

— 2018 —

### Who Should Attend

The WHA Physician Quality Academy is intended for physicians and advanced practice providers who have an assigned role related to quality measurement and improvement within a WHA member organization.

### Continuing Medical Education

This educational activity is jointly provided by AXIS Medical Education and the Wisconsin Hospital Association.

#### Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the Wisconsin Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team.

#### Credit Designation for Physicians

AXIS Medical Education designates this live activity for a maximum of **10 AMA PRA Category 1 Credit(s)**<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**TUESDAY, MAY 15 | 9 AM - 4 PM**

**- AND -**

**WEDNESDAY, MAY 16 | 8 AM - 3 PM**

**Wisconsin Hospital Association  
WHA Training Center**

5510 Research Park Drive, Fitchburg, WI 53711

### Program Description

Physicians are often assigned a role with the quality department, committee or asked to lead a quality improvement project. A basic knowledge about quality improvement tools and principles can increase the likelihood that physicians will be more successful in and comfortable with their leadership role.

The WHA Physician Quality Academy will provide training and resources necessary for physicians in these quality improvement-related roles. Participants in the Academy will attend two consecutive days of in-person training. **Participants are committing to and are expected to attend both days of the Academy.**

### Learning Objectives

At the end of the Academy, each participant will be able to:

- Design and conduct a quality improvement project using the Plan-Do-Study-Act (PDSA) model for improvement
- Interpret data associated with a quality improvement project
- Facilitate physician colleague engagement in quality improvement and measurement
- Describe the relationship between hospital quality requirements, medical staff functions and the role of the medical staff



# Program Agenda

## DAY ONE AGENDA

- 8:15 am** Registration and Breakfast
- 9:00 am** **Welcome and Introductions**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*
- 9:10 am** **Quality Improvement**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*  
  
*Beth Dibbert, Chief Quality Officer,  
Wisconsin Hospital Association*
- This session provides an overview of health care quality improvement, including a discussion of work flow from a system perspective, examination of the Plan-Do-Study-Act (PDSA) model and implementation of small tests of change.
- 10:30 am** Break
- 10:45 am** **Quality Improvement (continued)**
- 12:00 pm** Luncheon (provided)
- 1:00 pm** **The Business Case for Quality**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*
- 1:30 pm** **Engaging Physicians in Quality Work**  
*Bobby Redwood, MD,  
Physician Improvement Advisor,  
Wisconsin Hospital Association*
- This session focuses on defining the role of a physician champion, as well as discussing quality improvement and measurement. In addition, standardization of medical care (such as orders, protocols and guidelines), using physician quality profiles and dealing with physician resistance will be discussed.
- 2:30 pm** Break
- 2:45 pm** **Engaging Physicians in Quality Work (continued)**
- 3:55 pm** Wrap Up/Q & A/Discussion
- 4:00 pm** Adjourn

## DAY TWO AGENDA

- 7:15 am** Registration and Breakfast
- 8:00 am** **Welcome**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*
- 8:05 am** **Data for Improvement**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*  
  
*Beth Dibbert, Chief Quality Officer,  
Wisconsin Hospital Association*
- This session focuses on types of quality measures, as well as run charts and their interpretation, sampling and stratification, and the use of dashboards.
- 9:30 am** Break
- 9:45 am** **Data for Improvement (continued)**
- 11:00 am** **Hospital Quality Systems**  
*Kelly Court, Quality Consultant,  
Wisconsin Hospital Association*
- This session examines and discusses federal and state quality requirements, along with the pay-for-performance model.
- 11:45 am** **Patient Safety Tools**  
*Beth Dibbert, Chief Quality Officer,  
Wisconsin Hospital Association*
- This session features root cause analysis, event reporting and the connection between quality and risk management.
- 12:00 pm** Luncheon (provided)
- 1:00 pm** **Medical Staff Functions**  
*Beth Dibbert, Chief Quality Officer,  
Wisconsin Hospital Association*
- This session discusses Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE) processes, as well as examines the link between quality and credentialing.
- 1:30 pm** Break
- 1:45 pm** **Personal and Professional Rewards of Quality Work**  
*Bobby Redwood, MD,  
Physician Improvement Advisor,  
Wisconsin Hospital Association*
- This final session will focus on forward thinking, linking quality work to burnout prevention, protecting your time as a physician and career advancement.
- 2:55 pm** Wrap Up/Q & A/Discussion
- 3:00 pm** Adjourn

# Continuing Medical Education

## DISCLOSURE OF CONFLICTS OF INTEREST

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Faculty or Presenter	Reported Financial Relationship
Kelly Court, BSMT, MBA	Nothing to disclose
Beth Dibbert, CPHQ	Nothing to disclose
Bobby Redwood, MD, MPH	Nothing to disclose

The planners and managers reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planner/ Manager	Reported Financial Relationship
Kelly Court, BSMT, MBA	Nothing to disclose
Beth Dibbert, CPHQ	Nothing to disclose
Bobby Redwood, MD, MPH	Nothing to disclose
Jennifer Frank, BA	Nothing to disclose
Dee Morgillo, MEd, CHCP	Nothing to disclose
Ronald Viggiani, MD	Nothing to disclose

## DISCLAIMER

Participants have an implied responsibility to use the newly-acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

## DISCLOSURE OF UNLABELED USE

This educational activity may contain discussion of published and/or investigational uses of agents that are not indicated by the FDA. The planners of this activity do not recommend the use of any agent outside of the labeled indications.

The opinions expressed in the educational activity are those of the faculty and do not necessarily represent the views of the planners. Please refer to the official prescribing information for each product for discussion of approved indications, contraindications and warnings.

## REQUIREMENTS FOR CREDIT

- Attend/participate in the educational activity and review all course materials.
- Electronic portal will open May 16. Complete the CE Attestation form online by 11:59 pm ET June 15, 2018.
- Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online evaluation form through the electronic portal, your statement of completion will be presented to you to print.

## About the Presenters



### **Kelly Court**

Kelly Court, BSMT, MBA, is the former chief quality officer for the Wisconsin Hospital Association. Court provided executive leadership for a variety of health care quality improvement efforts, including the CMS Partnership for Patients Hospital Improvement Innovation

Network (HIIN), CMS Hospital Engagement Network (HEN), Aligning Forces for Quality, and public reporting of quality measures. Court is a recognized expert on state and national advocacy issues related to quality and patient safety. In 2014, she was the co-chair of the Rural Health Committee at the National Quality Forum. Court holds a Bachelor of Science degree in medical technology and a master's degree in business administration from the University of Wisconsin-Eau Claire.



### **Beth Dibbert**

Beth Dibbert is the chief quality officer for the Wisconsin Hospital Association. Dibbert has over 40 years of health care experience, spanning from bedside nursing to executive leadership for a variety of health care partnerships and improvement initiatives. She has

served on several state and national task forces for clinical quality safety, including working with The Joint Commission's technical advisory panel for the creation of a set of critical access and rural hospital-centric quality measures. She collaborated with the Wisconsin Office of Rural Health to create one of the first Meaningful Use manuals that identified the challenges of electronic quality measures reporting.



### **Bobby Redwood, MD**

Bobby Redwood MD, MPH is a graduate of the Rush University School of Medicine in Chicago (2011) and the University of Wisconsin Emergency Medicine and Preventive Residencies (2014, 2016). He works full time as an emergency and preventive

medicine physician at Divine Savior Hospital in Portage, Wisconsin, and is chair of the hospital's antimicrobial stewardship committee. Dr. Redwood also teaches resident physicians and publishes research as a clinical adjunct professor for the UW Department of Family Medicine. Recent publications include, "Severe Sepsis Care in the Emergency Department" (2016) and "Elderly Man with Dark Urine" (2015). Outside of work, he serves as the president of the Wisconsin Chapter of the American College of Emergency Physicians.

## Location

### Wisconsin Hospital Association WHA Training Center

5510 Research Park Drive, Fitchburg, WI  
P: 608-274-1820

## HOTEL ACCOMMODATIONS

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. Request the WHA corporate rate when making a reservation.

## Questions?

For questions about content, contact Beth Dibbert at 608-274-1820 or [bdibbert@wha.org](mailto:bdibbert@wha.org).

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

For questions about the accreditation of this program, contact AXIS at 954-281-7524 or [info@axismeded.org](mailto:info@axismeded.org).

## Registration Information

**Academy Registration Fee:** \$700.00 per person  
(includes CME credit)

Participants are expected to attend both days of the Academy.

Registration fee includes attendance at both days of the live event, meals, on-site materials and CME credit.

**Registration Limit:** Attendance will be limited to 36 registrants. A minimum of 20 registrants is required to hold the Academy.

Register online at:

<http://www.cvent.com/d/mtqztx>

## PAYMENT INFORMATION

WHA accepts VISA or MasterCard payments online. If you choose to pay by check, print the registration confirmation you receive via email and send a copy of it with your check payment to:

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

Checks should be made payable to "Wisconsin Hospital Association."

## CONFERENCE CANCELLATION POLICY

Cancellations received in writing up to 10 business days prior to the first day of the Academy will be given a full refund less a \$50 processing fee. No refunds are given for cancellations received less than 10 business days prior to the first day of the Academy and day-of-program no-shows.

## SPECIAL NEEDS

In compliance with the Americans with Disabilities Act, WHA staff will make every reasonable effort to accommodate your request. If you have any special needs, including dietary restrictions, with which we can help you, please contact Kayla Chatterton at [kchatterton@wha.org](mailto:kchatterton@wha.org) a minimum of two weeks prior to the first day of the Academy.

PO Box 259038, Madison, WI 53725-9038  
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