Kansas Hospital Engagement Network 2.0
July 13, 2016

Agenda

• Welcome and Announcements
• Patient and Family Engagement
  Follow-up to Kansas Regional PFE Workshops
• Data and Measures Update
• Upcoming Events, Resources
• Contact Us
Introductions

Presenters

Tanya Lord, MPH, PhD
Director of Patient and Family Engagement
Foundation for Healthy Communities
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Also

Robert L. Geist, MPH, CIC, FAPIC
Advanced Epidemiologist
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Program Director
Kansas Healthcare Collaborative
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Senior Health Care Data Analyst
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Announcements

July = Survey time!

1. KHC's 8th Annual Health Care Personnel (HCP) Influenza Immunization Survey
   (Attn: Designated employee Health/Infection Prevention Contact)

2. KHC Early Elective Delivery Follow-up Survey
   (Attn: Obstetric Contact)

3. HEN 2.0 PFE Metrics Survey (through today)
   (Attn: Primary/Secondary HEN Contact)

We appreciate your assistance in 100% response for each survey. Statewide results will be shared.
Proposed CMS rule
Conditions of Participation for infection control and inappropriate antibiotic use

Comment period is open until August 15, 2016.

For more information, visit:
https://www.federalregister.gov/articles/2016/06/16/2016‐13925/medicare‐and‐medicaid‐programs‐hospital‐and‐critical‐access‐hospital‐cah‐changes‐to‐promote

Patient and Family Engagement

Follow up to Kansas HEN 2.0
Regional PFE Workshops
• Topeka, June 23
• Hays, June 24
### PFE Workshop Participants

**TOPEKA, June 23**
- Allen County Regional Hospital
- Cloud County Health Center
- Coffeyville Regional Medical Center
- F.W. Huston Medical Center
- Greenwood County Hospital
- Harper Hospital District No. 5
- Hiawatha Community Hospital
- Holton Community Hospital
- Horton Community Hospital
- Labette Health
- Lawrence Memorial Hospital
- Minneola Hospital
- Nemaha Valley Community Hospital
- Neosho Memorial Regional Medical Center
- Ransom Memorial Hospital
- Saint Luke’s Cushing Hospital

**HAYS, June 24**
- Cheyenne County Hospital
- Comanche County Hospital
- Edwards County Hospital
- Ellsworth County Medical Center
- Gove County Medical Center
- Grisell Memorial Hospital
- Hays Medical Center
- Kiowa District Hospital
- Lincoln County Hospital
- Lindsborg Community Hospital
- Memorial Health System
- Mitchell County Hospital
- Ness County Hospital
- Osborne County Memorial Hospital
- Ottawa County Health Center
- Rice County District Hospital
- Rooks County Health Center
- Rush County Memorial Hospital + LTC
- Russell Regional Hospital
- Satanta District Hospital
- Scott County Hospital
- Sheridan County Health Complex
- Smith County Memorial Hospital
- Trigo County Lemke Memorial Hospital
- Wichita County Health Center

### Polling Question #1

Did your hospital participate in one of the regional Patient and Family Engagement (PFE) workshops held in Topeka and Hays last month?

- Yes
- No
Patient and Family Engagement
5 Best Practice Metrics

**Point of Care**
- Planning checklist for patients known to be coming to the hospital.
- Conducting shift change huddles and bedside reporting with patients and family members in all feasible cases.

**Policy and Protocol**
- Designation of an accountable leader in the hospital who is responsible for PFE.
- Hospital has an active PFAC or other committees where patients are represented.

**Governance**
- Hospital has one or more patient representatives serving on the hospital Board of Directors.

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**CMS Partnership for Patients**
**Patient and Family Engagement Metrics**

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<td>45%</td>
<td>44%</td>
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<td>44%</td>
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</table>
PfP PFE 2.0 Strategic Vision and Roadmap

Strategic Vision Roadmap for PFE January 2016

Addendum, May 2016

Ideas to Take Home

"I Like It" Sheet

Top 5 Things To Do by Tuesday

1. Evaluate if we have the right leadership to pull it off.
2. Written role for Board Member on PAC
3. Have I personally stated I am responsible for PFE
4. Start working on plan on a consistent, data-driven form
5. Need to work with PAC on this often.
Tanya Lord, MPH, PhD
AHA/HRET HEN Patient/Family Engagement Consultant
Director of Patient and Family Engagement, Foundation for Healthy Communities

Tanya Lord PhD, MPH is currently the Director of Patient and Family Engagement at the Foundation for Healthy Communities. Tanya also works as a patient safety quality improvement, and patient/family engagement consultant nationally with organizations including AHA/HRET HEN, Tufts Medical Center and the Coalition for the Prevention of Medical Errors. Tanya shares her son’s story of medical error and the importance of engaging and communicating with patients and families to improve quality and patient safety through informative, interactive, fun keynote presentations and conference workshops. Tanya holds a Masters of Public Health from the University of New Hampshire and a Doctorate in Clinical and Population Health Research from the University of Massachusetts Medical School. Tanya may be contacted at tanyalord@comcast.net.

“The greatest asset we have underutilized is all the assets of the patient”
~Maureen Bisognano, president and CEO of the Institute for Healthcare Improvement.

(and Family)
Moving from Learning to Action

WHAT ARE YOUR NEXT STEPS?  WHAT ARE YOU GOING TO TEST?

Top 5 things to do by Tuesday (samples)

1. Share RBS & start up PCC & PAC groups
   - start planning PAC

2. Review current materials
   - CoP & PAC materials
   - PAC member scorecard

3. Set up the committee
   - Self-identification
   - Breakout groups

4. Create bedside rounding checklist
   - Get it going

5. Review paperwork on discharge
   - Make sense for patients
Polling Question #2

For those who attended the workshop, how are you coming along with your action items listed on your self-addressed postcard?

- Knocked it out of the park
- Making good progress
- Vacations, etc., will get to it soon
- What postcard?

PFE Metric 1: Planning checklist for scheduled admissions

The intent of this metric is not the distribution of the physical checklist alone but the use of it by admissions staff, an admitting nurse or physician, or other health care professional to guide a conversation with patients and families at the earliest point possible before their care.

For more information, see Partnership for Patients Addendum to the Strategic Vision and Roadmap: Defining the PFE Metrics for Improved Measurement: Purpose and Intention of the Five PFE Metrics, May 2016
www.hret-hen.org/resources/Addendum-to-Roadmap-PFPDefinitions-20160523.pdf
Strategy #1

**Sample Attendee Action Items**

Planning checklist for scheduled admissions

- Review what we currently do.
- Discuss patient discharge envelope
- Improve discharge planning checklist
- Share discharge checklist examples with case management and surgery
- Finalize checklist with marketing for July PFAC meeting

- Form committee to develop pre-admission checklist and discharge packet
- Add bedside report explanation, name, DOB to admission checklist
- Revise the procedure for discharge checklist
- Write the discharge goals on the white boards
- Increase bedside discharge planning meetings

Strategy #1 Resources

**Planning checklist for scheduled admissions**

- Kansas HEN Webinar with Cheryl Ruble (9/23/15)
  - Webinar recording
    [https://cc.readytalk.com/cc/playback/Playback.do?id=erpk0c](https://cc.readytalk.com/cc/playback/Playback.do?id=erpk0c)
  - Presentation handout

- Partnership for Patients Master Class #6 (1/27/14)

- Partnership for Patients Strategic Vision Roadmap for PFE (1/8/16)
  [www.hret-hen.org/topics/pfe/FINALPFEStratVisionRoadmap.pdf#page=13](http://www.hret-hen.org/topics/pfe/FINALPFEStratVisionRoadmap.pdf#page=13)
PFE Metric 2: Shift change huddles / bedside reporting with patients and families

The intent of this metric is to include the patient and/or family caregiver in as many conversations about their care as possible throughout the hospital stay. The patient and/or family member is able to hear, question, correct or confirm, and/or learn more about the next steps in their care as it is discussed between nurses changing shifts or clinicians making rounds. Patients and/or family members should be more than present during these meetings. They should be encouraged and prompted by the clinical staff to be active participants to whatever degree they desire, and add to the information being shared between the nurses or other clinicians discussing their care.

Strategy #2
Shift change huddles/bedside reporting with patients and families

- Observe bedside shift reports. Are they being done consistently, or slipping?
- Share checklists with social services, admissions, and DON.
- Create checklist for bedside reporting.
- Plan to practice bedside rounding/reporting with a patient to assess plan.
- Competency check-off. Huddle/structure.

Sample Attendee Action Items

- Share idea of room signage for bedside reporting “occurs between 7-7:30 a.m.”
- Bedside/AIDET (checklist) sign posted.
- Work on ways to get staff buy-in on bedside report.
- See videos on KHC website about bedside shift report.
- Discuss verbal authorization for bedside rounding with patients.
Strategy #2 Resources
Shift change huddles/bedside reporting with patients and families

- Partnership for Patients Master Class #3 (9/23/13)
  www.healthcarecommunities.org/ResourceCenter/PartnershipforPatientsLibrary.aspx?CategoryId=828928&EntryId=73487
- AHRQ Nurse Bedside Shift Report Implementation Handbook
  www.modernhealthcare.com/article/20151205/MAGAZINE/312059996/bedside-handoffs-boost-patient-satisfaction
- Sample hospital videos demonstrating bedside handoffs with patients and families
  www.khconline.org/patient-and-family-engagement#metrics

PFE Metric 3: PFE leader or function area exists in the hospital

The intent of this metric is to ensure that PFE efforts are built into the management of hospital operations and given the attention and resources needed to be successful and sustained over time
### Strategy #3 Resources

**Patient and Family Engagement**

**PFE Leader or Function Area Exists in the Hospital**

#### Sample Attendee Action Items

- Help facility designate PFE leader and introduce in the newsletter.
- Think about who in hospital personnel may be interested in PFE.
- Add patient document portion to transitional care coordinator role.
- Look for sample PFE leader job descriptions
- Write job description for PFE.
- Add a job description role of PFE coordinator to my job or another’s position.
- Add to formal organizational chart.

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**Partnership for Patients Master Class #4** (10/21/13)


**Institute for Patient- and Family-Centered Care (IFPCC)**

Compilation of sample job and volunteer descriptions shared by other hospitals

[www.ipfccc.org/tools/position.html](http://www.ipfccc.org/tools/position.html)
PFE METRIC 4: PFAC or Representative on hospital committee

The intent of this metric is that a hospital has a formal relationship with patient and family advisors from the local community who provide input and guidance from the patient perspective on hospital operations, policies, procedures, and quality improvement efforts.

Strategy #4  Sample Attendee Action Items
PFAC or Patient Representative on Hospital Committee

- Come up with a group to help start PFAC
- Discuss PFAC with CEO and the board.
- Work on developing specific goals for PFAC Committee
- Explore the possibility of holding open house to “ramp up” interest.
- Education to the community: newsletter, facebook.
- Have HIPPA forms for PFAC committee to sign.
- Share Rooks County start-up package with internal PFAC group.
- Look at patient voice for quality improvement committee.
- Discuss with CEO steps to implement to start committee
- PFAC information and staff application in the newsletter.
- Have PFA speak at orientation for new hires.
- Add PFA to job descriptions and orientation, as well as patient packet. Brochure at discharge/suggestion box.
- Plan to join KHC’s next PFAC Collaborative.
- Provide staff education.
| Strategy #4  Resources                                                                 |
|----------------------------------|----------------------------------|
| PFAC or Representative on Hospital Committee |                                  |
| • Partnership for Patients Master Class #2 (8/19/13) | [Link](http://www.healthcarecommunities.org/ResourceCenter/PartnershipforPatientsLibrary.aspx?CategoryId=828926&EntryId=73486) |
| • AHRQ Implementation Handbook, sample training materials and guides | [Link](http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy1/index.html) |
| • Sample hospital videos | [Link](https://youtu.be/IuxHx4Va_EE) (3:36 min.)  
[Link](https://youtu.be/wbQ9TlgOSmw) (4:55 min.) |
| • Kansas PFAC Collaborative | [Link](http://www.khconline.org) |

**PFE metric 5:**
Patient and family on hospital governing and/or leadership board

The intent of this metric is to ensure that at least one Board member with full voting rights and privileges provides the patient and family perspective on all matters before the Board, similar to other Board members who represent specific interests in the community.
**PFE Metric #5 Sample Attendee Action Items**

**Patient and Family on Governing and/or Leadership Board**

- Talk with CEO about patient liaison on board, share information and learnings
- Find out if we have an active board member who has been a patient
- Educate board member to bring patient voice, see if role is written into bylaws

- Present alternative options to CEO for governing board rep (current board member as pt?)
- Leadership rounds
- Check bylaws re: members
- Start talking about how to put PFA on the board or alternative

**PFE Metric #5 Resources**

**Patient and Family on Governing and/or Leadership Board**

- Partnership for Patients Strategic Vision Roadmap for PFE

- Partnership for Patients Master Class #5

- Institute for Healthcare Improvement:
  Guidelines for Using Patient Stories with Boards of Directors
  Governance Leadership “Boards on Board” How-to Guide
General Resources

- AHA/HRET Hospital Engagement Network: [www.hret-hen.org/topics/patient-family-engagement.shtml](http://www.hret-hen.org/topics/patient-family-engagement.shtml)
- Kansas Healthcare Collaborative: [www.khconline.org](http://www.khconline.org)
- The Institute for Patient and Family-Centered Care: [www.ipfcc.org](http://www.ipfcc.org)
- Institute for Healthcare Improvement: [www.ihi.org](http://www.ihi.org)
- The American Hospital Association and Institute for Family Centered Care's Strategies for Leadership: Advancing the Practice of Patient-and Family-Centered Care: [www.aha.org/content/00-10/resourceguide.pdf](http://www.aha.org/content/00-10/resourceguide.pdf)
- The American Hospital Association and Institute for Family Centered Care's Strategies for Leadership: Patient-and Family-Centered Care: A Hospital Self-Assessment Inventory: [www.aha.org/content/00-10/assessment.pdf](http://www.aha.org/content/00-10/assessment.pdf)
References


Additional References


Questions?

Contact:
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tanyalord@comcast.net

Michele Clark, KHC
mclark@khconline.org
Measures & Data Update

- HEN 2.0 Milestones
- Data Reports
- Statewide Progress
- Data Systems
- FAQs

HRET HEN 2.0 Milestones

**Milestone 1**: (Nov 2, 2015)
- Hospital Commitments

**Milestone 2**: (Feb 8, 2016)
- Hospital site visits
- Baseline data

**Milestone 3**: (Apr 29, 2016)
- Monitoring data for all topics for the period of Oct 1, 2015 through Jan 31, 2016

**Milestone 4**: (Aug 31, 2016)
- Monitoring data is current, hospitals reach HEN 2.0 goals for at least 5 topics, preferably ≥8.
Kansas HEN Data Reports:

- HEN 2.0 data analytic reports
  - Preliminary to be released July 14.
  - Final to be released July 21.

- Milestone 4 side-by-side progress report
  - Preliminary Side-by-Side will be released with the analytic reports on July 14.
  - Measures with "stale" data – older than April, will not be counted.
HEN 2.0: The final stretch

We can make an impact!

What if:

- every Kansas hospital prevented at least 1 more harm... each month... in each HAC...?

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HEN 2.0 Data and Measures Update

### ADE: Hypoglycemia

<table>
<thead>
<tr>
<th>Date</th>
<th>Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
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Need to prevent ≥24 Harms

Preliminary Data
### CAUTI: All Units

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<th>Jan-16</th>
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Going great!

### Preliminary Data

**Kansas Healthcare Collaborative**

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### CLABSI Rate per 1,000 CL Days (All Unit)

<table>
<thead>
<tr>
<th>Date</th>
<th>Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
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<th>Mar-16</th>
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</thead>
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<td>63</td>
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Going great!

**Kansas Healthcare Collaborative**
HEN 2.0 Data and Measures Update

**Falls with Injury**

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<th>Jan-16</th>
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<td>96</td>
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Need to prevent >26 harms

HEN 2.0 Data and Measures Update

**Early Elective Deliveries (EED)**

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<td>50</td>
<td>49</td>
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2 EEDs /mo. statewide can erase efforts to achieve 2% national benchmark.
### Readmission Within 30 Days

**KS Rate**

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<td>95</td>
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**Need to prevent ≥90 readmissions**

Preliminary Data

### Data Systems

- **ADE**
- **CAUTI**
- **CLABSI**
- **Falls**
- **HAPU**
- **EED**
- **Readmits**
- **SSI**
- **VTE**
- **C. diff**
- **HAPU**
- **Addl. Topics**
- **Processes**
- **CAUTI**
- **CLABSI**
- **SSI**
- **VAE**
- **C. diff**

**KS SID**

- **AHRQ PSI Measures**

- **SurveyMonkey**
- **Gap Analysis**
- **Response Teams**

**QHI**

- **Data Analysis Tools & Templates**
- **Comparative Reports**
- **Aggregate Comparisons**
- **Progress Toward Goals**

**CDC**

**NHSN**

**HHC**

**KHC**

**Comprehensive Data System (CDS)**

* Data Entry
  - => Data Transfer (by KHC)
  - Report back to Hospital
  - NHSN Preferred

**Program Evaluation**
Data Systems

**QHi Health Indicators**

- ADE
- CAUTI
- CLABSI
- Falls
- OB
- PrU
- Readmits
- SSI
- VTE
- *C. diff.*
- Sepsis
- Worker Safety
- Process Measures

**What if I need help?**

*Passwords, adding users, measure selection, reports, etc.*

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Sally Othmer  
Sr. Director of Data Services and Quality  
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---

**NHSN**

- CAUTI
- CLABSI
- SSI
- VAE
- *C. diff.*

**What if I need help?**

Robert Geist  
KDHE Health. Assoc. Infections Program  
785-296-4202  
RGeist@kdheks.gov

NHSN technology support:  
nhsn@cdc.gov

The CDC has extensive training documents and videos here:  
www.cdc.gov/nhsn/training/index.html
FAQs

- What if I have data for a measure in both NHSN and QHi?

- When picking a data source, we choose based on which system has more information. So if NHSN has 3 months of data, and QHi has 5, we’d use QHi for any reports.

### Kansas HEN 2015-2016 Data Submission Schedule

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<th>Readmissions for index discharges in, and SSI for procedures performed in:</th>
<th>Submission Due</th>
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<td>June, 2016</td>
<td>May, 2016</td>
<td><strong>July 31, 2016</strong></td>
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Resources & Upcoming Events

Michele Clark, MBA, CPHQ, ABC
Program Director
Kansas Healthcare Collaborative
mclark@khconline.org
(785) 235-0763 x1321

HRET HEN 2.0
Action Leader Fellowship
Faculty: Institute for Healthcare Improvement

July 13 ● August 17 ● September 7
September: Showcase and sharing of improvement projects

Two tracks:

**Foundational**
11:00 a.m. to 12:00 pm

**Experienced**
12:30 to 1:30 p.m.

Register at [www.hret-hen.org/events/](http://www.hret-hen.org/events/)

More information and educational archive:
[www.hret-hen.org/engage/fellowship.shtml](http://www.hret-hen.org/engage/fellowship.shtml)
Wanted: Case studies, success stories

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<tr>
<th>Categories</th>
<th>Focus</th>
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<tr>
<td>Topic-specific Case Studies</td>
<td>HEN 2.0 topics – core and optional</td>
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<tr>
<td>Equity of Care</td>
<td>Hospital success stories on reducing disparities and promoting diversity and inclusion.</td>
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<tr>
<td>Patient and Family Engagement</td>
<td>HEN hospital success stories in patient and family engagement, specifically the 5 key strategies.</td>
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<tr>
<td>Huddle for Care</td>
<td>Readmissions, transitions of care</td>
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</table>

For information about how to submit an idea for a case study, contact Michele Clark, KHC, mclark@khconline.org.

HRET’s New “Up” Campaign

3-Part Webinar Series
Recording are available!

- **WAKE UP**
  [www.hret-hen.org/resources/display/hen-20-english-l-up-campaign-wake-up-webinar](http://www.hret-hen.org/resources/display/hen-20-english-l-up-campaign-wake-up-webinar)
- **GET UP**
  [www.hret-hen.org/resources/display/hen-20-get-up-webinar-l-move-it-or-lose-it-crosscutting-interventions-to-accelerate-improvement](http://www.hret-hen.org/resources/display/hen-20-get-up-webinar-l-move-it-or-lose-it-crosscutting-interventions-to-accelerate-improvement)
- **SOAP UP**
  [www.hret-hen.org/topics/up_campaign/20160609-soapup-webinar-english.shtml](http://www.hret-hen.org/topics/up_campaign/20160609-soapup-webinar-english.shtml)

*Up Campaign highlights the role of crosscutting interventions in reducing multiple hospital-acquired conditions: shifting focus from many interventions to a few with far-reaching impact.*
Featured National Webinars

HRET HEN 2.0 **Foundational Fellowship** Webinar #8
**Wednesday, July 13** ● **Foundation - 11:00 to 12:00p.m.**
Pre-register at: [https://hret.adobeconnect.com/foundational20160713/event/registration.html](https://hret.adobeconnect.com/foundational20160713/event/registration.html)

HRET HEN 2.0 **Experienced Fellowship** Webinar #8
**Wednesday, July 13** ● **Experienced - 12:30 to 1:30p.m.**
Pre-register at: [https://hret.adobeconnect.com/experienced20160713/event/registration.html](https://hret.adobeconnect.com/experienced20160713/event/registration.html)

NCD Pacing Event: **Colon Surgery SSI**
**Thursday, July 14** ● **2:00 to 3:00 p.m.**
Pre-register at: [https://secure.confertel.net/tsRegister.asp?course=6860857](https://secure.confertel.net/tsRegister.asp?course=6860857)

HRET HEN 2.0 **Surgical Site Infections** Webinar
**Thursday, July 21** ● **11:00 to 12:00p.m.**
Pre-register at: [https://hret.adobeconnect.com/ssi/event/registration.html](https://hret.adobeconnect.com/ssi/event/registration.html)

**All times listed are Central Time (CT)**

Additional Featured National Webinars (cont’d)

HRET HEN 2.0 **Sepsis** Webinar
**Tuesday, July 26** ● **11:00 to 12:00p.m.**
Pre-register at: [https://hret.adobeconnect.com/sepsis20160726/event/registration.html](https://hret.adobeconnect.com/sepsis20160726/event/registration.html)

HRET HEN 2.0 **Data** Webinar
**Thursday, July 28** ● **11:00 to 12:00p.m.**
Pre-register at: [https://hret.adobeconnect.com/data20160728/event/registration.html](https://hret.adobeconnect.com/data20160728/event/registration.html)

HRET HEN 2.0 **Ventilator-Associated Events** Webinar
**Tuesday, August 2** ● **11:00 to 12:00p.m.**
Pre-register at: [https://hret.adobeconnect.com/vae20160802/event/registration.html](https://hret.adobeconnect.com/vae20160802/event/registration.html)

HRET HEN 2.0 **CAUTI** Webinar
**Tuesday, August 9** ● **11:00 to 12:00 p.m.**
Pre-register at: [https://hret.adobeconnect.com/cauti20160809/event/registration.html](https://hret.adobeconnect.com/cauti20160809/event/registration.html)

**All times listed are Central Time (CT)**
Featured National Webinars (cont’d)

**Readmissions** Affinity Group: Addressing Behavioral Health  
**Tuesday, August 9 ● 12:00 to 1:00 p.m.**  
Pre-register at: [https://secure.confertel.net/tsRegister.asp?course=6860871](https://secure.confertel.net/tsRegister.asp?course=6860871)

HRET HEN 2.0 **Foundational Fellowship** Webinar  
**Wednesday, August 17 ● Foundational - 11:00 to 12:00p.m.**  
Pre-register at: [https://hret.adobeconnect.com/founational20160817/event/registration.html](https://hret.adobeconnect.com/founational20160817/event/registration.html)

HRET HEN 2.0 **Experienced Fellowship** Webinar  
**Wednesday, August 17 ● Experienced – 12:30 to 1:30p.m.**  
Pre-register at: [https://hret.adobeconnect.com/experienced20160817/event/registration.html](https://hret.adobeconnect.com/experienced20160817/event/registration.html)

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See full list of Upcoming Events at [www.hret-hen.org/events](http://www.hret-hen.org/events)  
(Recordings available on topic pages.)

All times listed are Central Time (CT)

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Upcoming KHC Events

**Kansas HEN 2.0 PFAC Collaborative Learning Session**  
**Monday, August 15 ● 2:00 – 3:00 pm**  
Registration link is available on private PFAC Collaborative web page.

**Kansas HEN 2.0 August Webinar**  
**Wednesday, August 24 ● 10:00 – 11:00 am**  
Register at: [https://cc.readytalk.com/r/6y7dmflee1un&eom](https://cc.readytalk.com/r/6y7dmflee1un&eom)

**Kansas HEN 2.0 Convening Meeting**  
**Wednesday, September 15 ● Topeka**  
Registration will open soon.

All times listed are Central Time (CT)
Upcoming In-person Events
Kansas Hospital Engagement Network

HEN 2.0 Sharing/Celebration
Thursday, September 15
KMS KaMMCO Conference Center
Topeka, KS

Featuring national faculty
and Kansas hospitals:

Kathy Duncan
Institute for Healthcare Improvement
with Kansas Action Leader Fellows

Tiffany Christensen and Allison Chrestensen
North Carolina Quality Center
with Kansas PFAC Collaborative

Thanks for all you do!

Next Kansas HEN Webinar:
Wednesday, August 24, 2016
10:00 to 11:00 a.m. CDT
Pre-register at: https://cc.readytalk.com/r/6y7dmflee1un&eom
### Your KHC Team

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