

## Wisconsin Quality Residency Program 2021

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, effectively blends in-person and virtual learning platforms, offers monthly learning modules, adult learning strategies, engaging discussion, and applied practice exercises. The learning is supported by virtual 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.

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

### Blended 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. The program will be offering a blend of virtual and in-person sessions. 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 Assessments 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 2021 - 2022

<b>Networking and Coach Call Schedule</b> Occurs the first Wednesday monthly	<b>Quality Residency Module Schedule</b> Occurs the third Wednesday monthly
<p>Networking and Coaching Call Wednesday, October 6, 2021 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE A – THE EVOLUTION OF HEALTH CARE QUALITY &amp; HOW IT FITS INTO THE BIG PICTURE</b> Wednesday, October 20, 2021   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Understand your job description</li> <li>▪ Strategic Plan: Mission, Vision, &amp; Values – know your initiatives and how they align</li> <li>▪ Use clinical tools to improve quality, care coordination and transitions of care – clinical practice guidelines, pathways, and evaluating compliance</li> <li>▪ Lead change - interact with senior leaders, middle managers, board, medical staff, front line staff</li> </ul>
<p>Networking and Coaching Call Wednesday, November 3, 2021 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE B – ACCREDITATION &amp; SURVEY READINESS</b> Wednesday, November 17, 2021   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Prepare for accreditation surveys</li> <li>▪ Identify practical strategies for managing the survey process</li> <li>▪ Formulate a plan to continuous survey readiness, including practical survey tools and assessment strategies</li> <li>▪ Describe how to manage the survey process</li> </ul>
<p>Networking and Coaching Call Wednesday, December 1, 2021 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE C – HOSPITAL COMPLIANCE: STATE AND FEDERAL OVERSIGHT</b> Wednesday, December 15, 2021   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Articulate State and Federal hospital regulations</li> <li>▪ Summarize evolving healthcare hot topics including COVID-19 1135 waivers and COVID-19 citations</li> <li>▪ Review the Emergency Medical Treatment and Labor Act (EMTALA) including practical survey tools and assessment</li> <li>▪ Examine the Statement of Deficiency and Plan of Correction process</li> </ul>
<p>Networking and Coaching Call Wednesday, January 5, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE D – QUALITY MEASURES REQUIREMENTS</b> Wednesday, January 19, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Outline required measures for CMS and other</li> </ul>

	<p>regulatory entities</p> <ul style="list-style-type: none"> <li>▪ Recall CMS Medicare Value-Based Purchasing Programs (VBP)</li> <li>▪ Recognize CMS Quality Payment Programs (QPP)</li> <li>▪ Navigate public reporting sites (i.e., Hospital Compare) Develop healthy dashboards</li> </ul>
<p>Networking and Coaching Call Wednesday, February 2, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE E – QUALITY IMPROVEMENT METHODS</b></p> <p>Wednesday, February 16, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Describe the background and context to improvement including the functions of leadership and quality</li> <li>▪ Distinguish what the Plan Do Study Act (PDSA) and Lean processes are and how to use both in your Organization</li> <li>▪ Break down the PDSA cycle for performance improvement and explain key tools of continuous improvement</li> <li>▪ Use change management techniques across your organization</li> <li>▪ Set and reach your quality goals for improvement and that benefit the patient</li> </ul>
<p>Networking and Coaching Call Wednesday, March 2, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE F – USING DATA TO MAKE DECISIONS</b></p> <p>Wednesday, March 16, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Work with your data (run charts, pareto charts, control charts)</li> <li>▪ Apply descriptive statistics for data analysis</li> <li>▪ Understand ‘days since’ measures for rare events</li> <li>▪ Use data to make decisions: understanding the importance of measuring and documenting key processes for outcome measure improvement</li> <li>▪ Present your data (how to display data to communicate improvement efforts: using your data to build displays)</li> </ul>
<p>Networking and Coaching Call Wednesday, April 6, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE G – PROJECT FACILITATION AND IMPLEMENTATION</b></p> <p>Wednesday, April 20, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Determine how the Quality Professional can successfully facilitate projects</li> <li>▪ Explain key Points to project implementation</li> <li>▪ Investigate project management tools</li> <li>▪ Integrate Principals of Change Management into</li> </ul>

	<p>practice</p>
<p>Networking and Coaching Call Wednesday, May 4, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE H – CULTURE OF SAFETY AND JUST CULTURE</b> Wednesday, May 18, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Understand High Reliability</li> <li>▪ Outline characteristics of a Culture of Safety</li> <li>▪ Define Just Culture</li> <li>▪ Investigate patient safety tools</li> <li>▪ Discuss simple techniques for problem solving such as Root Cause Analysis (RCA) and Failure Modes and Effect Analysis (FMEA)</li> <li>▪ Uncover how to use these tools in incident and reporting activities</li> <li>▪ Use the tools effectively in your organization on a day-to-day basis to assist in the prevention of errors</li> </ul>
<p>Networking and Coaching Call Wednesday, June 1, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE I – TRENDING TOPICS: CARE COORDINATION, INFECTION PREVENTION, SOCIAL DETERMINANTS OF HEALTH</b> Wednesday, June 15, 2022   9:00 – 4:00   9:00 – 4:00   <i>In Person</i> <i>Wisconsin Hospital Association (WHA) 5510 Research Park Dr, Fitchburg, WI 53711</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Examine Care Coordination strategies and best practices</li> <li>▪ Summarize infection prevention ‘need to know’ information for healthcare quality professionals</li> <li>▪ Address population health through Social Determinants of Health (SDOH)</li> </ul>
<p>Networking and Coaching Call Wednesday, July 6, 2022 11:00 – 12:00   Zoom (Virtual)</p>	<p><b>MODULE J – RISK MANAGEMENT</b> Wednesday, July 20, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>▪ Comprehend annual risk assessment and vulnerability analysis</li> <li>▪ Review event reporting</li> <li>▪ Work with liability carrier and handling claims</li> <li>▪ Know complaints and grievances: regulatory and facility specific processes</li> </ul>

<p>Networking and Coaching Call  Wednesday, August 3, 2022  11:00 – 12:00   Zoom  (Virtual)</p>	<p><b>MODULE K – MEDICAL STAFF FUNCTIONS &amp; ENGAGING CLINICIANS</b>  Wednesday, August 17, 2022   9:00 – 4:00   <i>Zoom (Virtual)</i></p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>• Distinguish components of peer review</li> <li>▪ Retell aspects of Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE)</li> <li>▪ Select approaches to gain the support and trust of your medical staff</li> <li>▪ State the importance of Credentialing to the healthcare industry</li> <li>▪ Discover the role of the Medical Executive Committee (MEC)</li> </ul>
<p>Networking and Coaching Call  Wednesday, September 7, 2022  11:00 – 12:00   Zoom  (Virtual)</p>	<p><b>MODULE L – PATIENT AND FAMILY ENGAGEMENT   QUALITY - PUTTING IT ALL TOGETHER</b>  Wednesday, September 21, 2022   9:00 – 4:00   In Person at WHA</p> <p><b>Learning Objectives</b></p> <ul style="list-style-type: none"> <li>• Understand the critical elements of creating action plans related to patient satisfaction data</li> <li>• Recognize how to move beyond patient satisfaction and how to capture the “voice of the patient” in your improvement work</li> <li>• Retell key learning and application strategies shared by fellow quality residents</li> </ul>

**Quality Residency Program Cost and Registration Information**

- ❖ Fee: \$2500.00 which includes all modules, materials, and program support. Residents are responsible for travel costs associated with attending the in-person learning modules. 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 Module Cost and Guest Registration Information**

- ❖ Fee: \$250.00 per module
- ❖ Please register for individual modules by clicking this [Guest Registration Link](#).

Please contact Jill Lindwall [jlindwall@wha.org](mailto:jlindwall@wha.org) for any questions.