



SEPTEMBER 9, 2021

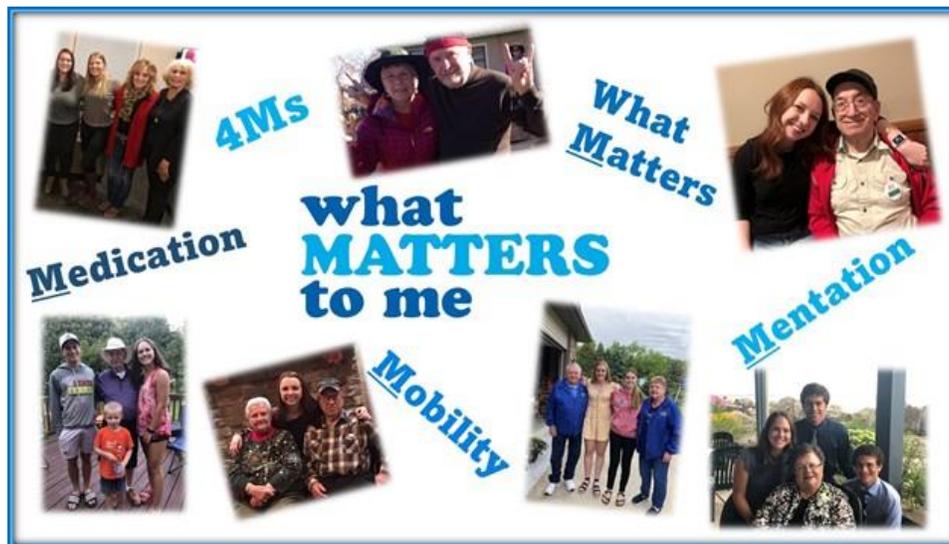
## THE QUALITY ADVISOR

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

#### WHA Collaborates with AHA In Age-Friendly Action Community

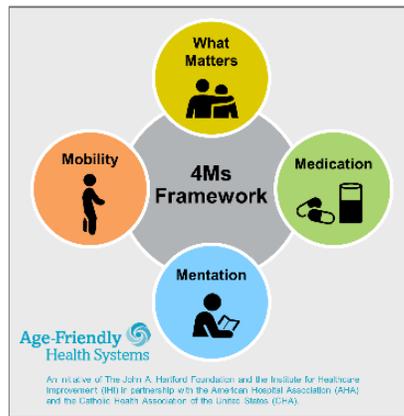


*"Clinicians, and those who train them, should learn how to ask less, 'What is the matter with you?' and more, 'What matters to you?'" - Don Berwick*

The population of the United States is not as young as it used to be. The year 2035 represents a major demographic turning point in the US. The legendary baby boomer generation will all be over the age of 65, 1 in 5 Americans will be of retirement age, and for the first time in history, persons over the age of 65 will outnumber those under 18 years old.

Addressing the needs of a large and diverse older adult population will require new and innovative solutions. To prepare to meet these ensuing challenges, WHA invites you to join us in participating in the **Age Friendly Health System movement**. This movement, dedicated to improving the care of older adults, was founded by The John A. Hartford Foundation and the Institute for Healthcare Improvement, in partnership with the American Hospital Association and the Catholic Health Association of the United States.

# Age Friendly 4Ms Framework – What Matters, Medication, Mentation, Mobility



### 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.

## Age Friendly Action Community Benefits – You Will Gain:

- Access to national experts, team networking, and peer coaching webinars
- Direct line of support with a WHA quality advisor
- Free Participation at no cost to you or your organization
- Strategies to utilize existing hospital/health system resources
- An advantage, placing your organization ahead of the curve in preparing for the impending market shift
- Recognition Achievement of either “Age-Friendly Health Systems Participant” or “Committed to Care Excellence”

Older adults, while living longer lives, are faced with many challenges. Along with the growing crisis of dementia, substance abuse and mental illness, such as depression, older adults experience losses in independence, social connections and relationships, physical mobility, and having a sense of purpose, to name a few.

As the older adult population continues to age, communities are tasked with supporting the physical and mental health needs of older adults, at times, leaving health systems unprepared to provide the necessary care to meet their complex needs.

- Older adults have higher rates of utilization and emergency department readmissions compared to any other age group.
- The current health care system can be difficult for older adults to navigate and get the right care at the right place at the right time.
- Too often, care delivered to older adults is not evidence-based or aligned with what matters to them.

## Aging in Wisconsin

Where we were - 2015

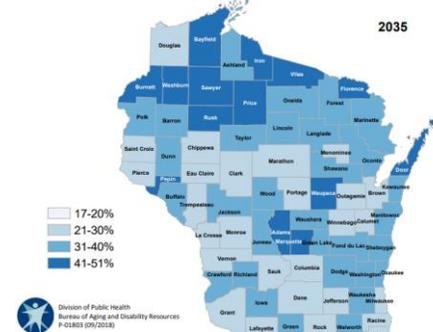
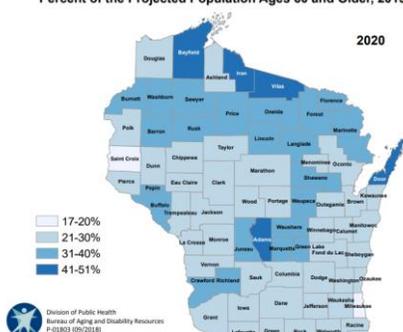
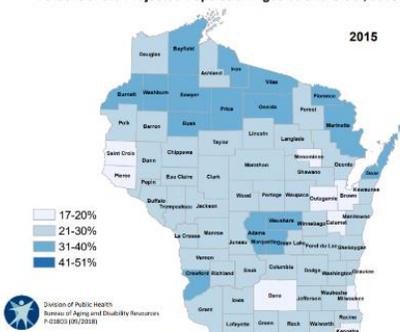
Where we are - 2020

Where we are going - 2035

Percent of the Projected Population Ages 60 and Older, 2015-2040

Percent of the Projected Population Ages 60 and Older, 2015-2040

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Source: Wisconsin Department of Administration, Demographic Services, 2010-2040 Population Projections, Vintage 2013

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## Next Steps - Act and Join Today!

The next Age-Friendly Action Community will run September 2021- April 2022. To learn more, contact WHA's Clinical Quality Improvement Advisor, Jill Lindwall [jlindwall@wha.org](mailto:jlindwall@wha.org) or see the full AHA program here: [Fall 2021 Age-Friendly Health Systems Action Community Invitation](#).

## Health Equity Organizational Assessment (HEOA)

WHA understands addressing SDOH is a priority for our state and aims to support Association members to identify and eliminate barriers that impede the delivery of equitable health care. From Wisconsin's picturesque rural settings in Bayfield to the tribal community of St. Croix, to the Capitol city of Madison, to the culturally diverse city of Milwaukee, Social Determinants of Health (SDOH) have a different impact on each of the communities our hospitals serve. Their distinctive characteristics can largely influence access, cost, and quality of care.

The WHA Quality Department along with the WHA Information Center (WHAIC), have joined together to develop tools to support WHA members address this priority. The first step will be the launch of a Health Equity Organizational Assessment (HEOA) to all Wisconsin hospitals. The HEOA survey will evaluate current efforts around health equity. The assessment evaluates the ability to identify and address 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.

Based on the results from this survey, WHAIC will introduce a HEOA Summary Dashboard, an interactive tool that can be used to assist hospitals to identify areas of opportunity, next steps, and recommendations to address disparities in care. WHA and WHAIC will also work with members to devise strategies that focus on making a positive impact on SDOH. The HEOA Survey link will be shared via a Quality Alert the week of September 13<sup>th</sup>!

## Wisconsin Quality Residency – Guest Registration Link Available now for 2021/2022 Modules

The Wisconsin Hospital Association (WHA), together with Rural Wisconsin Health Cooperative (RWHC), is excited to offer guest registration for the Wisconsin Quality Residency Program. While you can still register for the entire program (see the program [summary](#) and registration [form](#) for more information), guest registration links are now available for individual modules on topics of special interest to you.

The modules, focused on quality improvement concepts and essentials, are designed for new or novice quality leaders as well as experienced leaders looking for a “refresher” in a specific topic area. Each module requires completion of pre-work related to the module topic, which is shared ahead of time.

To see the schedule and to register [click here](#). You can register for one or multiple modules using the link(s) provided. Space is limited! Registrations will be accepted on a first come first served basis.

**Please note** that the in-person modules are subject to change to virtual due to inclement weather and/or COVID -19 conditions. You will be notified in advance of any changes.

To find out more information, email Jill Lindwall, WHA Clinical Quality Improvement Advisor at [jlindwall@wha.org](mailto:jlindwall@wha.org).

## Dr. Quigley presents August 18<sup>th</sup> Falls Webinar

The ‘nurse who won’t give up on falls’, Dr. Patricia Quigley, presented a second webinar in a four-part series, “Best Practices to Reduce Falls Associated with Toileting” on August 18. Nationally known for her program of research in patient safety, particularly in fall prevention, Dr. Quigley, had a follow-up coaching session with an interactive question-and-answer session September 1.

Quigley reported that 10-20% of falls that occur in hospitals occur in bathrooms or are related to toileting, which is a disproportionately large number given the short amount of time patients spend there. She also emphasized individual “patient assessment is critical along with environmental factors to reduce fall risks.” Quigley stressed that hospital staff needs to assess the patient’s cognition, mobility, balance, continence, orthostasis, medications and use of footwear, as well as do an environmental assessment looking at the pathway to the bathroom, toilet height, and placement of grab bars when assessing their fall reductions.

Dr. Quigley encouraged attendees to add precision to patient safety practices, fall prevention and toileting clinical practices, and challenged them to use the linked resources and select ideas of change to share with their hospitals’ falls committee.

Dr. Quigley’s next webinar will be September 15. This webinar series is sponsored by Wisconsin Office of Rural Health. All webinars and coaching sessions are offered at no cost. Click [here](#) for more information.

### Patricia Quigley’s Safe Patient Handling – Falls and Falls with Injury webinar series:

#### Redesigning Post Fall Management Webinar

**When:** Wednesday September 15, 2021, 12:00pm – 1:00pm

#### Redesigning Post Fall Management Coaching Session

**When:** Wednesday, September 29, 2021, 11:00am – 12:00pm \*Note this one session starts at 11:00am.

[Register Here](#)

#### Program Evaluation: Reengineering Fall and Fall Injury Program - Infrastructure, Capacity and Sustainability Webinar

**When:** Wednesday, October 13, 2021, 12:00pm – 1:00pm

#### Reengineering Fall and Fall Injury Program Coaching Session

**When:** Wednesday, October 27, 2021, 12:00pm – 1:00pm

[Register Here](#)

For program details follow this link - <https://www.wha.org/FallsWebinarDescriptions>.

Sponsored by:



## Note This

### Wisconsin Health Literacy

Wisconsin Health Literacy is hosting a virtual professional development series **for those who help patients, employees, and everyday people understand and use their health insurance.**

- Health Insurance Numeracy
  - Thursday, September 16, 2021
  - 12:00-1:00 PM CST

- Communicating Health Insurance with Seniors
  - Thursday, September 23, 2021
  - 12:00-1:30 PM CST (90 Minutes)
- Health Literacy, Health Equity, and Health Insurance: Lessons Learned from COVID
  - Thursday, September 30, 2021
  - 12:00-1:15 PM CST (75 Minutes)

For registration information, [click this EventBrite link](#)

## Sepsis Alliance Summit

**When:** Tuesday, September 14, 2021, 9:45am CT/10:45am ET - Thursday, September 16, 2021 at 2:45pm CT/3:45pm ET

**Description:** This September, Sepsis Alliance is proudly hosting the second annual Sepsis Alliance Summit, presented by T2 Biosystems. Set to coincide with Sepsis Awareness Month, the free virtual event will feature three days of learning and inspiration for healthcare providers, nursing students, managers, policy makers, and industry leaders. Designed to explore an array of sepsis-related topics in healthcare, the Sepsis Alliance Summit will include expert presentations from clinicians, innovation experts, and other influential leaders.

Topics will include:

- Optimizing antibiotic treatment for sepsis patients;
- Care considerations for high-risk immunocompromised, developmentally disabled, and aging populations;
- Preventing maternal morbidity from sepsis;
- The creation and maintenance of sepsis navigator programs; and more.

Speakers will include:

- Chanu Rhee, MD, MPH, Assistant Professor of Population Medicine at Harvard Medical School;
- Elizabeth Bridges, PhD, RN, CCNS, FCCM, FAAN, Professor, Clinical Nurse Researcher, University of Washington School of Nursing, UW Medical Center;
- Melissa E. Bauer, DO, Associate Professor of Anesthesiology at Duke University School of Medicine;
- Emanuel Rivers, MD, MPH, Attending Staff and Clinical Professor, Henry Ford Hospital and Wayne State University, and lead author of the 2001 landmark study "Early Goal-Directed Therapy in the Treatment of Severe Sepsis and Septic Shock."

Join the sessions that are relevant to your practice and interest and increase your sepsis knowledge and skills. We are in the process of finalizing the agenda and speakers. Continue to check the event site for agenda updates!

[Sepsis Alliance Summit – Presented by T2Biosystems](#)

**Location:** Virtual

**Cost:** Free

**Continuing Education Credits Offered:** 11.1 continuing nursing education credits available. Other healthcare providers will receive a certificate of attendance. **To register, please visit:** [https://whova.com/portal/registration/sepsi\\_202109/](https://whova.com/portal/registration/sepsi_202109/)

**With any questions, please contact:**

Amanda Feinman

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Sepsis Alliance

[afeinman@sepsis.org](mailto:afeinman@sepsis.org)

## 2021 Certified Professional Healthcare Quality (CPHQ) Virtual Review Workshop

**Offered by:** [Wisconsin Association for Healthcare Quality \(WAHQ\)](#)

**Presented by:** Susan Mellott, PhD, RN, CPHQ, FNAHQ

Dr. Mellott is a professor in the master's in nursing and undergraduate nursing programs, and a full graduate faculty scholar at Texas Woman's University. She also is an expert in healthcare quality and offers consulting specializing in educational programs involving quality improvement and patient safety.

**When:** September 27, 28, 29 from 11:30AM-4:00PM. Each session will be followed by an optional Virtual Office Hour

**Location:** Online

**Cost:** \$425

This also includes a one-year free WAHQ membership (\$45 value) and networking opportunities with fellow WAHQ members!

**Course Resources (Optional):** The Janet A. Brown Healthcare Quality Handbook (30th Edition)

Contact [WAHQHC@GMAIL.COM](mailto:WAHQHC@GMAIL.COM) to register and to get discount information on course materials! Also visit [2021 CPHQ Virtual Review Workshop – WAHQ](#) for more information.

## 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](#).

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