Kansas Hospital Engagement Network
Collaborative Meeting
Thursday, September 15, 2016
KMS/KaMMCO Conference Center ● 623 SW 10th Ave. ● Topeka, KS

HEN 2.0: Learning, Sharing, Celebrating

Join us in Topeka for an outstanding day of learning, sharing and celebrating as we near the HEN 2.0 finish line... and prepare for the future!

- Featuring an outstanding line-up of national faculty from the Institute for Healthcare Improvement (IHI), Cynosure Health, and the North Carolina Quality Center.
- AHA/HRET Action Leader Fellows: Share your 2016 ALF project in a poster session.
- Team leaders: Share your favorite tool, protocol, poster, PFAC application form, etc.

Meeting Objectives:
1. Construct a framework and actions to sustain improvements in the safety, effectiveness and efficiency of patient care.
2. Discuss cross-cutting interventions to accelerate and simplify improvement for increased impact on harm reduction.
3. Relate key strategies for developing a sustainable Patient and Family Advisory Council (PFAC).
4. Identify tools and resources that may be helpful to your organization in pursuit of improved patient care.
5. Examine achievements of Kansas and AHA/HRET Hospital Engagement Network and future direction.

AGENDA

8:00 to 8:30 a.m.  Check-in, poster session and networking
8:30 to 8:50 a.m.  Welcome and Opening Remarks
KHC, KHA and AHA/HRET leaders will welcome participants and make opening announcements for the fall meeting of the Kansas Hospital Engagement Network.
- Michele Clark, program director, Kansas Healthcare Collaborative
- Tom Bell, chief executive officer and president, Kansas Hospital Association
- Natalie Graves, senior program manager, American Hospital Association/Health Research & Educational Trust

8:50 to 9:50 a.m.  Building a Foundation for Sustaining Improvement
Learn about IHI’s newly released structure that health care organizations can use to sustain improvements in the safety, effectiveness, and efficiency of patient care.
- Kathy D. Duncan, RN, director, Institute for Healthcare Improvement

9:50 to 10:10 a.m.  Break – Visit Action Leader Fellow posters, displays

10:10 to 11:00 a.m.  Navigating the 13 Sustainability Drivers: Peer-to-Peer Brainstorming
Participants will discuss implementation strategies for select drivers.
- Facilitated by Kathy Duncan, RN, and Bruce Spurlock, MD
11:00 a.m. to Noon  **Raise Your Game: The UP Campaign**  
Ever wonder how frontline staff keep it all straight? Do they cringe at the mention of *this bundle* or *that checklist*? Learn a new way of approaching and communicating harm prevention through the UP Campaign. It’s about simplifying care and streamlining interventions for the frontline staff and other caregivers. The UP campaign consolidates basic interventions that cut across several topics to decrease harm. Wake Up, Get Up, Soap Up! Infuse new excitement and energy to keep your patients safe!  
- Bruce Spurlock, MD, executive director, Cynosure Health

Noon to 12:45 p.m.  **Networking Lunch**  
Registrants will receive a link to order lunch in advance from Jason’s Deli.

12:45 to 1:30 p.m.  **Kansas Action Leader Fellowship Sharing**  
Select participants in the HEN 2.0 AHA/HRET Action Leader Fellowship will share mini-presentations of their projects, including interventions and concepts that are making a difference in their quality and patient safety programs.  
- Facilitated by Kathy Duncan, RN, and Bruce Spurlock, MD

1:30 to 3:20 p.m.  **Kansas PFAC Collaborative: Engaging Community Members in Kansas Hospitals**  
Kansas PFAC Collaborative faculty will facilitate an interactive session beginning with a foundational overview of the “7 Steps to Sustainability” for establishing and sustaining effective Patient and Family Advisory Councils (PFACs). A panel of Kansas hospitals will share real life examples of their implementation. To round out the session, faculty will explore additional strategies for partnership, as well as tools for measuring the impact of patient and family engagement.  
- Tiffany Christiansen, performance improvement specialist, North Carolina Quality Center  
- Allison Chrestensen, MPH, OTR/L, PFAC program coordinator, Duke University Health System

3:20 to 3:30 p.m.  **Break**

3:30 to 4:15 p.m.  **Celebrating HEN 2.0 Successes and A Forward Look: AHA/HRET HEN and the Kansas HEN – Achievements to date and looking to the future**  
Examine national and statewide achievements in the Partnership for Patients HEN 2.0 initiative. Learn about priorities and strategies to continue building momentum and success in the future.  
- Natalie Graves, MPH, senior program manager, American Hospital Association/Health Research & Educational Trust  
- Michele Clark, MBA, CPHQ, ABC, program director, Kansas Healthcare Collaborative

4:15 to 4:30 p.m.  **Recognition of HEN 2.0 Hospital Achievements and Action Leader Fellows**  
- Presented by KHC and AHA/HRET
**Event Registration**
There is no charge for this program, but registration is required. Register online at [www.khconline.org/events](http://www.khconline.org/events) by September 12.

**Who Should Attend**
Hospital quality and risk leaders, infection preventionists, patient and family engagement leaders, QI team members, chief nursing officers and other administrative and clinical champions.

**Poster Session**
Hospitals are invited to share their successes! Be an early bird and set up your poster before registration opens at 8 am. Posters will remain on display until the end of the day. If you plan to display a poster at the Kansas HEN meeting, please notify Alyssa Miller, KHC project coordinator, at 785-235-0763 x1330 or email amiller@khconline.org for more information and a template you can use. KHC will produce ALF posters submitted to KHC by September 5. Poster presenters must bring their own easel.

**Nursing Continuing Education**
The Kansas Hospital Association is approved as a provider of continuing nursing education by the Kansas State Board of Nursing. This program is approved for 7.0 hours applicable for RN and LPN relicensure (Provider No. LT 0031-0116).

**Food & Beverage**
Due to federal contract requirements, KHC nor its partnering organizations are permitted to sponsor lunch or beverages for this meeting. However, arrangements have been made with a local restaurant (Jason's Deli) for individual participants to order lunch in advance. KHC will email registrants with a special link to order lunch online. The lunches will be delivered to our conference center.

**Hotel Accommodations**
Ramada Downtown Topeka
420 SE 6th (I-70 & 6th St)
Topeka, KS 66607

Attendees needing overnight accommodations for the night of September 14 may contact the Ramada Downtown Topeka to receive the $77 (plus applicable taxes) rate by calling 785-234-5400 or 800-432-2424. Ask for the “KHC” room block to receive the group rate. Reservations received after August 31 will be accepted on a space-available basis and prevailing rates will apply. Room rate includes a full hot breakfast.

**Travel Assistance**
Travel assistance is available for eligible Kansas HEN 2.0 participants. For individuals whose facilities are participating in the Kansas HEN 2.0 and are more than 50 miles away from the KHC meeting location, KHC will reimburse one hotel room for the night of September 14, as well as roundtrip mileage for one vehicle. KHC will provide attendees with an expense reimbursement form for mileage (at the federal rate) and tolls (if any) for reimbursement following the event. No meals or any other incidentals will be reimbursed.

**Speaker Biographies**

**Kathy D. Duncan, RN**, director, Institute for Healthcare Improvement (IHI), directs IHI Expeditions and manages IHI’s work in rural settings. Previously, she provided spread expertise to Project JOINTS, co-led the 5 Million Life Campaign National Field Team, and was faculty for the Improving Outcomes for High Risk and Critically Ill Patients Innovation Community. She also served as the content lead for the Campaign’s Prevention of Pressure Ulcers and Deployment of Rapid Response Teams areas. She is a member of the Scientific Advisory Board for the AHA NRCP, NQF’s Coordination of Care Advisory Panel, and NDNQI’s Pressure Ulcer Advisory Committee. Prior to joining IHI, Ms. Duncan led initiatives to decrease ICU mortality and morbidity as the director of critical care for a large community hospital.

**Bruce Spurlock, MD** is the Executive Director of Cynosure Health. His primary responsibility is to direct and facilitate large, multi-participant healthcare quality collaboratives designed to accelerate the dissemination of evidence-based clinical practices. Bruce is currently Chair of the CHART Board, a groundbreaking initiative of hospitals, purchasers, health plans and consumer groups to produce a voluntary hospital performance report in California. He also is Adjunct Associate Professor for Stanford University. Prior to establishing Cynosure Health, Bruce was the executive director of BEACON, the Bay Area Patient Safety Collaborative. Previously, Bruce was the executive vice president for the California Healthcare Association (CHA). He also practiced internal medicine as a senior physician with The Permanente Medical Group, Inc.
Tiffany Christiansen is the Performance Improvement Specialist at the North Carolina Quality Center working on operationalizing patient and family engagement across North Carolina and other states. She approaches her work from the perspective of a life-long patient and a professional patient advocate. Tiffany is a TeamSTEPPS Master Trainer, a Respecting Choices Advance Care Planning Instructor, an APPEAL certificate recipient, and the co-creator of the training series for Patient and Family Advisory Councils and TeamSTEPPS for PFE. Tiffany also is the author of three books exploring advocacy, end of life planning, and partnership strategies in healthcare. She is a board member of the Beryl Institute for improving the patient experience and is faculty for the Patient Safety Officer Training at the Institute for Healthcare Improvement.

Allison Chrestensen, MPH, OTR/L, is a licensed Occupational Therapist with more than 10 years of experience. She specialized in cancer rehabilitation and Complete Decongestive Therapy (CDT) for the treatment of lymphedema. She is a certified lymphedema therapist and a faculty member for the Academy of Lymphatic Studies. She currently works as a Program Coordinator for the Patient Advisory Councils Expansion Program at Duke University Health System and as a consultant for the North Carolina Quality Center. Drawing on both her personal and professional experience, Allison is passionate about bridging the divide between patients and families and providers by helping healthcare organizations to establish effective Patient/Family Advisory Councils to improve the healthcare experience for everyone.

Natalie Graves, MPH, is a senior program manager with the Health Research & Educational Trust (HRET) at the American Hospital Association (AHA). Natalie provides educational and operational support for the AHA/HRET Hospital Engagement Network 2.0. She also supports the Symposium for Leaders in Healthcare Quality (SLHQ), a forum of the AHA and membership organization for quality and patient safety professionals. In this role Natalie supports content development, marketing and recruitment and member relations efforts. Natalie has a Master of Public Health from the University of Michigan, School of Public Health, with a focus on health management and policy.

Michele Clark, MBA, CPHQ, ABC, is a program director with the Kansas Healthcare Collaborative. Michele provides leadership and support for statewide quality improvement and patient safety initiatives, such as the Hospital Engagement Network and the Kansas Healthcare Personnel Influenza Immunization Initiative. Michele holds an MBA with an emphasis in public policy and administration from Lincoln University, Jefferson City, Mo., and a BS in Organizational Leadership from Southern Nazarene University, Bethany, Okla. She is a Certified Professional in Healthcare Quality, as well as an Accredited Business Communicator. She also is a TeamSTEPPS Master Trainer and completed the Lean in Healthcare Certificate program at Belmont University.