

## Wisconsin Quality Residency Program 2023/2024

There are many things to learn when starting a new position as a health care quality leader. Regulatory and accreditation requirements, basic risk management skills, quality data reporting methods, and useful quality improvement methods and tools are just a few!

The **Wisconsin Quality Residency Program** provides a comprehensive curriculum of core quality improvement concepts and leadership essentials instructed by experts in the field. The program, using a virtual learning platform, offers monthly learning modules, adult learning strategies, engaging discussion, and applied practice exercises. The learning is supported by networking and coaching calls, resource and document sharing, and supplementary support via direct email and a private listserv for communication - all included in the program. Each module is aligned with at least one pillar of the National Association for Healthcare Quality's Certified Professional in Healthcare Quality certification. This program will help prepare you for the certification exam.

The Wisconsin Quality Residency Program is being offered through a partnership between the Wisconsin Hospital Association (WHA) and the Rural Wisconsin Health Cooperative (RWHC) and is co-sponsored by the Wisconsin Office of Rural Health.

### Intended Audience

This program is open to all Wisconsin hospitals and health care systems. It is designed for novice health care quality leaders with limited experience conducting quality improvement and patient safety initiatives in the hospital setting.

- ❖ Hospital Quality leaders
- ❖ Quality Data Analysts
- ❖ Clinical staff with quality/compliance as a primary role

### Virtual Learning Model

Over the course of the program, quality residents will attend 12 learning modules focused on critical elements of quality improvement theory and practice. Modules will be highly interactive learning sessions facilitated by a team of expert and veteran quality professionals. Each module will provide opportunities to develop skills for professional leadership, data-driven decision making, and practice with essential tools for the everyday tasks of the quality leader.

Each of the modules will offer several consistent elements:

- ❖ Learning Needs Assessment Survey prior to each module to customize content to fit the cohorts learning needs.
- ❖ Pre-session work to be completed prior to each module.
- ❖ Interactive learning activities including hands-on use of tools used for data-driven decision making and opportunities for reflection and dialogue.
- ❖ Post Module Program Evaluation to provide feedback on learning each experience.

**See the Quality Residency Program Schedule for a complete list of topics covered.**



**QUALITY  
RESIDENCY  
PROGRAM**



## Quality Residency Program Schedule 2023-2024

Networking and Coach Call Schedule Occurs the fourth Wednesday monthly	Quality Residency Module Schedule Occurs the second Wednesday monthly
<p>Networking and Coaching Call Wednesday, January 25, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 1 – LEADING AS A HEALTHCARE PROFESSIONAL</b> <b>Wednesday, February 8, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Understanding the Scope of your Role as a Quality Leader</li> <li>• Support the Organizational Strategic Plan, Mission, Vision, &amp; Values with Quality Initiatives</li> <li>• Engaging Stakeholders from Senior Leaders to Front Line Staff</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Quality Leadership and Integration</li> </ul>
<p>Networking and Coaching Call Wednesday, February 22, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 2 – ACCREDITATION &amp; SURVEY READINESS</b> <b>Wednesday, March 8, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Accreditation Readiness</li> <li>• Strategies and Tools for Managing Surveys</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Regulatory and Accreditation</li> </ul>
<p>Networking and Coaching Call Wednesday, March 22, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 3 – HOSPITAL COMPLIANCE: STATE AND FEDERAL OVERSIGHT</b> <b>Wednesday, April 12, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Hospital Regulatory Oversight &amp; Survey Process</li> <li>• Emergency Medical Treatment and Labor Act 101</li> <li>• Hot Topics</li> <li>• Plans of Correction Process</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Regulatory and Accreditation</li> </ul>
<p>Networking and Coaching Call Wednesday, April 26, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 4 – QUALITY MEASURE REQUIREMENTS</b> <b>Wednesday, May 10, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Types of Measures</li> <li>• Federal and State Reporting Requirements</li> <li>• Interoperability</li> <li>• Navigate Quality Related Public Reporting Sites</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Health Data Analytics-Data Management Systems</li> </ul>

<p>Networking and Coaching Call Wednesday, May 24, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 5 – USING DATA TO MAKE DECISIONS</b> <b>Wednesday, June 14, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Tools to Display and Report Data</li> <li>• Data Collection and Analysis in Excel</li> <li>• Mock Data Demo with Group Participation</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Health Data Analytics-Measurement and Analysis</li> </ul>
<p>Networking and Coaching Call Wednesday, June 28, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 6 – PERFORMANCE &amp; PROCESS IMPROVEMENT</b> <b>Wednesday, July 12, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• How to Choose a Methodology</li> <li>• Plan Do Study Act (PDSA)</li> <li>• Lean processes for Quality Improvement</li> <li>• How to Set and Attain Quality Goals</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Performance and Process Improvement</li> </ul>
<p>Networking and Coaching Call Wednesday, July 26, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 7 – PROJECT FACILITATION AND IMPLEMENTATION</b> <b>Wednesday August 9, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Project Facilitation Strategies and Management Tools</li> <li>• Project Selection Process</li> <li>• Selecting a Project Solving Methodology</li> <li>• Tools for Project Management</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Performance and Process Improvement</li> </ul>
<p>Networking and Coaching Call Wednesday, August 23, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 8 – CREATING A CULTURE OF SAFETY</b> <b>Wednesday, Sept. 13, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Understand High Reliability Organizations</li> <li>• Just Culture and Characteristics of a Culture of Safety</li> <li>• Sentinel/Adverse Events</li> <li>• Root Cause Analysis / Failure Modes and Effect Analysis</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Patient Safety</li> </ul>
<p>Networking and Coaching Call Wednesday, Sept. 27, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 9 – POPULATION HEALTH AND CARE TRANSITIONS</b> <b>Wednesday, Oct. 11, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Care Coordination Strategies and Best Practices</li> <li>• Impact of Social Determinants of Health on Health Outcomes</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Population Health and Care Transition</li> </ul>

<p>Networking and Coaching Call Wednesday, Oct. 25, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 10 – ENGAGING CLINICIAN ACCOUNTABILITY IN QUALITY</b> <b>Wednesday, Nov. 8, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Medical Staff /Med Executive Committee Services and Impact on quality</li> <li>• Peer Review Processes as Educational Rather than Punitive</li> <li>• Ongoing Professional Practice Evaluations / Focused Professional Practice</li> <li>• Evaluations</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Quality Review and Accountability</li> </ul>
<p>Networking and Coaching Call Wednesday, Nov. 29, 2023 11:00 – 12:00   Zoom</p>	<p><b>MODULE 11 – RISK MANAGEMENT</b> <b>Wednesday Dec. 13, 2023   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Provider Liability</li> <li>• Caregiver Misconduct</li> <li>• Disclosure of Information</li> <li>• Informed consent</li> <li>• Protected Information</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Patient Safety</li> </ul>
<p>Networking and Coaching Call Wednesday, Jan. 03, 2024 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE 12 – PUTTING IT ALL TOGETHER</b> <b>Wednesday, Jan. 10, 2024   9:00 – 3:30   Zoom</b></p> <p>Module Topics</p> <ul style="list-style-type: none"> <li>• Retell key learning and application strategies shared by fellow quality residents</li> </ul> <p>CPHQ Content Domain</p> <ul style="list-style-type: none"> <li>• Performance and Process Improvement</li> </ul>

**Quality Residency 12 Module Program Cost and Registration Information**

- ❖ Fee: \$2500.00 which includes all modules, materials, and program support. Fees will be invoiced to the hospital upon registration and are non-refundable.
- ❖ A limited number of \$1000.00 scholarships are being offered by the Wisconsin Office of Rural Health to Critical Access Hospital participants on a first come, first-served basis.
- ❖ Please sign up for the program by clicking this [registration link](#).

**Quality Residency Individual Module Cost and Registration Information**

- ❖ Fee: \$250.00 per module
- ❖ Please register for individual modules by clicking this [guest registration link](#).

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