

## Wisconsin Quality Residency Program 2024-2025

There are many things to learn when starting a new position as a health care quality leader. Regulatory and accreditation requirements, basic risk management skills, quality data reporting methods, and useful quality improvement methods and tools are just a few!

The **Wisconsin Quality Residency Program** provides a comprehensive curriculum of core quality improvement concepts and leadership essentials instructed by experts in the field. The program, using a combination of in-person and virtual learning platform, offers monthly learning modules, adult learning strategies, engaging discussion, and applied practice exercises. The learning is supported by networking and coaching calls, resource and document sharing, and supplementary support via direct email and a private listserv for communication - all included in the program. Each module is aligned with at least one pillar of the National Association for Healthcare Quality's Certified Professional in Healthcare Quality certification. This program will help prepare you for the certification exam.

The Wisconsin Quality Residency Program is offered through a partnership between the Wisconsin Hospital Association (WHA), Rural Wisconsin Health Cooperative (RWHC) and the Wisconsin Office of Rural Health (WORH).

### Intended Audience

This program is open to all Wisconsin hospitals and health care systems. It is designed for novice health care quality leaders with limited experience conducting quality improvement and patient safety initiatives in the hospital setting.

- ❖ Hospital Quality leaders
- ❖ Quality Data Analysts
- ❖ Clinical staff with quality/compliance as a primary role

### Learning Model

Over the course of the program, quality residents will attend 10 learning modules focused on critical elements of quality improvement theory and practice. Modules will be highly interactive learning sessions facilitated by a team of expert and veteran quality professionals. Each module will provide opportunities to develop skills for professional leadership, data-driven decision making, and practice with essential tools for the everyday tasks of the quality leader.

Each of the modules will offer several consistent elements:

- ❖ Learning Needs Assessment Survey prior to each module to customize content to fit the cohorts learning needs.
- ❖ Pre-session work to be completed prior to each module.

- ❖ Interactive learning activities including hands-on use of tools used for data-driven decision making and opportunities for reflection and dialogue.
- ❖ Post Module Program Evaluation to provide feedback on learning each experience.

#### **Quality Residency 10 Module Program Cost and Registration Information**

- ❖ Fee: \$2500.00 which includes all modules, materials, and program support. Fees will be invoiced to the hospital upon registration and are non-refundable.
- ❖ A limited number of \$1000.00 scholarships are being offered by the Wisconsin Office of Rural Health to Critical Access Hospital participants on a first come, first-served basis.
- ❖ Please sign up for the program by clicking the Quality Residency Program link below.

#### **Quality Residency Individual Module Cost and Registration Information**

- ❖ Fee: \$250.00 per module
- ❖ Please register for individual modules by clicking the program Modules link below.

Please contact Jenny Pritchett, WHA Clinical Quality Improvement Manager ([jpritchett@wha.org](mailto:jpritchett@wha.org)) or Janet Wagner, RWHC Quality Services Senior Manager ([jwagner@rwhc.com](mailto:jwagner@rwhc.com)).

# 2024-2025 WISCONSIN QUALITY RESIDENCY PROGRAM

Modules are from 9:00am - 3:30pm CT

See below for program schedule and module descriptions.



The Wisconsin Office of Rural Health (WORH) is able to provide \$1,000 registration stipends through the Medicare Rural Hospital Flexibility Program Grant to Critical Access Hospitals. This is limited to the first 10 participants.

Proof of commitment to the full Quality Residency Program is required.

## Full Program - All Modules Included

### 2024-25 Wisconsin Quality Residency Program

Fee: \$2,500 per person

Fee will be invoiced to your hospital.

[REGISTER HERE](#)

## Guest Registration - Individual Modules

### Program Modules

(Select 1 or more)

Fee: Each module is \$250 per person

Fee is prepaid via credit card.

[REGISTER HERE](#)

## MODULE 1 - LEADING AS A QUALITY HEALTHCARE PROFESSIONAL

Wednesday, May 8, 2024 | 9:00am - 3:30pm CT (In-person only at WHA)

- Support the Organizational Strategic Plan, Mission, Vision, & Values with Quality Initiatives
- Engaging Stakeholders from Senior Leaders to Front Line Staff

## MODULE 2 - ACCREDITATION / SURVEY READINESS

Wednesday, June 12, 2024 | 9:00am - 3:30pm CT Zoom (Virtual)

- Accreditation/ Survey Readiness

## MODULE 3 - HOSPITAL COMPLIANCE: STATE & FEDERAL OVERSIGHT

Wednesday, August 14, 2024 | 9:00am - 3:30pm Zoom (Virtual)

- Hospital Regulatory Oversight and Survey Process
- Emergency Medical Treatment and Labor Act 101
- Frequently Cited Deficiencies
- Plans of Correction Process

## MODULE 4 - CREATING A CULTURE OF SAFETY & RISK MANAGEMENT

Wednesday, September 11, 2024 | 9:00am - 3:30pm CT Zoom (Virtual)

- Understanding High Reliability Organizations
- Just Culture and Characteristics of a Culture of Safety
- Sentinel/ Adverse Events
- Root Cause Analysis/ Failure Modes and Effect Analysis
- Disclosure of Info
- Informed Consent
- Protected Information

## MODULE 5 - QUALITY MEASURE REQUIREMENTS

Wednesday, October 9, 2024 | 9:00am - 3:30pm CT Zoom (Virtual)

- Types of Measures
- Federal and State Reporting Requirements
- Interoperability
- Navigate Quality Related Public Reporting Sites

## MODULE 6 - USING DATA TO MAKE DECISIONS

Wednesday, November 13, 2024 | 9:00am - 3:30pm CT Zoom (Virtual)

- Tools to Display and Report Data
- Data Collection and Analysis in Excel
- Mock Data Demo with Group Participation

## MODULE 7 - ENGAGING CLINICIAN ACCOUNTABILITY IN QUALITY

Wednesday, December 11, 2024 | 9:00am - 3:30pm CT Zoom (Virtual)

- Medical Staff/ Med Exec
- Committee Services and Impact on Quality
- Peer Review Processes as Educational Rather than Punitive
- Ongoing Professional Practice Evaluations/ Focused Professional Practice Evaluations

## MODULE 8 - POPULATION HEALTH AND CARE TRANSITIONS

Wednesday, January 8, 2025 | 9:00am - 3:30pm Zoom (Virtual)

- Care Coordination Strategies and Best Practices
- Social Determinants of Health and the impact on Health Outcomes

## MODULE 9 - PERFORMANCE IMPROVEMENT & PROJECT FACILITATION

Wednesday, February 12, 2025 | 9:00am - 3:30pm Zoom (Virtual)

- How to Choose a Methodology
- Plan, Do, Study, Act (PDSA) Cycle
- Project Facilitation Strategies and Management Tools
- Project Selection Process
- Selecting a Project Solving Methodology
- Tools for Project Management

Module 10 is only included with purchase of full residency program.

## MODULE 10 - PUTTING IT ALL TOGETHER AND GRADUATION

Wednesday, March 12, 2025 | 9:00am - 3:30pm CT (In-person only at RWHC)