

Location:
Garden City Community College Campus
Beth Tedrow Student Center • Endowment Room
801 Campus Drive • Garden City, KS

*Advancing knowledge for new roles in quality,
patient safety and change leadership*

Wednesday, March 6	Thursday, March 7
<p>8:30 to 9:00 a.m. Registration</p>	<p>8:00 – 9:15 a.m. Measures and Methods</p>
<p>9:00 to 9:30 a.m. Welcome and Introductions</p>	<ul style="list-style-type: none"> ○ Understanding types of measures, definitions, methods and tips for data collection, validation
<p>9:30 to 10:30 and 10:45 to 11:45 a.m. Self-management and Development</p> <ul style="list-style-type: none"> ○ Self-assessment, identifying core competencies ○ Time management, prioritization matrix ○ Resources available, organizational, tools, mentors ○ Peer-to-peer discussion, structure, start-up 	<p>9:30 to 11:45 a.m. Using Data Effectively</p> <ul style="list-style-type: none"> ○ Understanding variation, using benchmarks ○ Use of subjective data ○ Engaging the C-suite to front-line staff ○ Table Exercise – practical application
<p>11:45 to 12:30 p.m. Lunch on your own, student cafeteria</p>	<p>11:45 to 12:30 p.m. Lunch on your own, student cafeteria</p>
<p>12:30 to 1:30 and 1:45 to 2:45 p.m. The Model for Improvement</p> <ul style="list-style-type: none"> ○ Coin Spinning Exercise ○ Building for sustainability ○ Aim statements ○ Plan-Do-Study-Act (PDSA) cycles ○ Measurement 	<p>12:30 to 2:00 and 2:15 to 3:00 p.m. Putting It All Together</p> <ul style="list-style-type: none"> ○ Kansas Quality Improvement Partnership Panel: An overview of statewide Kansas quality programs, tools, and resources ○ Facilitated peer-to-peer discussion, networking and next steps
<p>3:00 – 4:30 p.m. Teaming as a Verb, the Art of Engagement</p> <ul style="list-style-type: none"> ○ Selecting ideas for change ○ Work with the willing, champions ○ Managing projects, meetings, a team ○ Responding to failures, events, harms ○ Table Exercise – practical application 	<hr/> <p>Registration Information Register online by March 1 https://www.surveymonkey.com/r/khc-hiin-newQI</p> <p>No registration fee. Questions? Contact KHC at 785-235-0763 or email info@khconline.org</p>

(See next page for additional details.)

Who Should Attend

Kansas hospital quality leaders, primarily in western Kansas, who are new in their role and are participating in the KHC Hospital Improvement Innovation Network (HIIN).

Learning Objectives

Upon conclusion, participants will be able to:

- Identify at least three key resources to support development as a quality improvement leader
- Propose a personal action plan to develop resiliency and sustainability.
- Apply the Model for Improvement in one priority harm reduction topic at their organization.
- Explore change management concepts and apply at least three to current work.
- Describe three changes in the way data is currently collected, displayed or communicated to increase your effectiveness

About the Workshop Instructor

Jackie Conrad, BSN, MBA

Improvement Advisor and Leadership Coach, Cynosure Health, Inc.



Jackie has more than 25 years of hospital leadership experience, serving in clinical, staff development and executive roles. Jackie's clinical background is in rehabilitation nursing, specializing in spinal cord injury nursing. She has served two organizations as a Chief Nursing Officer, in a large urban teaching hospital and a smaller community hospital.

Jackie's current position is an Improvement Advisor with Cynosure Health, working with the HRET HIIN. In this role, she is the clinical lead for Falls, Pressure Ulcers, CAUTI, Malnutrition and Radiation Safety. Preventing injuries from falls and immobility has become a passion for Jackie as she has traveled across the states, collecting and spreading best practices and lessons learned from the in the field.

When Jackie is not working with the HIIN she provides leadership and improvement coaching to front line clinical leaders and executives. Ms. Conrad earned her Bachelor's degree in Nursing at Saint Xavier University in Chicago, Illinois and her Master's degree in Business Administration at Olivet Nazarene University in Bourbonnais, Illinois. She is also credentialed as a Leadership Coaching Specialist and Registered Corporate Coach™.

Additional faculty include:

- **Michele Clark**, MBA, CPHQ, CPPS, ABC
Program Director, Kansas Healthcare Collaborative
- **Eric Cook-Wiens**, MPH, CPHQ
Data and Measurement Director, Kansas Healthcare Collaborative
- **Nadyne Hagmeier**, RN
Quality Improvement Consultant, Kansas Foundation for Medical Care
- **Susan Runyan**, MHCL
Chief Executive Officer, Runyan Health Care Quality Consulting and KHERF Consultant

Continuing Education

The Kansas Hospital Association is approved as a provider of continuing nursing education by the Kansas State Board of Nursing (Provider No. LT 0031-0116). This program is approved for a total of 14.0 contact hours applicable for RN and LPN relicensure. Continuing nursing education certificates will be distributed to attendees at the end of the workshop.

Travel Logistics

Travel Expense Reimbursement

If your hospital is a participant in the KHC HIIN and is located more than 50 milepg2 from the meeting site, travel expense reimbursement may be available through the Kansas Healthcare Collaborative. This reimbursement could cover one hotel night at the designated hotel at the discounted rate, as well as roundtrip mileage at the federal rate, up to \$100. KHC will provide an expense reimbursement form to eligible participants. No food or incidental expenses will be covered.

Overnight Accommodations

A block of rooms is being held at the Clarion Hotel in Garden City for Wednesday night, March 6, 2019. To make your reservation, call (620) 275-7471 and ask for the Kansas Healthcare Collaborative room block. The discounted rate of \$92 plus tax is available through Friday, March 1, 2019.

Food and Beverage

All meals are on your own. Water will be available in the conference room. Food and refreshments are available in the cafeteria.

Attire

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

Parking

Free parking is available.

Special Services

If you need any of the aids or services identified in the Americans with Disabilities Act, contact Michele Clark at KHC, mclark@khconline.org or (785) 235-0763 x1321.

For questions or additional information, please contact:
Michele Clark or Treva Borchert
Kansas Healthcare Collaborative (KHC), 785-235-0763 or info@khconline.org