



KANSAS • HEALTHCARE  
**COLLABORATIVE**

*Engaging and aligning partners to improve health care quality for all Kansans*

# Third Annual Summit on Quality

## October 21, 2011

Sheraton Overland Park  
6100 College Boulevard  
Overland Park, Kansas

Continuing education credits available for physicians & nurses

*KHC was jointly founded by the Kansas Medical Society and the  
Kansas Hospital Association*



# ACCREDITATION

All participants are required to sign attendance rosters at the beginning of each day. A certificate of completion will be provided to all activity participants based on documentation of actual attendance time, meeting minimum attendance requirements specific to the activity, and payment in full. If you are not paid in full, your certificate will be mailed to you upon receipt of payment.

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of the University of Kansas Medical Center Office of Continuing Medical Education and Kansas Healthcare Collaborative. The University of Kansas Medical Center Office of Continuing Medical Education is accredited by the ACCME to provide continuing medical education for physicians.

The KU Medical Center Office of Continuing Medical Education designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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 6.0 contact hours applicable for RN and LPN relicensure. Continuing nursing education certificates will be distributed at the end of the seminar to all paid attendees.

The Kansas Healthcare Collaborative is a provider-led organization dedicated to transforming health care through patient-centered initiatives that improve quality, safety and value. Founded in 2008 by the Kansas Medical Society and the Kansas Hospital Association, KHC embodies the commitment of two of the state's leading health care provider groups to act as a resource and continually enhance the care provided to Kansans.

KHC's third annual Summit on Quality brings together physicians, hospital leadership teams, nurses, medical groups, hospital staff and others from across Kansas to actively discuss and identify initiatives geared toward clinical and systems improvement for the benefit of their own communities.

The Summit is endorsed by the Kansas Medical Society and the Kansas Hospital Association. We are excited about today's events and look forward to sharing this programming with you.

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## SCHEDULE OF EVENTS

### October 20, 2011

7:00 pm Wine & Dessert Welcome Reception, Overland Park Sheraton  
**Sponsored by KaMMCO**

*Kansas Medical Mutual Insurance Company, KaMMCO, is a member-directed medical professional liability insurance company providing protection for physicians and other health care professionals, hospitals, and professional associations.*

### October 21, 2011

7:00 am Physician and CEO Breakfast (by invitation only)  
**Sponsored by UnitedHealthcare**

*UnitedHealthcare is dedicated to helping people nationwide live healthier lives by simplifying the health care experience, meeting consumer health and wellness needs, and sustaining trusted relationships with care providers.*

7:00 am Registration & Continental Breakfast

7:30 am Poster Presentations

8:45 am Opening Comments

9:00 am "The Quality Imperative: Surviving and thriving under health reform"  
Brent C. James, MD

10:15 am Break

10:30 am Morning Breakout Sessions

11:45 am Networking Lunch – Poster Presentations

12:45 pm Afternoon Breakout Sessions

2:00 pm "Nurses are from Saturn, Physicians are from Jupiter, Hospital Administrators are from Mars: How can we speak the same language?"  
Jay Kaplan, MD

3:15 pm Closing Comments

3:30 pm Adjourn



**Brent C. James, MD, M. Stat** from Intermountain Healthcare in Utah is the Chief Quality Officer and Executive Director for the Institute for Health Care Delivery Research. He is internationally known for his work in clinical quality improvement, patient safety and the infrastructure that underlies successful improvement efforts, such as culture change, data systems, payment methods, and management roles.



**Jay Kaplan, MD, FACEP** back by popular demand, Dr. Kaplan is an emergency physician who is Medical Director of the Studer Group and Director of Service and Operational Excellence for CEP America Emergency Physician Partners. Dr. Kaplan's life work has been partnering with physicians, hospital leadership teams, medical groups, and hospital staff to provide them with tools and tactics to improve patient care while changing the culture of the work environment in a way that inspires and motivates everyone to succeed.

## **Using Physician and Nurse Partnerships to Facilitate Quality-Focused Care**

“We know that no provider stands alone.” Participants will learn how groups of physician and nurse-led teams achieve quality outcomes through efficient, effective and evidence-based approaches to care. Providing the very best care to patients is at the heart of all quality and safety initiatives and has led to decreased infections and complications and improved overall mortality at this academic medical center.

*Presenters: Timothy Williamson, MD, FCCP, Carol F. Cleek, RN, MSN, CCNS, CCRN, The University of Kansas Hospital, Kansas City*

## **Re-engineering the Patient Experience from “Hello to Good-bye”**

Participants will hear about this hospital's journey to enhance patient experience through intensifying focus on the patient, from “Hello to Good-bye.” Engaging the entire hospital team to continuously evaluate and improve the patient's experience is one strategy participants will learn for successful improvements and satisfied patients.

*Presenters: Lisa Gleason, Director of Guest Relations, Barb Meyer, RN, Robyn Chadwick, LCSW, Promise Regional Medical Center, Hutchinson*

## **Community Care Navigator Program**

At the end of this presentation participants will be able to describe the vision and goals of the Community Care Navigator program, identify the most vulnerable and high risk patients to assist post discharge, analyze and interpret patient responses and outcomes data and develop and implement a Community Care Navigator program at their hospital.

*Presenters: Linda Gall, MSN, RN, ACM, Lawrence Memorial Hospital, Lawrence*

## **Continuum of Care: Bridging the Gap between Hospital and Nursing Home**

This presentation will name key members involved in a hospital/nursing home collaborative, identify crucial information and resources needed for safe patient transfer between facilities, learn how to examine readmissions from a nursing home to identify potential performance improvement changes, and understand the impact of hospital and nursing home partnerships.

*Presenters: Tiffany Noller, RN, MSN, Scott Wells, RN, MSN, St. Francis Health Center, Topeka*

## **Creating Collaborative Ownership**

Developed to support upcoming clinical leaders and to promote culture shift, this presentation from the Wesley Leadership Institute will review literature references including collaborative learning teams, physician and staff education, quality and leadership and discuss the development and execution of an evidence based, comprehensive hospital leadership program. Participants will have the opportunity to participate in a strategic planning activity to shape their facility's leadership.

*Presenters: Francie Ekengren, MD, CMO, Gina M. Berg, PhD, Tiffany Stepien, MHCL Wesley Leadership Institute, Wichita*

## **Engaging Physicians in Clinical Quality: Consider Their Culture & Empower them to Lead the Charge**

Described approaches to physician engagement are missing two critical elements: understanding the culture of physicians and empowering physicians. This presentation will list examples of attitudes, beliefs, goals, and practices that make up the physician culture, generate ideas for engaging physicians in leading organizational change that are consistent with an understanding of their culture, and describe a model for engaging physicians in clinical quality improvement.

*Presenters: Brent W. Beasley, MD, Saint Luke's Health System, Kansas City*

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