Seventh Annual Summit on Quality
October 16, 2015

Wichita Marriott
9100 Corporate Hills Drive
Wichita, KS

Presented by
Agenda Seventh Annual Summit on Quality October 16, 2015

7:30 a.m. Registration, Continental Breakfast, Poster Presentations and Exhibitors

8:15 a.m. Opening Comments

8:30 a.m. Keynote: Support at the Sharp End

Linda Kenney, Founder, Medically Induced Trauma Support Services, Inc.

While many health care organizations have launched major initiatives to reduce medical errors, it often seems as if the need for structured support for patients, families and providers at the “sharp end” of an error has been overlooked. This presentation chronicles the journey of a patient and physician who transformed an adverse medical event – one that nearly took the patient’s life – into a movement that supports healing and restores hope.

As a passionate advocate for patients and families, as well as providers, Kenney will discuss the need to raise the awareness of the emotional impact that the adverse medical event can have on ALL of those involved. She will share insight into what type of communication and support patients and families truly want and need following an adverse medical event. Kenney, executive director and president of MITSS, is the first consumer graduate of the prestigious HRET/ AHA/ NPSF Patient Leadership Fellowship. She also is the recipient of the National Patient Safety Foundation's esteemed Socius Award, an annual award given in recognition of effective partnering in pursuit of patient safety.

Learning objectives: Participants will be able to discuss what patients and families want following adverse medical events and what they might need; and identify and discuss the barriers that prevent the utilization of these supports.

9:45 a.m. Break (Please visit the Poster Presentations)

10:30 a.m. Breakout Sessions

Transitions of Care - Holton Community Hospital

This session will provide a process change to assure safe and healthy transitions of patients to all care settings, reduce overall readmissions, and increase patient satisfaction. Holton Community Hospital identified the need to improve its process for transitioning patients to other care settings. Come and learn how the hospital worked to meet its goals, in part, through the creation of the position of patient care coordinator and other easily attainable changes.

Learning objectives: Participants will be able to identify steps to implement a successful transition of care initiative; and identify ways to measure the success of the initiative.

Collaboration Is Key: Reducing Unnecessary Urinary Catheters in the Emergency Department - Olathe Medical Center

Urinary tract infection is a common health care-associated infection with up to 80 percent attributable to urinary catheters. In January 2015, Olathe Medical Center began participation in the Kansas On the CUSP: Stop CAUTI in the E.D. Intervention, sponsored by the Kansas Healthcare Collaborative.

Learning objectives: Participants will be able to discuss strategies to reduce Foley catheter insertions in the emergency department; be able to identify two elements for effective inter-departmental collaboration; and discuss two ways to sustain successful interventions.

Guess Who’s Coding? - Via Christi Hospitals, Wichita

Today’s emphasis on patient safety is causing clinicians to over-utilize cardiac monitoring devices without justification, resulting in increased patient cost and little to no reimbursement from insurance companies.

Learning objectives: Participants will be able to identify how to utilize an algorithm for medical-surgical patients according to American Heart Association’s guidelines; and describe the financial impact and estimated potential cost savings by carrying out these practices.

11:30 a.m. Networking Lunch and KHC Leadership in Quality Awards Presentations
12:45 p.m. Breakout Sessions

**Innovation in Ambulatory Cancer Care: Leveraging Lean to Engage and Empower Front-line Staff to Improve Patient Flow** - Stormont-Vail HealthCare

At the Stormont-Vail HealthCare Cancer Center, it was necessary to address long wait times for patients and the associated poor patient satisfaction scores. Utilizing the lean value-stream improvement methodology, the team scrutinized current processes, developed an ideal state and planned for the first 90 days of improvement.

Learning objectives: Participants will be able to describe, at a high level, the lean process improvement methodology and how it can be applied to health care processes; and identify how operational management effectively leads in a lean management system.

**Capture and Navigation of a Vulnerable Patient Population** - Via Christi Hospitals, Wichita

The discharge process is one of the most vulnerable times for a patient and their family. When considering avoidable readmissions, discharge is an obvious target. Early hospital follow-up has been shown to reduce a significant number of hospital readmissions, however, the “unassigned” patient presents a unique challenge.

Learning objectives: Participants will be able to discuss a new model of care known as the “transitions clinic”; and identify a patient at high risk for readmission.

**Taking Patient Safety to a Higher Level with Hospital Engagement Network-Kansas Healthcare Collaborative**

A panel of hospital leaders will describe how the Partnership for Patients and the Hospital Engagement Network have supported their organizations’ efforts to achieve higher levels of patient safety. The discussion will cover creating and sustaining culture change in health care; patient and family engagement; and hospital quality.

Learning objectives: Participants will be able to recognize priorities of the Partnership for Patients’ Hospital Engagement Network; relate to successes and approaches of Kansas hospitals in achieving patient safety; and describe resources available for building capacity for quality improvement and patient safety.

1:45 p.m. Break

2:00 p.m. **Keynote: Healing Physician Burnout**

*Quint Studer, Founder, Studer Group*

Physician burnout and physician engagement are deeply connected concepts. Physicians are far less likely to burn out when teamed up with the organizations they work for to pursue mutual goals. There has never been a better time for organizations and physicians to join forces to make sure this happens. High rates of physician burnout and the rapid push toward integration demand it. Together, the right environment can be created to facilitate massive change while keeping physicians physically, mentally and emotionally strong. Physicians need understanding and empathy for the massive changes they must endure. While no one can stop the shift our industry is undergoing, positive, supportive work environments can be created to help physicians cope and thrive. Evidence will be presented on why physician burnout is so high and why organizations should care.

Learning objectives: Participants will be able to discuss tactics to help them avoid burnout; identify burn out “red flags” to watch out for; and practice actions to heal their own burnout and help others to do so as well.

3:30 p.m. Closing Comments

3:45 p.m. Adjourn
Information

Who Should Attend?
The content of this program is designed to educate Kansas physicians, nurses, clinic managers, hospital CEOs, hospital senior management, quality improvement directors, risk managers, infection preventionists and other interested health care professionals.

Attire
Business attire is suggested for this seminar. Temperatures in meeting rooms are somewhat difficult to control; therefore, we recommend you dress in layers to allow for these variances.

Special Services
If you need any of the aides or services identified in the Americans with Disabilities Act, contact Rhonda Lassiter at (785) 235-0763.

Continuing Education
For Physicians: This activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Kansas Medical Society through the joint providership of Stormont-Vail Medical Education Services and the Kansas Healthcare Collaborative.

Stormont-Vail Medical Education Services is accredited by the Kansas Medical Society to provide continuing medical education for physicians. Stormont-Vail Medical Education Services designates this live activity for a maximum of five (5) AMA PRA Category 1 Credits™.

Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For Nurses: The Kansas Hospital Association is approved as a provider of continuing nursing education by the Kansas State Board of Nursing (Provider No. LT0031-0116). This seminar is approved for a total of 5.5 contact hours applicable for RN and LPN relicensure. Continuing nursing education certificates will be distributed to all paid attendees at the end of the seminar.

Participants are required to sign attendance rosters at the beginning of the day. A certificate of completion will be issued to participants based on documentation of actual attendance time, meeting minimum attendance requirements specific to the activity, and payment in full. If registration is not paid in full, certificate will be mailed to upon receipt of payment.

Awards
The KHC Leadership in Quality Awards are presented annually to health care providers and health care organizations to recognize leadership and innovation in quality improvement and patient safety. During the luncheon, a patient safety grand prize will be awarded, as well as two finalists, and up to four award of merit winners. The goals of this award are to raise awareness of the need for a commitment to highly reliable, exceptional quality, safe, patient-centered care; reward successful efforts to develop and promote a systems based approach toward improvements in quality of care; inspire leadership in improving the health of communities; and communicate successful programs and strategies that can be replicated. All nominations must be submitted by Sept. 18, 2015. Additional information is available at www.khconline.org.

Hotel Accommodations
Wichita Marriott - (316) 651-0333
9100 Corporate Hills Drive
KHC Rate - $99.00 plus tax
Cut-off Date - Oct. 2, 2015
Ask for the KHC room block to receive the special rate.
Registration
The registration fee is $125 per individual registrant. Fee includes continental breakfast, lunch and program materials.

Refund Policy (This policy applies to all cancellations received in any manner including mail, telephone or fax.) A full refund will be given for cancellations by KHC prior to 5:00 p.m., Oct. 5 (registrations may be transferred to another individual). No refund will be given for cancellations received after 5:00 p.m., Oct. 5.

Two Ways to Register
Online – Credit card payment is accepted with online registration only at: www.khconline.org
Mail – Registration and check to: KHC, 623 SW 10th Ave., Topeka, KS 66612

Last Name: ___________________________ First Name: ___________________________

Title/Credentials (ONLY first credential listed will be used on badge): ___________________________

Organization Name: ___________________________

Organization Address: ___________________________

City: ___________________________ State/Zip: ___________________________

Telephone Number: ___________________________

Email Address (Required to receive meeting materials): ___________________________

Nursing License Number (Required for CNE certificate): ___________________________

I plan to attend the checked breakout sessions:

Morning Breakout Sessions (Choose One)  
☐ Transitions of Care  
☐ Collaboration Is Key: Reducing Unnecessary Urinary Catheters in the Emergency Department  
☐ Guess Who’s Coding?

Afternoon Breakout Sessions (Choose One)  
☐ Innovation in Ambulatory Cancer Care: Leveraging Lean to Engage and Empower Front-line Staff to Improve Patient Flow  
☐ Capture and Navigation of a Vulnerable Patient Population  
☐ Taking Patient Safety to a Higher Level with the Hospital Engagement Network

Questions? Please contact Rhonda Lassiter at the Kansas Healthcare Collaborative  
rlassiter@khconline.org or (785) 235-0763