



Quality Forum

Advancing Healthcare Quality



Overview

Welcome

The Kansas Foundation for Medical Care (KFMC) is a not-for-profit organization focused on improving healthcare quality. KFMC is the Quality Improvement Organization (QIO), the Regional Extension Center (REC) and External Quality Review Organization (EQRO) for the state of Kansas. We contract with many private companies to provide health information technology (HIT), quality improvement and review services.

Our annual Quality Forum is one platform we use to educate healthcare providers and organizations to help them develop ways to improve the use of HIT and the quality of healthcare provided to all Kansas healthcare consumers.

Quality Forum Goals

The continued evolution of healthcare requires consistent focus on innovation and collaboration. KFMC strives to lead innovation in the improvement of the quality, effectiveness and safety of healthcare. The Quality Forum is an opportunity to promote improvement through provider collaboration and learning. Peers and recognized experts will share new ideas, methods and best practices to improve quality and enhance care, focusing on the latest concepts which are transforming the healthcare industry in Kansas. Through collaboration and learning opportunities provided at the Quality Forum, providers will become familiar with and have access to the tools necessary to affect change in their communities.

Program Objectives

At the conclusion of the program, participants will be able to:

- Identify opportunities, skills, resources and best practices for application in local communities to improve care.
- Apply tactics to drive change in the clinical practice.

Learning Methods

Lecture presentation, question/answer, PowerPoint slides, handouts and group discussion. No prior quality improvement experience or knowledge is required.

Target Audience

The target audience for this conference includes physicians, nurses, administrators, managers, quality professionals, risk managers, health information managers, pharmacy professionals, ESRD professionals and business professionals interested in improving healthcare quality.

Planning Committee

Rebecca Bailey, MBA, Marketing and Outreach Coordinator; Cathy Cordova, BSN, RN, CPEHR, Quality Improvement Manager; Sarah Good MHA, Quality Improvement Director; Nadyne Hagmeier, RN, Quality Improvement Manager; Vanessa Lamoreaux, Project Manager, Special Projects; Ken Mishler, MBA, PharmD, President and Chief Executive Officer; Laura Sanchez, RN, Quality Improvement Manager; Darlene Smikahl, MSN, BSN, RN, Quality Improvement Manager; Tami Sterling, Education and Communications Coordinator.

7:30-8 a.m.	Registration/Continental Breakfast
8-8:15 a.m.	<i>Welcome</i> Ken Mishler, MBA, PharmD • President & Chief Executive Officer Kansas Foundation for Medical Care
8:15-9:15 a.m.	<i>Patient-Centered Care as the Linchpin for a Cohesive Quality Strategy</i> Patrick A. Charmel • President and Chief Executive Officer Griffin Hospital/Griffin Health Services Corporation
9:15-10:15 a.m.	<i>Million Hearts and Strategies for Improving Blood Pressure Control</i> Captain Jose Belardo III, JD, MSW, MS • Regional Health Administrator Office of the Secretary, Office of the Assistant Secretary for Health Department of Health and Human Services
10:15-10:30 a.m.	Break
10:30-11:30 a.m.	<i>The Human Side of Medical Error: A Patient's Story</i> Martin Ratermann • Woodworker <i>Learning to See the 800 Pound Gorilla: Addressing Communication and Quality</i> Stanton Hudson • Associate Director Center for Health Policy, University of Missouri
11:30 a.m.-12:30 p.m.	<i>Providing Education Access in Rural Communities</i> Roger Barnhart, MHA, LNHA • Chief Executive Officer Ashland Health Center
12:30-1:30 p.m.	Lunch/Networking
1:30-3 p.m.	Learning and Action Networks/Breakout Sessions Choose one breakout session.
Breakout 1	<i>Quality Quest and Patient-Centered Medical Home</i> Karlen D. Haury, MBA, PCMH CCE • KFMC
Breakout 2	<i>Consumer Engagement: It's like an onion...lots of layers!</i> Vanessa Lamoreaux & Megan Skaggs, MLM • KFMC
Breakout 3	<i>Collaboration, Innovation and Transformation-Strategies for Care Transitions to Reduce Readmissions</i> Capital Care Transition Coalition Amy Kincade, MBA, BSN, RN • Stormont-Vail Regional Health Center Tiffany Noller, MSN, RN • St. Francis Health Center Eileen McGivern, BSN, RN • Brewster Health Center <i>Approach and Strategies Implemented in a Rural Healthcare Community</i> Northwest Kansas Care Transitions Collaborative: Regina Borthwick, BSN, RN • Hays Medical Center Sarah Dreiling, RN, CCM • Hays Medical Center
Breakout 4	<i>Care Plans: The Instruction Manual</i> Linda Farrar, RN • Nurse Consultant

Patient-Centered Care as the Linchpin for a Cohesive Quality Strategy

In order to achieve the high quality and high value care that is the aim of recent healthcare reform efforts, healthcare organizations must reconsider business as usual. Increasingly healthcare professionals are seeking ways to engage health consumers in a culture of patient-centered care as a centerpiece of strategies to improve outcomes and reduce costs. By adopting a comprehensive culture of patient-centered care that emphasizes partnerships between patients and professional caregivers, organizations like Planetree Designated Patient-Centered Hospital® Griffin Hospital in Derby, Connecticut, are positioned to drive measureable improvements in patient and staff satisfaction, patient safety outcomes, cost of care, length of stay, efficiency and productivity, and ultimately - in this new era of value-based purchasing - reimbursement.

Patrick A. Charmel • Griffin Hospital/Griffin Health Services Corporation

Patrick A. Charmel is the President and Chief Executive Officer of Griffin Hospital in Connecticut and its parent organization, Griffin Health Services Corporation. During his tenure, he has positioned Griffin Hospital as an award-winning, innovative organization, recognized as an industry leader in providing personalized, humanistic, consumer-driven healthcare in a healing environment.

Million Hearts® and Strategies for Improving Blood Pressure Control

The first and fourth leading causes of death in the United States are heart disease and stroke. National initiatives are focusing on preventing both. Million Hearts® is one national initiative, and has set an ambitious goal to prevent one million heart attacks and strokes by 2017. Participants will learn what they can do to help contribute to the national goal and reduce the number of deaths in Kansas. Specific attention will be given to efforts and tools to improve blood pressure control in the practice setting.

Captain Jose Belardo III, JD, MSW, MS, Regional Health Administrator • Office of the Secretary, Office of the Assistant Secretary for Health

Captain Jose Belardo is the principal federal public health leader for Region VII (Kansas, Missouri, Iowa and Nebraska). He provides technical assistance and consultation to elected officials, government agencies, academic institution leaders, tribal officials, professional organizations, faith-based organizations and community groups on program and administrative issues related to the coordination, implementation, and evaluation of federal health programs.

The Human Side of Medical Error: A Patient's Story

During a routine colonoscopy in 2001, a polyp was found in Martin Ratermann's colon. Due to a lack of communication, Martin's polyp developed into cancer by 2008. Martin's journey and cancer survivor story provides a very personal glimpse into the impact of medical errors, illuminates the importance of improved communication and consumer engagement, and reminds participants that the fundamentals of healthcare remain vital. This session will spark conversation about the professional and ethical issues in addressing medical errors.

Martin Ratermann • Woodworker

Martin Ratermann worked as a carpenter then started his own cabinet making business. This business evolved into furniture making and woodworking. Today his work can be found in residences, churches and businesses across the country.

Learning to See the 800 Pound Gorilla: Addressing Communication and Quality

Understanding health risks and medical treatment information is vital for patients to make informed decisions. Health literacy is the degree to which an individual has the capacity to obtain, communicate, process and understand basic health information and services to make appropriate health decisions. This session will address health literacy challenges patients face. Participants will learn the essential role communication plays in patient compliance and quality of care, as well as universal precaution strategies to reduce confusion and improve patient understanding.

Stanton Hudson, Associate Director • Center for Health Policy

Stan Hudson is a health literacy expert and health policy analyst with nearly 15 years of experience in health services research. In 2008, he joined a collaborative effort to improve health literacy, Health Literacy Missouri (HLM). As part of his health literacy education activities, he has coordinated development of successful health literacy trainings for both patients and healthcare professionals.

Providing Education Access in Rural Communities

Rural communities watch talent relocate for educational or professional opportunities almost daily. One rural community is taking action to retain community resources by offering education programs in the heart of the hospital. Roger Barnhart will share his unique approach to addressing the exodus of potential healthcare employees by providing education opportunities that are part of the employment model. This program's success has reduced or eliminated the need for outside staffing agencies, a benefit to the continuity of care provided and the bottom line of the organization. The model presented can easily be adapted in other communities who have a keen interest to retain talent or offer second career options to those that would otherwise be unable to pursue advanced degrees.

Roger Barnhart, Chief Executive Officer • Ashland Health Center

Barnhart's diverse administrative experience within hospitals, home health and skilled nursing provides an effective perspective on patient care services throughout the continuum of care. Roger's efforts have resulted in new and expanded health services, staffing protocols and process improvements, with providers across the continuum of care seeing significantly increased census, revenue, HCAHP/quality scores and reduction in avoidable hospital readmissions. By developing strategic collaborations that address care gaps and promote continuity of care, his initiatives benefit patients and their families, hospitals, physicians, skilled nursing and all providers throughout the continuum of care.



Quality Forum

Breakout Sessions

Advancing Healthcare Quality

Breakout Session 1

Quality Quest and Patient-Centered Medical Home

Karlen D. Haury, MBA, PCMH CCE, Practice Consultant • KFMC

With growing national emphasis on Patient-Centered Medical Homes (PCMH), this session will discuss how current care delivery models may evolve into “participatory medicine,” in which the active role of the patient is emphasized and technology enhances care in new ways. The session will provide a review of medical home principles, benefits and challenges, recognition programs and strategies for attendees to take back to their organizations.

Breakout Session 2

Consumer Engagement: It’s like an onion...lots of layers!

Vanessa Lamoreaux, Project Manager • KFMC

Megan Skaggs, MLM, Quality Improvement Specialist • KFMC

What is consumer engagement and what role does it play when improving health outcomes? This session will present two interventions used to improve engagement among Kansans, the Patient Activation Measure (PAM)[™] and Stanford University’s Self-Management Education Programming. Much like an onion, there are lots of layers to consumer engagement. This session will share lessons learned and key successes using these approaches, both independently and conjunctively.

Breakout Session 3

Collaboration, Innovation and Transformation- Strategies for Care Transitions to Reduce Readmissions

Northwest Kansas Care Transitions Collaborative, Hays, Kansas

Capital Care Transitions Collaborative, Topeka, Kansas

Learn about partnerships, strategies and interventions used by two Kansas communities to improve care transitions and reduce preventable hospital readmissions. Communication and care coordination are two key components to the success of collaboration. Presenters from the Hays and Topeka communities will share their successes, challenges and lessons learned.

Breakout Session 4

Care Plans: The Instruction Manual

Linda Farrar, RN • Nurse Consultant

One of the most frequently cited deficiencies in the Kansas survey process is the issue of care planning. Learn the reasons why and what can be changed. We will discuss the survey results related to care plan issues, review the guidelines around care planning and discuss ways to improve this process; a vital discussion for any provider that has ever dealt with care plan survey issues. This session will give you the tools and help build confidence around care planning in your organization.

Registration

Registration Deadline: May 30, 2014.

For your convenience a registration form is included. You can also register online at kfmc.org/qualityforum

Registration Fee: \$70 per attendee

Includes beverages, lunch and snacks throughout the day.

Payment can be made online via PayPal or checks should be made payable to Kansas Foundation for Medical Care. Mail payment and completed registration form to:

Kansas Foundation for Medical Care, Attn: Tami Sterling
2947 SW Wanamaker Drive, Topeka, KS 66614

Cancellation Policy

Registration closes at 4:30 p.m. on May 30, 2014. Registration fee less a \$25 processing fee will be refunded for cancellations received prior to 4:30 p.m. on May 30, 2014. After May 30, registrations may be transferred to other persons within the same organization. No refund will be given for cancellations received after May 30, 2014.

Hotel Information

The Quality Forum will be held at the Wichita Marriott, 9100 W. Corporate Hills Drive, Wichita, Kan. A block of rooms have been reserved through May 30, 2014, at a special rate of \$119 per night (plus tax) for single/double rooms. Make your reservations now by calling the Wichita Marriott Reservation Department, 8 a.m.-5:30 p.m. CST, 800-610-0673. Calls made outside these hours will be answered by a national Marriott sales office and information on room availability may not be accurate. Reservations received after May 30, 2014, will be accepted at the best rate available at the time of the reservation.

Professional Credits

Nursing-Kansas Foundation for Medical Care is approved as a provider of continuing education by the Kansas State Board of Nursing. This course offering is approved for 6.9 contact hours applicable for RN, LPN or LMHT relicensure. Kansas State Board of Nursing Provider Number: SP1335-0516.

Social Workers-The University of Kansas Medical Center Area Health Education Center East, as an approved provider of continuing education by the Kansas Behavioral Sciences Regulatory Board presents this offering for a maximum of 6.5 hours credit applicable for relicensure of LASWSs, LBSWs, LMSWs and LSCSWs. Kansas Provider Number 12-002. Continuing education will be prorated according to documented attendance.

Dieticians-The University of Kansas Area Health Education Center East, as an approved Long Term Sponsor of continuing education activities for Dieticians by the Kansas Department for Aging and Disability Services, presents this offering for a maximum of 6.5 clock hours for relicensure. Kansas Sponsorship Number D1381.

Adult Care Home Administrator-Credit Pending.

Registration Form

Personal Information

Please complete all registration information.

Dr. Mr. Mrs. Ms. Miss

Name _____

Organization name _____

Address _____

City _____ State _____ Zip _____

Job title _____

Phone _____

E-mail _____

Continuing Education Information

Please complete all information to assure continuing education will be awarded correctly. CE certificates will be mailed to participants within 3-4 weeks after the Quality Forum.

CNE Adult Care Home Administrator Certificate of Completion

Breakout Sessions

Please choose a breakout session.

- | | |
|--|--|
| <input type="checkbox"/> Breakout Session 1
Patient-Centered Medical Home | <input type="checkbox"/> Breakout Session 2
Consumer Engagement |
| <input type="checkbox"/> Breakout Session 3
Care Transitions | <input type="checkbox"/> Breakout Session 4
Care Planning |

Payment and Registration Deadline: May 30, 2014

Registration is not complete and confirmation will not be emailed until payment is received in full. Payment can be made online when registering or checks made payable to KFMC can accompany registrations and mailed to KFMC, 2947 SW Wanamaker Drive, Topeka, KS 66614, Attn: Tami Sterling.

Special Requests

- Please check here if you have any special needs as identified by the Americans with Disabilities Act.
- Check here and list special dietary needs. _____