



JANUARY 12, 2022

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



January is National Blood Donor Month and the Red Cross is facing a historic blood shortage. Please go to <https://www.redcross.org/local/wisconsin.html> to see how you can help.

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

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. Once the organization has identified the data elements and categories to collect, the organization can then develop a standard process and methodology for this data collection, including who will collect the data, when it will be collected, in what format, and how to distribute it across the healthcare system.

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.

Please complete the survey by following this [link](#).

Social Determinants of Health (SDOH)

The Journey to a Healthier Wisconsin – Setting the Stage for SDOH Z Code Data Capture

SDOH can have a profound impact on health outcomes; and yet, developing and sustaining processes to build a culture of health remains a challenge. Currently, no standardized SDOH collection exists, resulting in incomplete data and gaps in important information, placing health care systems at a disadvantage when seeking to effectively identify, prioritize and intervene on SDOH.

In collaboration with the WHA Information Center (WHAIC), the WHA quality team is offering the first of a four-part SDOH webinar series, featuring Gloria Kupferman, Chief Data Strategy Officer at the American Hospital Association. This webinar will provide the background and purpose of this significant collaboration, stress the importance of Z Code Data Collection from the national perspective, emphasize the importance of capturing SDOH data in the medical record, and provide an overview of Z code collection in Wisconsin to offer hospitals and health systems valuable information to help improve health outcomes in their communities.

This collaborative series will help hospitals and health systems build the case for capturing “Z codes” to track SDOH data. Z codes are a special group of codes provided for the reporting of factors influencing health status and contact with health services. The webinars will also feature tools to assist with using the data in a meaningful way and include perspectives from organizations around the state who have begun to successfully implement strategies that are driving improvement in health outcomes through identification of health disparities.

When: Wednesday, January 26, 2022 – 12:00pm – 12:50pm

[Register here](#)

Save these dates for upcoming webinars in the Journey to a Healthier Wisconsin series (12:00 pm – 12:50 pm)

- April 27
- July 27
- October 26

Cost: This series is being offered as a member benefit and at no cost to hospital participants.

Audience: Hospital Administration, Quality Leaders, Clinical Staff, IT Staff, Coders, BI Staff, and anyone who acts as a change agent for SDOH for the hospital or health system.

For questions, contact WHA Clinical Quality Improvement Manager [Jill Lindwall](#).

For the Record - [Making Sense of Social Determinants of Health](#)

SDOH data, which provide invaluable insights to patient care, are difficult to collect, protect, and quantify. Nevertheless, the industry must develop trustworthy processes that enable widespread use.

November/December 2021 Issue. Written by Susan Chapman, MA, MFA, PGYT, with contributions made by Jennifer Mueller, Vice President and Privacy Officer for the Wisconsin Hospital Association Information Center.

Note This

Wisconsin Quality Residency

The Wisconsin Quality Residency Program provides a comprehensive curriculum of core quality improvement concepts and leadership essentials instructed by experts in the field, effectively blending in-person and virtual learning platforms and offering monthly learning modules for health care quality leaders. Module D is next week with Module E in February. Please see below for module specifics:

MODULE D – QUALITY MEASURES REQUIREMENTS

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

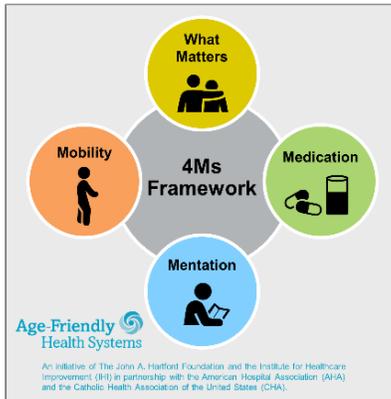
Learning Objectives

- 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

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](#). **Module locations vary so please take note.** To learn more, email Jill Lindwall, WHA Clinical Quality Improvement Manager, at jlindwall@wha.org.

Save The Date

IHI launches Next Age-Friendly Health Systems Action Community



What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

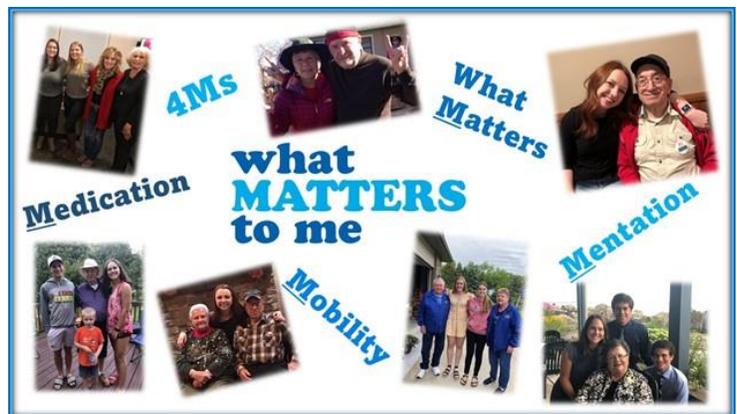
If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

Ensure that older adults move safely every day in order to maintain function and do What Matters.



"Clinicians, and those who train them, should learn how to ask less, 'What is the matter with you?' and more, 'What matters to you?'"
- Don Berwick

IHI will be launching its next Age-Friendly Health Systems Action Community in **March 2022!** Previous participants often join another Action Community to support their efforts to sustain or spread age-friendly care, to achieve the second level of recognition as *Committed to Care Excellence*, and to continue connecting with other Age-Friendly health systems. If you or any of your team members would like to register for the March 2022 IHI Action Community, [click here](#). If you know someone who would be interested in participating in the Action Community, please spread the word by sharing [this Invitation to Join document](#).

If you have any questions about the Action Community, the recognition process, or implementing the 4Ms, email us at AFHS@ihi.org or [chat with us over a virtual call](#).

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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