



FEBRUARY 9, 2022

THE QUALITY ADVISOR

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

***Note:** Fast approaching dates for live events in February are **highlighted**.

News from the CQO's Desk...

Nadine Allen, Chief Quality Officer

Kristin Bausch Joins WHA Quality Team



Kristin Bausch, RN, BSE, CPDM, has joined the Wisconsin Hospital Association's Quality Department as Clinical Quality Improvement Manager. Bausch has a Bachelor of Science degree in communication sciences and disorders, as well as a degree in education from the University of Wisconsin-Whitewater and University of Wisconsin-Platteville, respectively. She also holds an associate degree in nursing from Southwest Wisconsin Technical College. Bausch has completed graduate work toward a Master of Business Administration in health care management and holds a certification in professional disability management. Prior to joining WHA, she case-managed home therapy of educational and clinical home peritoneal dialysis and home hemodialysis of pediatrics and adults. In addition, Bausch's experience includes nurse case management as a disability clinical specialist in short- and long-term disability leave and absence with accommodations and modifications, acute-care nursing in medical-surgical, outpatient services, urgent care, emergency department, pre/post-operative services, post-acute care, long-term care, including developmentally disabled and memory care, and home health care. Bausch's studies and interests have also journeyed into the aesthetic nursing and health industry. Bausch's personal experience has brought about her passion for specialty cares within the Spinal Muscular Atrophy (SMA) community related to pulmonary, neuromuscular, respiratory cares, and advocacy leadership. She volunteers as one of Wisconsin's Cure SMA chapter leaders, organizing and originating Madison's Walk-N-Roll, has contributed to advocacy work for the addition of SMA to Wisconsin's newborn screening, enjoys connecting families and individuals diagnosed with SMA, and serves as a parent ambassador speaker throughout the country. She can be reached at kbausch@wha.org.

Recent Quality Alerts

[WHA Quality Alert: 2021Q3 Critical Congenital Heart Disease \(CCHD\) Screening Report, 1.31.22](#)

[WHA Quality Alert: Extraordinary Circumstance Exception from CMS, 2.3.22](#)

Note This

Would you like your hospital to be featured in the WHA Annual Quality Report?

The WHA Quality team is gathering stories for our Annual Quality Report, continuing to promote the quality story within Wisconsin hospitals. If your hospital has a quality improvement project that you would like to share for the WHA Annual Quality Report, highlighting your quality improvement work in 2021, we would like to hear from you.

Thoughts for you to include and/or consider when sending your story:

- Why did you pick this quality improvement project as a priority?
- What was your definition of success for this project? What did you set out to achieve?
- How did you track your progress? Please include data/graph(s)
- What action did you take? Was it successful?
- What is currently happening in the terms of patient outcomes?
- Other information you'd like to share – lessons learned

Please email your story/stories, along with any photographs or images of your work, to Marcia Egle megle@wha.org by **February 25, 2022**.

Health Equity (HEOA) Survey - Now Is the Time to Take Action!

If you haven't completed the WHA Health Equity Organizational Assessment (HEOA) survey, we encourage you to take the time to respond. The Health Equity Organizational Assessment (HEOA) evaluates the ability to identify and address health disparities in several evidence-based areas, including data collection, data collection training, data validation, data stratification, communicating findings, organizational infrastructure & culture, and Z Code collection. Eliminating healthcare disparities takes a strong commitment to the collection of accurate, complete, and meaningful patient demographic data, a fundamental step in identifying and eliminating disparities in care. Collecting Race, Ethnicity, and Language (REAL) data, as well as expanding the collection of disability status, Sexual Orientation and Gender Identity (SOGI), veteran status, geography, and other Social Determinants of Health (SDOH) or social risk factors assists health organizations to better understand their patient populations and their needs. Please follow this link to complete your hospital's [WHA Health Equity Organizational Assessment Survey](#).

Upcoming Events

Advancing Health Equity During the COVID-19 Pandemic Shared Learning Forums

These forums are hosted by the DHS COVID-19 Response and Recovery Team Fridays from 12:00 pm – 1:00pm. Each session features a community leader sharing experiences, barriers, practices, and lessons learned for advancing Health Equity during the COVID-19 pandemic. February forums will spotlight the work being done to advance Health Equity in marginalized populations. Please click the [link](#) for more information. Attend all or choose the sessions that work best for you:

- *Friday, February 11, 12:00pm – 1:00pm: Undocumented Folks
- Friday, February 18 12:00pm – 1:00pm: Indigenous Populations
- Friday, February 25, 12:00pm – 1:00pm: Black Health Disparities

The registration link for these forums is as follows:

https://dhs.wi.zoomgov.com/meeting/register/vJltf-GurjwoH-n13jfbwQYwv2f_is5DJpE

Wisconsin Quality Residency

MODULE E – QUALITY IMPROVEMENT METHODS Wednesday, February 16, 2022 | 9:00 – 4:00 | Zoom (Virtual)

Sometimes change seems like it should be so easy; yet it never seems like we get as much success out of change as we had hoped. This session will describe the key elements to quality improvement in your organization and how to make those changes really happen. Participants will emerge with some easy to apply theories of change, improvement, and tools to make it all fit together.

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)

If you are interested in joining one or more of the individual program modules, please see the full program summary and guest registration information [here](#). The cost per module is \$250.00. To learn more, email Jill Lindwall, WHA Clinical Quality Improvement Manager, at jlindwall@wha.org.

2022 Wisconsin Health Literacy Summit

The Wisconsin Health Literacy Summit is the largest health literacy conference in the Midwest and is scheduled to take place in-person on April 4 - 6, 2022, at The Edgewater in Madison, Wisconsin. This year's theme is **Embracing Health Literacy in the New Normal: Digital Communications, Telehealth, Health Insurance, and Health Equity**.

- 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.



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

wisconsin literacy wisconsin health literacy

To Register and for details and more information:

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

Register before March 4th, 2022, for the early bird rate:

- Early bird: \$325
- Standard: \$375

The Wisconsin Health Literacy Summit is the largest health literacy conference in the Midwest and provides the opportunity to share interventions, tools, and strategies to improve health communication and patient outcomes. Information on the 2019 Summit can be found here: <https://wisconsinliteracy.org/health-literacy/training-conferences/health-literacy-summit-details/>

Journey to a Healthier Wisconsin

The WHA Quality Team in collaboration with WHA Information Center held the first of four *Journey to a Healthier Wisconsin* webinar, with more than 100 participants from 39 hospitals/health systems/organizations attending. This webinar gave a brief demonstration of the HEOA dashboard that will be available soon. It also gave an overview of SDOH Z codes, why we should collect them, and how that can be used to drive change.

The recording, slides, and accompanying resources can be accessed on the WHA On-demand Learning Center - <https://www.wha.org/On-demandLearning>. Resources include:

- Z Codes Data Highlight
- AHA ICD10 coding for Social Determinants of Health
- Journey to Better Outcomes Infographic
- The Journey to a Healthier Wisconsin 1/26 Webinar Slides
- Use of Z Codes - Findings from the Multi State Data Collaboration AHA webinar slides

The recording of 'The Journey to a Healthier Wisconsin – Setting the Stage for Social Determinants of Health (SDOH) Z Code Data Capture' webinar is located here, under 'Videos & Recorded Webinars'.

Save these dates and [Register here](#) for upcoming 'Journey to a Healthier Wisconsin' webinars:

- April 27
- July 27
- October 26

This series is being offered at no cost to hospital participants.

AHA Health Equity Conference



Registration is now open for American Hospital Association's upcoming [Accelerating Health Equity Conference](#). With the theme "Forward on the Journey," the Accelerating Health Equity Conference will convene in person May 10 - 12, 2022, in Cleveland, Ohio. The AHA Community Health Improvement ([ACHI](#)) network and the Institute for Diversity and Health Equity ([IFDHE](#)), both part of the American Hospital Association, once again are joining forces to advance their

shared mission to close health equity gaps by building strategic hospital-community partnerships and developing and sustaining diversity and inclusion across the field.

For details on the conference and registration click [here](#). Early bird rates are available until April 1.

Note: AHA Institute for Diversity and Health Equity biennial survey

The AHA's [Institute for Diversity and Health Equity](#) (IFDHE) would like your help to secure robust health equity data from our mutual members. The biennial Health Equity, Diversity and Inclusion Survey provide our Associations an opportunity to learn from the field. We encourage your hospital to complete the survey by **February 28th**. Your voluntary participation in this survey is essential to learning more about how to support hospitals and health systems in their efforts to advance equity. All questions in the survey will be treated as confidential and answers will not be released without expressed, written permission. However, the AHA will share aggregate state, not individual hospital data, with us, as your state hospital association, upon request. The aggregate survey findings will be disseminated by the AHA in various ways, including reports, presentations and educational forums. A robust data set will also inform policy changes to support equity in patient care and workforce improvements.

In addition, please see [this blog post](#) authored by Joy Lewis, AHA's senior vice president of health equity strategies and executive director of IFDHE, for details on why your participation in the survey is so important.

The deadline for completing the survey is February 28. Click [here](#) to access the online survey and enter your login information [HOSPITAL NAME - Login: LoginID - Password: IFDHE2022]. You can also download a PDF copy of the survey from the bottom of the login page.

If you do not want to receive this newsletter, or are receiving this in error, please email quality@wha.org to be removed.

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