



Dear Colleague:

The Wisconsin Hospital Association (WHA), together with Rural Wisconsin Health Cooperative (RWHC), is excited to announce the next offering of the Wisconsin Quality Residency Program. This program engages healthcare professionals new to quality improvement (QI) in a twelve-month educational program on quality improvement concepts, leadership essentials, and networking resources and support that have been requested by our members.

Since the inaugural Wisconsin Quality Residency Program in March of 2014, both WHA and RWHC have received overwhelmingly positive feedback from our past quality residents, namely the confidence gained, becoming more familiar with data-driven decision-making strategies, and development of trusted collegial networks that began within the program. We have even secured past residents to train in the 2020 program!

The 12-month program is being offered to new or novice quality leaders, while a guest registration option is being offered on an “a la carte” basis for experienced quality and other interested hospital leaders looking for a “refresher” in a specific topic area.

1. New Quality Leaders: Complete the attached registration form and return via email to [jlindwall@wha.org](mailto:jlindwall@wha.org) by April 10, 2020. A non-refundable fee of \$2000 will be invoiced to your hospital.
2. Experienced Quality and Other Interested Hospital Leaders: Guest registration will be available for single modules on a first-come, first-served basis. The non-refundable fee of \$250 will be payable upon registration. Substitutions will be accepted.

Each module requires pre-work to be completed, which is announced well ahead of time and is always related to the topic of the upcoming module. In order to gain the maximum value from each module, your active participation is required.

We encourage you to read and share the enclosed information sheet. To access a registration packet or to find out more information, email Jill Lindwall, WHA Clinical Quality Improvement Advisor at [jlindwall@wha.org](mailto:jlindwall@wha.org).

Beth Dibbert  
Chief Quality Officer, WHA



Janet Wagner  
Quality Services Senior Manager, RWHC



## Wisconsin Quality Residency Program

In health care, hospital quality leader staff roles are often hired or “promoted” from within, filled by a nurse or other staff, either by virtue of employment tenure or superior performance in their direct care position. However, there are many things to learn, like regulatory and accreditation requirements, basic risk management skills, quality data reporting methods, and actual quality improvement tools – all foundational for a successful career.

Lack of a good foundation and support can lead to frequent crises when a new leader is faced with a critical issue that they don’t have the skills to handle - like an unscheduled state survey. Feeling frustrated or unprepared to succeed in a new role can lead to burn out and turnover.

Our informal records show that in 2019, there were at least 22 quality leaders in Wisconsin new to their health care quality leadership role.

The **Wisconsin Quality Residency Program** provides a comprehensive curriculum of foundational and core quality improvement concepts and leadership essentials instructed by experts in the field. The program offers bi-monthly, two-day, in-person learning modules, employing adult learning strategies, engaging discussion, and applied practice exercises. The learning is supported by virtual coaching calls, resource and document sharing, and supplementary support via direct email and a private distribution list for communication - all included in the program.

The Wisconsin Quality Residency Program is being presented through a partnership between the Wisconsin Hospital Association (WHA) and the Rural Wisconsin Health Cooperative (RWHC), with financial support from the Wisconsin Office of Rural Health.

Wisconsin continues its history of strong health care leadership by identifying opportunities to educate and equip its quality professionals who will support and promote patient safety and quality of care.

## **Intended Audience**

This program is open to all Wisconsin hospitals, and 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

## **In-Person Learning Module Information**

Over the course of the program, quality residents will be attending five, two-day in-person learning modules, each focusing on a critical element of quality improvement theory and practice. These will be highly interactive and enriching learning sessions, facilitated by a team of expert and veteran quality professionals. These modules will provide an opportunity 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:

- Pre-session work to be completed prior to each module
- Opportunities for reflection and dialogue
- Interactive learning and facilitation strategies
- Hands-on use of tools used for data-driven decision making
- Program Evaluation and Skills/Needs Assessments

Modules will concentrate on topics that are essential for mastery by healthcare quality professionals:

- ✓ The Evolution of Healthcare Quality & How it Fits in the Big Picture
- ✓ Compliance with Standards and Regulations/Surveys and Accreditation
- ✓ Quality Improvement Principles & Methodologies, Performance and Process Improvement
- ✓ Using Good Data, Measurement, Analysis and Decision-Making
- ✓ Meeting Reporting Requirements
- ✓ Teamwork at All Levels of the Organization
- ✓ Patient safety
- ✓ Risk management
- ✓ Putting It All Together: Driving Healthcare Quality into the Future

## **Locations**

In-person learning module locations will alternate between training sites at WHA in Madison and RWHC in Sauk City, and may be subject to change.

## Quality Residency Program Schedule

2020

2021

May 13: Program Kick-off (Virtual)	January 13-14: Learning Module
June 10-11: Learning Module	February 10: Coach Call
June 24: Coach Call	March 10-11: Learning Module
July 22-23: Learning Module	April 14: Coach Call
September 9: Coach Call	April 29-30: MAKE UP DAYS, if needed
October 21-22: Learning Module	
November 11: Coach Call	

## Quality Residency Program Cost

- ❖ Fee: \$2000.00 which includes all modules, materials, and program support. Residents are responsible for travel costs associated with attending the in-person learning modules. Fees will be invoiced to the hospital upon registration and are non-refundable.
- ❖ \$500.00 fee subsidies are being offered by the Wisconsin Office of Rural Health to the first six (6) Critical Access Hospital participants – one per CAH, on a first-come, first-served basis.

## Quality Residency Program Registration

Complete the registration form and return it to:

Jill Lindwall, WHA Clinical Quality Improvement Advisor  
Wisconsin Hospital Association  
PO Box 259038  
Madison, WI 53725-9038  
Email: [jlindwall@wha.org](mailto:jlindwall@wha.org)  
Phone 608.268.1842

Registration deadline is **April 10, 2020**. Although the program is intended for a single cohort of residents, enrollment is open for new quality leaders on an ongoing basis.

## Guest Registration Option

A limited number of seats for each in-person module will be available to experienced quality leaders who would like an educational “refresh” on the topic. A fee of \$250.00 is due upon registration. VISA or MasterCard online credit card payments will be accepted. Guest registration links will be coming soon.





**Wisconsin Quality Residency Program  
Registration Form - Deadline: April 10, 2020**

Name													
Credentials													
Position Title													
Hospital													
Mailing Address													
Email													
Phone													
Months in current role													
Is your hospital a Critical Access Hospital?	<input type="checkbox"/> Yes <input type="checkbox"/> No												
Is your hospital accredited?	<input type="checkbox"/> Yes, by The Joint Commission <input type="checkbox"/> Yes, other _____ <input type="checkbox"/> No												
Please indicate your primary areas of responsibility	<table border="0"> <tr> <td><input type="checkbox"/> Data collection</td> <td><input type="checkbox"/> Medical staff peer review</td> </tr> <tr> <td><input type="checkbox"/> Data analysis &amp; reporting</td> <td><input type="checkbox"/> Patient Safety</td> </tr> <tr> <td><input type="checkbox"/> Improvement project team leader</td> <td><input type="checkbox"/> Risk Management</td> </tr> <tr> <td><input type="checkbox"/> Improvement science trainer</td> <td><input type="checkbox"/> Patient Satisfaction</td> </tr> <tr> <td><input type="checkbox"/> Accreditation/ regulatory survey liaison</td> <td><input type="checkbox"/> Grievances &amp; complaints</td> </tr> <tr> <td></td> <td><input type="checkbox"/> Other (list)</td> </tr> </table>	<input type="checkbox"/> Data collection	<input type="checkbox"/> Medical staff peer review	<input type="checkbox"/> Data analysis & reporting	<input type="checkbox"/> Patient Safety	<input type="checkbox"/> Improvement project team leader	<input type="checkbox"/> Risk Management	<input type="checkbox"/> Improvement science trainer	<input type="checkbox"/> Patient Satisfaction	<input type="checkbox"/> Accreditation/ regulatory survey liaison	<input type="checkbox"/> Grievances & complaints		<input type="checkbox"/> Other (list)
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	<input type="checkbox"/> Other (list)												

**Quality Resident Commitment:**

As a participant in the Wisconsin Quality Residency Program, I am committed to the following:

- Completing all pre-work before each module
- Attending all ten modules in-person
- Participating in monthly phone calls between modules
- Actively participating in all learning activities

I also understand that my organization will pay the \$2000.00, non-refundable program fee.

\_\_\_\_\_  
Resident Signature

\_\_\_\_\_  
Date

**Participant’s Direct Supervisor:**

I am committed to helping the quality resident be successful in completing the Wisconsin Quality Residency Program by:

- Ensuring funds are available to pay the registration fee and travel expenses
- Ensuring the quality resident’s schedule accommodates in-person attendance at all in -person learning modules
- Assisting the quality resident to apply what they have learned

\_\_\_\_\_  
Direct Supervisor’s Signature

\_\_\_\_\_  
Date



**Return this registration form to:**

Jill Lindwall, Clinical Quality Improvement Advisor  
Wisconsin Hospital Association  
PO Box 259038  
Madison, WI 53725  
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