

WISCONSIN QUALITY RESIDENCY PROGRAM

[Guest Registration Link](#)

Contact Jill Lindwall at jlindwall@wha.org for registration link

MODULE A – THE EVOLUTION OF HEALTH CARE QUALITY & HOW IT FITS INTO THE BIG PICTURE

Wednesday, October 20, 2021 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Understand your job description
- Strategic Plan: Mission, Vision, & Values – know your initiatives and how they align
- Use clinical tools to improve quality, care coordination and transitions of care – clinical practice guidelines, pathways, and evaluating compliance
- Lead change - interact with senior leaders, middle managers, board, medical staff, front line staff

MODULE B – ACCREDITATION & SURVEY READINESS

Wednesday, November 17, 2021 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Prepare for accreditation surveys
- Identify practical strategies for managing the survey process
- Formulate a plan to continuous survey readiness, including practical survey tools and assessment strategies
- Describe how to manage the survey process

MODULE C – HOSPITAL COMPLIANCE: STATE AND FEDERAL OVERSIGHT

Wednesday, December 15, 2021 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Articulate State and Federal hospital regulations
- Summarize evolving healthcare hot topics including COVID-19 1135 waivers and COVID-19 citations
- Review the Emergency Medical Treatment and Labor Act (EMTALA) including practical survey tools and assessment
- Examine the Statement of Deficiency and Plan of Correction process

MODULE D – QUALITY MEASURES REQUIREMENTS

Wednesday, January 19, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Outline required measures for CMS and other regulatory entities
- Recall CMS Medicare Value-Based Purchasing Programs (VBP)
- Recognize CMS Quality Payment Programs (QPP)
- Navigate public reporting sites (i.e., Hospital Compare)
- Develop healthy dashboards

MODULE E – QUALITY IMPROVEMENT METHODS

Wednesday, February 16, 2022 | 9:00 – 4:00 | *In Person*

Rural Wisconsin Health Cooperative | 880 Independence Ln, Sauk City, WI 53583

Learning Objectives

- Describe the background and context to improvement including the functions of leadership and quality
- Distinguish what the Plan Do Study Act (PDSA) and Lean processes are and how to use both in your Organization
- Break down the PDSA cycle for performance improvement and explain key tools of continuous improvement
- Use change management techniques across your organization
- Set and reach your quality goals for improvement and that benefit the patient

MODULE F – USING DATA TO MAKE DECISIONS

Wednesday, March 16, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Work with your data (run charts, pareto charts, control charts)
- Apply descriptive statistics for data analysis
- Understand ‘days since’ measures for rare events
- Use data to make decisions: understanding the importance of measuring and documenting key processes for outcome measure improvement
- Present your data (how to display data to communicate improvement efforts: using your data to build displays)

MODULE G – PROJECT FACILITATION AND IMPLEMENTATION

Wednesday, April 20, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Determine how the Quality Professional can successfully facilitate projects
- Explain key Points to project implementation
- Investigate project management tools
- Integrate Principals of Change Management into practice

MODULE H – CULTURE OF SAFETY AND JUST CULTURE

Wednesday, May 18, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Understand High Reliability
- Outline characteristics of a Culture of Safety
- Define Just Culture
- Investigate patient safety tools
- Discuss simple techniques for problem solving such as Root Cause Analysis (RCA) and Failure Modes and Effect Analysis (FMEA)
- Uncover how to use these tools in incident and reporting activities
- Use the tools effectively in your organization on a day-to-day basis to assist in the prevention of errors

MODULE I – *(NEW)* TRENDING TOPICS: CARE COORDINATION, INFECTION PREVENTION, SOCIAL DETERMINANTS OF HEALTH

Wednesday, June 15, 2022 | 9:00 – 4:00 | 9:00 – 4:00 | *In Person*

Wisconsin Hospital Association (WHA) 5510 Research Park Dr, Fitchburg, WI 53711

Learning Objectives

- Examine Care Coordination strategies and best practices
- Summarize infection prevention ‘need to know’ information for healthcare quality professionals
- Address population health through Social Determinants of Health (SDOH)

MODULE J – RISK MANAGEMENT

Wednesday, July 20, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Comprehend annual risk assessment and vulnerability analysis
- Review event reporting
- Work with liability carrier and handling claims
- Know complaints and grievances: regulatory and facility specific processes

MODULE K – MEDICAL STAFF FUNCTIONS & ENGAGING CLINICIANS

Wednesday, August 17, 2022 | 9:00 – 4:00 | *Zoom (Virtual)*

Learning Objectives

- Distinguish components of peer review
- Retell aspects of Ongoing Professional Practice Evaluation (OPPE) and Focused Professional Practice Evaluation (FPPE)
- Select approaches to gain the support and trust of your medical staff
- State the importance of Credentialing to the healthcare industry
- Discover the role of the Medical Executive Committee (MEC)

