

Ninth Annual **Summit on Quality**

May 10, 2017

Hyatt Regency Wichita
400 W. Waterman St.
Wichita, KS

Presented by



In partnership with



Agenda

8:00 a.m. **Registration, Continental Breakfast, Poster Presentations and Exhibitors**

9:00 a.m. **Opening Comments**

9:15 a.m. **Quality Healthcare: Initiatives and Resources**

Patti Meier, MD, chief medical officer, Region VII, Centers for Medicare & Medicaid Services

Although we may differ in the ways we deliver care or in how we measure quality, we are unified by a common goal of helping patients. Patti Meier, MD, will discuss the strategic goals of the Quality Payment Program and its emphasis on patient-centered care. The Quality Payment Program aims to support care improvement by focusing on better outcomes for patients, decreased provider burden, and the preservation of independent clinical practice. To operationalize patient-centered care, it is critical that we acknowledge our shared mission and use our talents and resources to create synergy.

Learning objectives: Participants will be able to identify the strategic goals of the quality payment programs and the resources available to help clinicians succeed in healthcare transformation.

9:35 a.m.



Responding to Patients after Adverse Events: Update on Recent Developments and Future Directions

*Thomas H. Gallagher, MD, professor and associate chair, Department of Medicine, professor,
Department of Bioethics and Humanities, University of Washington*

Health care professionals can face several challenges in the aftermath of adverse events. New tools and techniques, in the form of communication and resolution programs, are

available to help health care professionals respond to adverse events. This session provides a general overview of CRPs and how they benefit the public, health care providers and institutions. In addition, this session will explore innovations and future directions for responding to adverse events. Thomas H. Gallagher, MD, is a general internist who is professor in the Department of Medicine at the University of Washington, where he is the associate chair for patient care quality, safety, and value. He also is a professor in the Department of Bioethics and Humanities.

Learning objectives: Participants will be able to describe how the current response to adverse events falls far short of best practices; summarize the benefits of a CRP such as CANDOR and recognize the five key elements of a CRP, such as CANDOR and learn how this approach differs from traditional risk management.

10:35 a.m. **Break and Poster Presentations**

10:50 a.m. **Breakout Sessions**

Using Technology to Enhance the Exam Room Experience, Improve Quality and Make Population Health Real - David Voran, MD, family medicine doctor and informatics director,

Community and Family Medicine at Truman Medical Center – Lakewood

We are moving inexorably toward a world where physicians were paid for the volume of care to one where their reimbursement will depend on the value they provide to their panel of patients. David Voran, MD, will demonstrate the various mobile, electronic and population-based tools available and show how to use them to prepare and engage the patient during a typical exam room interaction.

Learning objectives: Participants will be able to describe how to merge new technologies and population health to improve quality measures with patients.

Championing the Triple Aim - Heather Porter, RN, associate chief clinical officer population management, Newton Medical Center; Karen, Lehman, APRN, Newton Medical Center and Kesa Easter, patient and family engagement coordinator, Newton Medical Center

Newton Medical Center's population management program applies the Triple Aim to improve the patient experience and health of the population, while reducing cost by implementation of interwoven programming. These programs have contributed to a reduction in readmissions and emergency medical services super-users, as well as improved application to ensure patients receive the right care at the right cost in the right setting.

Learning objectives: Participants will be able to identify the three objectives of the Triple Aim and identify quality outcome measurements that contribute to the evaluation phase of the population management program.

Noon **KHC Awards Luncheon:
Leadership in Quality Award Sponsored by the KaMMCO Foundation**

1:10 p.m. **Breakout Sessions**

Utilizing RN Expertise to Increase New Patient Access and Quality - *Toni Wendling, BSN, RN, director of primary care, Stormont Vail Health and Beth Weimer, BSN, RN, quality improvement manager, Stormont Vail Health*

Stormont Vail Health ambulatory care clinics faced long lead times to new patient appointments, resulting in high no show rates. During this session, learn how a primary care practice was able to integrate new patients into their practices by utilizing the skills of registered nurses who initiate early patient contact for triage and promote preventive health strategies. The New Patient Nurse Liaison strategies have reduced no show rates from 15.2 percent to 6.8 percent.

Learning objectives: Participants will be able to identify the role of the registered nurse in facilitating new patient intake into primary care practices; and evaluate the success of new patient intake strategies utilizing no show rates.

Labette County, Small but Mighty! - *Deb Williams, corporate compliance officer, Labette Center for Mental Health Services, Inc.*

Labette Health and Labette Center for Mental Health Services, Inc., have partnered since 2014 to facilitate self-management education workshops designed to enhance regular and disease-specific treatments in Labette County. This partnership utilizes the Stanford University model. Participants have seen lasting positive personal growth, reductions in health care costs, and an increase in the use of appropriate health care resources. During this presentation, resources will be provided on how to implement the Stanford University model in a rural community; partner with local providers; and introduce innovative strategies used to motivate participants to complete a workshop.

Learning objectives: Participants will be able to identify and engage unusual voices; identify benefits of self-management education; and apply strategies for participant success.

2:10 p.m. **Break and Poster Presentations**

2:25 p.m. **Keynote: Connecting the Dots: Collaboration as a Survival Strategy for You AND Your Patients**



Laura Adams, Rhode Island Quality Institute

Few would dispute that the U.S. health care system is not performing up to its potential. The problems are highly complex, and no entity acting alone can solve them. As new payment models begin to reward healthy populations, there is a dawning realization that “come and get it care” is a thing of the past. Adams will address what is needed to create a health care system worthy of the patient and family’s trust — a new definition of health; new ways to tell the truth about our performance; and a recognition that the patient/family are already in control of their health. When these principles guide as design, we can create a health care system worthy of the trust of those who depend on it literally for their lives. Laura Adams is the president and CEO of the Rhode Island Quality Institute, a center of collaborative innovation that advances health and health care transformation.

Learning objectives: Participants will be able to describe the relationship between patient stories and “connecting the dots” for better, more creative designs of care delivery; and discuss the importance of engaging in the lives of patients/consumers and how this differs from the traditional approach of engaging patients in the delivery system.

3:30 p.m. **Adjourn**

Hotel Accommodations

Hyatt Regency Wichita - (316) 293-1234
400 W. Waterman St., Wichita, KS 67202

KHC Rate - \$122 plus tax

Cut-off Date - April 18, 2017

Ask for the KHC room block to receive the special rate.

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, long-term care providers and other interested health care professionals.

Attire

Business attire is suggested for this program. 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 Chrisy Madden at (785) 233-7436.

Continuing Education

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.

For Adult Care Home Administrators

Application has been submitted to the Kansas Department of Health and Environment for continuing education hours for adult care home administrators.

Sponsors

The Kansas Healthcare Collaborative would like to thank the following gold sponsor for helping underwrite this program, allowing us to reduce the registration fee for participants.



KHC Leadership in Quality Award

The KHC Leadership in Quality Award is presented annually to recognize leadership and innovation in quality improvement and patient safety. Award winners reflect KHC's vision for health care that is consistent with the Triple Aim of improving the health of populations, enhancing the experience of patients and reducing the per capita cost of care. The awards are sponsored by the KaMMCO Foundation.



This material was prepared by the Great Plains Quality Innovation Network, the Medicare Quality Improvement Organization for Kansas, Nebraska, North Dakota and South Dakota, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. 11SOW-GPQIN-KS-GEN-148/0317

Summit on Quality

Registration Form

Hyatt Regency Wichita
Wednesday, May 10, 2017

Registration

The registration fee is \$125 per attendee and includes and is used for beverages, lunch and snacks throughout the day.

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 received by KHA prior to 5:00 p.m., May 3 (registrations may be transferred to another individual). No refund will be given for cancellations received after 5:00 p.m., May 3.

Two Ways to Register

Online – <https://registration.kha-net.org> (Visa, American Express or MasterCard required.)

Credit card payment is only available through online registration.

Mail your registration and payment to: Kansas Hospital Association
215 S.E. 8th Ave.
Topeka, Kansas 66603-3906.

Nurses: Please list your name as it appears on your nursing license.

Last Name: _____ First Name: _____

Title/Credentials: _____

Organization Name: _____

Organization Address: _____

City: _____ State/Zip: _____

Telephone Number: _____

Email Address: _____

Nursing License Number (Required for CNE certificate): _____

[Click Here to Register Online](https://registration.kha-net.org)

Registration Fee:
\$125 per person

Questions? Please contact Chrisy Madden at the Kansas Hospital Association,
cmadden@kha-net.org or (785) 233-7436.