



OCTOBER 12, 2021

THE QUALITY ADVISOR

Welcome to the Quality Advisor! Please make special note of these upcoming offerings and important resources.

News from the CQO's Desk...

Nadine Allen, Chief Quality Officer

Reminder: Health Equity Organizational Assessment (HEOA) Survey Responses Due October 31

The WHA Quality Team and the WHA Information Center (WHAIC) have joined together to develop tools to support WHA members address health disparities. The Health Equity Organizational Assessment (HEOA) survey will evaluate current efforts around health equity and identify health disparities in several evidence-based areas, including:

- Consistent collection of accurate demographic data
- Use of demographic data to identify and resolve disparities
- Implementation of organizational and cultural structures required to sustain the delivery of equitable care

If you have not already done so, please complete this brief multiple-choice HEOA survey by **October 31**. The results will be used to populate an interactive HEOA Dashboard to help your teams select and design care interventions to advance the delivery of equitable care.

Please note, the HEOA survey answers cannot be saved and returned to later. Upon submitting the survey answers, the option to select that same hospital will no longer be active. This allows for a single survey to be completed for a hospital each year.

To access the electronic HEOA, please go to <https://www.wha.org/HEOA-Survey>. You will be asked to enter your email address and password. If you have never created a WHA member account or if you do not remember if you already have an account, please click the 'Register Here' link. You will be asked to enter your hospital email address. You will then receive an email with information on how to create or change a password and login information. If you have an account, but forgot your password, please click the 'Forgotten password' link to reset your password.

Wisconsin Quality Residency

The Wisconsin Quality Residency Program kicked off October 6th with an orientation call and the first module is fast approaching. However, it is not too late to register for the [program in its entirety](#) or [individually by module](#)! See the entire program [summary](#) here.

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) | [Register](#)

Panel discussion featuring a great line up of four Quality Healthcare professionals who will share their expertise while addressing the objectives outlined below!

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

To learn more, email Jill Lindwall, WHA Clinical Quality Improvement Advisor at jlindwall@wha.org.

Dr. Patricia Quigley’s Safe Patient Handling – Falls and Falls with Injury webinar series

Dr. Quigley presented the third session of the four-part Falls webinar series, “Redesigning Post-Fall Management”, stressing the importance of efforts to reduce the chance of reoccurrence of repeat falls and the vital role of post-fall huddles.

Quigley highlighted post-fall huddles as an essential core intervention which should take place within 15 minutes of a fall and should include the patient/resident whenever possible to ask, *what was different this time with what the patient was doing (and fell) compared to the other times they performed this activity (and didn’t fall)? Why did the body go down?* The post-fall huddle “is a no blame intervention” to get to discovery of the immediate cause of the fall.

Quigley then recommends conducting a root cause analysis to determine the reason for the fall and the events leading up to it, and to identify actions to prevent reoccurrence. Lastly, the clinical team should modify the plan of care.

During the follow-up question and answer coaching session, Dr. Quigley provided suggestions, including:

- Fall Care Planning Rounds – doing small tests of change by picking a small population (ex. 75 and older) and looking at what intervention worked
- Visual story boards on the unit to measure success – showing root cause, corrective action, date of implementation and date of resolution
- Scheduled toileting program - especially for cognitively impaired patients by anticipating their needs
- Pre-shift huddles – remind staff who needs surveillance
- Keeping eyes on the patient – Are patients’ feet in the bed? Is the bed alarm on?
- Safe exits - Place the bed against the wall/have a safe exit side and use a floor mat

Links to the resources Dr. Quigley shared can be found here:

Huddle Form: https://www.wha.org/WisconsinHospitalAssociation/media/WHA-Quality/082321PostFallHuddleForm_AAR.pdf

Audit Tool: https://www.wha.org/WisconsinHospitalAssociation/media/WHA-Quality/PostFallAuditTool_Quigley091521webinar.pdf

VA National Falls Toolkit [VHA National Center for Patient Safety - Falls Toolkit](#)
[AHRQ Preventing Falls in Hospitals](#)

The final webinar of the four-part series, “Program Evaluation: Reengineering Fall and Fall Injury Programs - Infrastructure, Capacity and Sustainability” is being held tomorrow, Wednesday October 13, 12-1:00PM. If you have not already registered and want to participate, email Marcia Egle at megle@wha.org.

This webinar series is sponsored by the Wisconsin Office of Rural Health.



Note This

Stroke and Neurovascular Symposium

When: Friday, October 29, 2021, 8:00am – 2:00pm
Virtual | Microsoft Teams

The Aurora BayCare Stroke and Neurovascular Symposium will provide learners with the most up-to-date information to treat stroke and neurovascular conditions. The care pathway for a stroke patient is very complex beginning from admission to discharge and varies across diagnosis. The symposium will provide evidence-based information to supplement the clinical practice of registrants.

This activity is designed for neurologists, emergency room physicians, critical care physicians, hospitalists, advanced practice clinicians and registered nurses.

Continuing Medical Education Credits Offered.

For more information click [here](#).

Save the Date

2022 Wisconsin Health Literacy Summit

Embracing Health Literacy in the New Normal: Digital Communications, Telehealth, Health Insurance, and Health Equity

When: April 4 – 6, 2022

- The Summit has 300-400 attendees, including a variety of healthcare, research, public health, literacy, health IT, and insurance professionals.
- It provides an opportunity to share interventions, tools, and strategies to improve health communication and patient outcomes.

A graphic with a blue background and white text. It says 'New location! The Edgewater Madison, Wisconsin' at the top. Below that is 'Save the Date' in large white letters. Underneath is '2022 Wisconsin Health Literacy Summit' and 'Embracing Health Literacy in the New Normal: Digital Communications, Telehealth, Health Insurance, and Health Equity'. At the bottom left is 'April 4 - 6, 2022' and two logos for 'wisconsin literacy' and 'wisconsin health literacy'. On the right side of the graphic is a circular inset photo of two women smiling and talking at a table.

New location!
The Edgewater
Madison, Wisconsin

Save the Date

2022 Wisconsin Health Literacy Summit
Embracing Health Literacy in the New Normal:
*Digital Communications, Telehealth,
Health Insurance, and Health Equity*

April 4 - 6, 2022

The logo for Wisconsin Literacy, featuring a stylized 'W' and the text 'wisconsin literacy'.The logo for Wisconsin Health Literacy, featuring a stylized 'W' and the text 'wisconsin health literacy'.

For details and more information
<https://wisconsinliteracy.org/events-news/event/2022/04/06/2022-wisconsin-health-literacy-summit/354726>

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