



WISCONSIN QUALITY RESIDENCY PROGRAM

[QUALITY RESIDENCY GUEST REGISTRATION LINK](#)

2020 SCHEDULE

MODULE A – VIRTUAL WORKSHOP

THE EVOLUTION OF HEALTH CARE QUALITY & HOW IT FITS INTO THE BIG PICTURE

Wednesday August 19th, 2020 | Virtual | 9:00am – 4:00pm

- Understanding your job description
- Strategic Plan: Mission, Vision, & Values – know your initiatives and how they align
- Using clinical tools to improve quality, care coordination and transitions of care – clinical practice guidelines, pathways, and evaluating compliance
- Leading change - interacting with senior leaders, middle managers, board, medical staff, front line staff

MODULE B – VIRTUAL WORKSHOP

COMPLIANCE WITH STANDARDS AND REGULATIONS/SURVEYS AND ACCREDITATION

Thursday August 20th, 2020 | Virtual | 9:00am – 4:00pm

- The state and federal survey process
- Writing and submitting a plan of correction
- Accreditation surveys
- How to manage the survey process
- Approaches to continuous survey readiness, including practical survey tools and assessment strategies

MODULE C – VIRTUAL WORKSHOP

QUALITY IMPROVEMENT PRINCIPLES & METHODS, PERFORMANCE & PROCESS IMPROVEMENT

Wednesday October 21, 2020 | Virtual | 9:00am – 4:00pm

- Principles and methods of quality improvement science
- Plan Do Study Act - Introduction to PDSA, how to engage others in effective use of PDSA, small tests of change, involving the right people, and addressing spread and sustainability
- Project facilitation & project management tools
- Lean - Introduction to Lean, how it applies to health care, how to improve flow and reduce waste, types of waste and how to identify them
- Setting SMART goals and AIM statements

MODULE D – VIRTUAL WORKSHOP

MEETING EXTERNAL REQUIREMENTS

Thursday October 22, 2020 | Virtual | 9:00am – 4:00pm

- Required measures for CMS and other regulatory entities
- CMS Value-Based Purchasing (VBP) Program, Hospital Readmissions Reduction Program (HRRP), Hospital Acquired Conditions (HAC) Program, Quality Payment Program (QPP), Merit-Based Incentive Payment System (MIPS) & Advanced Alternative Payment System (APMs), and more!
- Public reporting – Hospital Compare and other public reporting sites
- Developing healthy dashboards

2021 SCHEDULE

MODULE E – DATA ANALYTICS, MEASUREMENT AND ANALYSIS

Wednesday January 13, 2021 | Virtual | 9:00am – 4:00pm

- Collecting good data
- Types of data
- Outcome vs. process measures
- How to design a new measure
- Likely data sources
- Sources of quality indicators
- Benchmarking
- Using analytics software

MODULE F – USING DATA TO MAKE DECISIONS

Thursday January 14, 2021 | Virtual | 9:00am – 4:00pm

- Working with your data (run charts, pareto charts, control charts)
- Descriptive statistics
- Days since measures for rare events
- Using data to make decisions: understanding the importance of measuring and documenting key processes for outcome measure improvement
- Presenting data (how to display data to communicate improvement efforts: using your data to build displays)

MODULE G – CREATING A CULTURE OF SAFETY

Wednesday March 10, 2021 | Virtual | 9:00am – 4:00pm

- Sentinel event response
- Failure Modes and Effect Analysis (FMEA)
- Culture of Safety assessment and follow-up
- Just Culture
- Patient safety tools

MODULE H – RISK MANAGEMENT

Thursday March 11, 2021 | Virtual | 9:00am – 4:00pm

- Annual risk assessment and vulnerability analysis
- Event reporting
- Working with liability carrier and handling claims
- Root cause analysis
- Complaints and grievances: regulatory and facility specific processes

MODULE I – ENGAGING CLINICIANS IN QUALITY

Thursday April 29, 2021 | Virtual | 9:00am – 4:00pm

- Peer review
- FPPE/OPPE
- How to gain the support and trust of your medical staff
- Credentialing
- The role of the Medical Executive Committee (MEC)

MODULE J – PUTTING IT ALL TOGETHER: DRIVING HEALTH CARE QUALITY INTO THE FUTURE

Friday April 30, 2021 | Virtual | 9:00am – 4:00pm

- Patient & Family Engagement (PFE) & using the voice of the patient
- Creating and using a Patient & Family Advisory Council (PFAC)
- Turning patient satisfaction results into action
- Quality Resident “Golden Nuggets” presentations

