Agenda

• Welcome and Announcements
• Hospital sharing: 2016 Leadership in Quality Award of Merit Winners
  ◦ Holton Community Hospital
  ◦ Newton Medical Center
• HEN 2.0 Data Update
• Resources, Upcoming Events
• Contact Us
Presenters

Michele Clark, MBA, CPHQ, ABC
Program Director
Kansas Healthcare Collaborative
mclark@khconline.org

Rob Rutherford, BA
Senior Health Care Data Analyst
Kansas Healthcare Collaborative
rrutherford@khconline.org

Mandela Bontrager, RN
Director of Nursing/Director of Home Health and Hospice
Holton Community Hospital

Michele Clark, MBA, CPHQ, ABC
Program Director
Kansas Healthcare Collaborative
mclark@khconline.org

Rob Rutherford, BA
Senior Health Care Data Analyst
Kansas Healthcare Collaborative
rrutherford@khconline.org

Mandela Bontrager, RN
Director of Nursing/Director of Home Health and Hospice
Holton Community Hospital

Thanks to all Kansas hospitals!

8th Annual Kansas Health Care Personnel (HCP) Influenza Immunization Survey

Analysis is now underway. Results will be released in September.

HCP immunization resources are available at KHC website:
www.khconline.org/initiatives/immunization-project
Coming soon!
Hospital Improvement Innovation Networks (HIINs)

CMS released RFP May 25, 2016
AHA/HRET proposal submitted June 27, 2016
Contract awards September 2016*

HIIN = Base period of two years with 1-year option
(*September 2016 to September 2019)

*estimated

HIIN Topics

1. Adverse Drug Events
2. Central Line-Associated Blood Stream Infections
3. Catheter-Associated Urinary Tract Infections
4. Clostridium Difficile
5. Falls and Immobility
6. Pressure Ulcers
7. Sepsis and Septic Shock
8. Surgical Site Infections
9. Venous Thromboembolism
10. Ventilator-Associated Events
11. Readmissions

Also will include:
- Patient and Family Engagement
- Diversity and Equity
- And more!

One outcome and one process measure is required for each topic.
HIINs
Focused on 2 Breakthrough Aims

GOALS:

- 20% Reduction in Hospital-Acquired Conditions
- 12% Reduction in 30-Day Readmissions

CY2014 baseline

Kansas HEN 2.0 Collaborative Meeting
Thursday, September 15
KMS/KaMMCO Conference Center
Topeka, KS

Learn, share and celebrate with your peers!
Including guest presenters:

Kathy Duncan, RN
Institute for Healthcare Improvement
and faculty for AHA/HRET Action Leader Fellowship

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

Bruce Spurlock, MD
Cynosure Health

Natalie Graves, MPH
Health Research & Educational Trust (HRET)

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.

Register today at
www.khconline.org/events
Congratulations!

2016 Leadership in Quality Merit Award Winners

Holton Community Hospital
Newton Medical Center
Phillips County Health System

See more information at: www.khconline.org/news/khc-news

Leadership in Quality

2016 Leadership in Quality Award of Merit

Tammy Elliott
Patient Care Coordinator/Clinical Systems Coordinator
telliott@rhrjc.org

Mandy Bontrager, RN
Director of Nursing/Director of Home Health and Hospice
mbontrager@rhrjc.org
Objectives

- Describe the steps to implement a successful Transitions of Care initiative.

- Identify ways to measure the success of a Transitions of Care initiative.

- Demonstrate initiative value through the Return on Investment (ROI).

About Holton Community Hospital

- 12-bed Critical Access Hospital
- Rural Health Clinic
- Provide ER, Acute, Surgical, Swingbed and Maternity Services
- Offer Physical, Occupational and Speech Therapy Services
- Offer wide range of ancillary services, such as Cardiac Rehab, Outreach Physician Clinic
- Have a Home Health and Hospice Agency
- Employ 3 MDs, 5 NPs and 2 PAs
Quality and Patient Safety Goals

- Provide a Consistent Discharge Process for All Patients
- Provide Excellent Patient Education
- Reduce Our All-Cause Readmission Rate by 20%

Leadership

- Transitions of Care Team created in 2012
- Project required the creation of a new position
- Spent the first 3-4 months of the project developing that position and roles of that position before getting approval from Administration
- Show benefit to our patients and facility of that new position
Process Measurement

- Readmission rates evaluated monthly (we use an internal method to calculate this)
- Evaluated growth of Home Health and all rehab disciplines
- Evaluate patient satisfaction scores monthly

Yearly Average Readmission Rate

<table>
<thead>
<tr>
<th>Year</th>
<th>Readmission Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>14.0%</td>
</tr>
<tr>
<td>2013</td>
<td>12.0%</td>
</tr>
<tr>
<td>2014</td>
<td>10.0%</td>
</tr>
<tr>
<td>2015</td>
<td>8.0%</td>
</tr>
</tbody>
</table>
**Home Health Growth**

<table>
<thead>
<tr>
<th></th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
<th>YTD FY2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holton</td>
<td>1510</td>
<td>1859</td>
<td>3344</td>
<td>2416</td>
</tr>
</tbody>
</table>

**Physical Therapy Growth**

<table>
<thead>
<tr>
<th></th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Holton</td>
<td>6749</td>
<td>7546</td>
<td>7417</td>
</tr>
</tbody>
</table>
Kansas Healthcare Collaborative 11

Kansas Hospital Engagement Network (HEN 2.0) August 24, 2016

Occupational Therapy Growth

<table>
<thead>
<tr>
<th>Year</th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1358</td>
<td>1698</td>
<td>1771</td>
</tr>
</tbody>
</table>

Speech Therapy Growth

<table>
<thead>
<tr>
<th>Year</th>
<th>FY2013</th>
<th>FY2014</th>
<th>FY2015</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>489</td>
<td>619</td>
<td>599</td>
</tr>
</tbody>
</table>
Resource Management

- Utilized existing Utilization Review Coordinator as the Patient Care Coordinator (PCC), and combined those duties
- Redefined social work duties to reflect the goals of the team
- Daily patient care team huddle (PCC, SW, nursing staff, HH, Rehab, RX)

Patient Centeredness

- All patients on the nursing unit, regardless of status, visited by PCC on a daily basis (M-F)
- 2- and 10-day follow-up phone calls made
- Leadership rounding
- Emphasis on providing education to patient every shift
Community/Population Health

- All acute and swingbed patients returning home are presented with a patient education book
- Yearly community luncheon with other healthcare providers in our community
- Fostered relationships with local HH agencies, NH and AL, and other physician offices
- Monthly Senior Center education

Culture Change

- Nursing staff feel a part of the discharge process
- Nursing empowered to make discharge suggestions to PCC or SW
- Nurses call PCC or SW first for discharge concerns
- Physicians/Mid-levels use PCC & SW as a resource for discharge planning
Sustainability and Spread

- PCC & SW also work with the clinic in meeting patient needs
- Transitions of Care Team continues to meet monthly
- Notebooks updated with every patient visit (clinic or nursing)
- Yearly report to Quality Team

Lessons Learned/Tips for Others

- Don't take on too much too soon
- Go for small wins to build momentum
- Choose one large project to work on at a time
- Have a measureable goal
- Involve front line staff
- Don't wait until the “perfect” time to start the project. Just set a date and DO IT
Tools, Resources, Policies

- Custom Learning Systems Best Practices
- Served on local task forces for transitions of care
- Adaptation of other tools used by other facilities
  - Conferences
  - Webinars
  - Websites

Our Team
2016 Leadership in Quality Award of Merit

Newton Medical Center

Malea S. Hartvickson, MHCL
Director, Quality & Analytics
Newton Medical Center
Malea.Hartvickson@newtonmed.com

About Newton Medical Center

Newton Medical Center is a 103-bed, not-for-profit facility dedicated to providing health care services to residents of Harvey and surrounding counties. Formed in 1988, Newton Medical Center has evolved from an established tradition of excellence.

**Mission:** To excel in providing healthcare by understanding and responding to the individual needs of those we serve.

**Vision:** To be the community’s choice for healthcare.

Malea Hartvickson, MHCL

- Employed by Newton Medical Center for ten years
- Director of Quality & Analytics for the past six years
- Holds a Bachelor of Science in business administration
- Holds a Master of Health Care Leadership

Background

- Change in leadership
- New focus on strategic plans
- Focus on patient safety
- Goal of proactive organization – how do we predict the future
- Book study
- Activating and empowering staff
  - NMC University
Leadership

- Interdisciplinary Rounds

- Administrative Rounds – To be implemented

- Community Connections
  - Triple “I” Health Care
  - Project Advisory Committee and the Healthy Harvey Coalition
  - YMCA partnership

Process Measurement

- Nursing Leadership Committee
  - CAUTI
  - Fall Committee
  - QAPI reports
CAUTI

CATHETER ASSOCIATED URINARY TRACT INFECTION - HOSPITAL ACQUIRED

Rate

UCL

Threshold

Nurse-driven protocol to remove Foley catheters - October 2014

Resource Management

• Frontline teams
  □ Service Excellence Team - AIDET and No Pass Zone
  □ Nursing Teams
  □ Fall Prevention Committee – Fall Ball

• Patient involvement
  □ Hand Hygiene
Patient Centeredness

- Patient and family connections
  - Focus groups
  - Patient & Family Advisory Council (PFAC)

Community/Population Health

- Right On Track

- Community health needs assessment and community health improvement project

- Disparities report
Culture Change

- Safety Committee
- Nursing Leadership Council
- Teamwork Based Education – in process

Sustainability and Spread

- Working towards succession planning
- Culture change
- Survey readiness focus
Lessons Learned/Tips for Others

- Leadership sets the expectations and front-line staff are key in change
- Open communication is critical – Team of Teams
- Sharing resources – Team of Teams
- Activating staff is hard to do!

Tools, Resources, Policies

- AHRQ
- Kansas HEN
Measures & Data Update

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

AHA/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 30, 2016)
  - Monitoring data is current, hospitals reach HEN 2.0 goals for at least 5 topics, preferably ≥8.
HEN 2.0 Data Timeline

- **Friday, August 25**
  Strive to have all HEN 2.0 data entered in QHi and NHSN.

- **Wednesday, August 30**
  Last day for hospitals to enter data for HEN 2.0 project.

- **Thursday, August 31**
  KHC uploads final batch of Kansas HEN 2.0 data to AHA/HRET’s Comprehensive Data System

- **Friday, September 1**
  AHA/HRET closes data collection for HEN 2.0 project, so that analysis can begin for final project reports.

Data Transitions

- The majority of topic areas will continue from HEN 2.0 to HIIN.
  - We encourage hospitals to continue submitting data on a monthly basis for all applicable topic areas.
Kansas HEN Data Reports:

- HEN 2.0 data analytic reports
  - Most recent distributed August 15

- Milestone 4 Side-by-Side Comparative Report
  - Released with the analytic reports on August 15
  - Measures with "stale" data – older than May, are not counted.
  - Showing top-performers (>75%)
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...?
Kansas Hospital Engagement Network (HEN 2.0)

**Early Elective Deliveries (EED)**

<table>
<thead>
<tr>
<th>Date</th>
<th>Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>Jun-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td>10</td>
<td>6</td>
<td>6</td>
<td>8</td>
<td>7</td>
<td>3</td>
<td>4</td>
<td>10</td>
<td>3</td>
</tr>
<tr>
<td>KS Rate</td>
<td>5.6</td>
<td>3.3</td>
<td>3.8</td>
<td>2.6</td>
<td>2.0</td>
<td>0.8</td>
<td>1.1</td>
<td>2.8</td>
<td>1.0</td>
</tr>
<tr>
<td># Orgs</td>
<td>53</td>
<td>55</td>
<td>53</td>
<td>53</td>
<td>51</td>
<td>51</td>
<td>50</td>
<td>49</td>
<td>40</td>
</tr>
</tbody>
</table>

2 EEDs /mo. statewide can erase efforts to achieve 2% national benchmark.

**Readmission Within 30 Days**

<table>
<thead>
<tr>
<th>Date</th>
<th>Oct-15</th>
<th>Nov-15</th>
<th>Dec-15</th>
<th>Jan-16</th>
<th>Feb-16</th>
<th>Mar-16</th>
<th>Apr-16</th>
<th>May-16</th>
<th>Jun-16</th>
</tr>
</thead>
<tbody>
<tr>
<td>KS Rate</td>
<td>8</td>
<td>7.8</td>
<td>7.6</td>
<td>8.3</td>
<td>7.7</td>
<td>8.1</td>
<td>7.6</td>
<td>8.0</td>
<td>6.6</td>
</tr>
<tr>
<td># Orgs</td>
<td>104</td>
<td>103</td>
<td>102</td>
<td>103</td>
<td>103</td>
<td>103</td>
<td>99</td>
<td>79</td>
<td></td>
</tr>
</tbody>
</table>

Need to prevent ≥90 readmissions
# Kansas HEN 2015-2016 Data Submission Schedule

<table>
<thead>
<tr>
<th>Outcome &amp; Process Measures for HACs occurring in:</th>
<th>Readmissions for index discharges in, and SSI for procedures performed in:</th>
<th>Submission Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>October, 2015</td>
<td>September, 2015</td>
<td>November 30, 2015</td>
</tr>
<tr>
<td>April, 2016</td>
<td>March, 2016</td>
<td>May 31, 2016</td>
</tr>
<tr>
<td>May, 2016</td>
<td>April, 2016</td>
<td>June 30, 2016</td>
</tr>
<tr>
<td>June, 2016</td>
<td>May, 2016</td>
<td>July 31, 2016</td>
</tr>
<tr>
<td>July, 2016</td>
<td>June, 2016</td>
<td><strong>August 30, 2016</strong></td>
</tr>
</tbody>
</table>

---

### Resources & Upcoming Events

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

Fluoroquinolones (FQs) are potent antibiotics with potentially serious and permanent side effects. Examples of antibiotics in this class include moxifloxacin, ciprofloxacin, ofloxacin, and levofloxacin.

In July, the FDA updated the warnings for FQs and put limits on their use.

Read the announcement here:
www.fda.gov/NewsEvents/Newsroom/PressAnnouncements/ucm513183.htm

2015 Providence VAMC Antimicrobial Guide

Antimicrobial resistance is globally recognized as one of the greatest healthcare threats. In order to preserve currently available antimicrobials we must use them appropriately; ensuring each patient is on the right antibiotic, route, dose, and duration.

Thanks to hospitals sharing resources on the AHA/HRET HEN list-servs.

Access at:
www.hret-hen.org/resources/display/2015-providence-vamc-antimicrobial-guide
Management of Postpartum Hemorrhage: Current State of the Evidence

This summary from AHRQ is to assist clinicians with clinical decision making related to postpartum hemorrhage. The summary systematically reviews the evidence regarding the potential benefits and harms of medical and/or surgical strategies used to manage PPH.

Access here:
www.hret-hen.org/resources/display/management-of-postpartum-hemorrhage-current-state-of-the-evidence

Final rule:
Section 1557

Section 1557 of the ACA makes it unlawful for any healthcare entity receiving funds from the federal government to refuse to treat or otherwise discriminate against an individual based on race, color, national origin, sex, age, or disability.

Questions can be directed to Deborah Stern at KHA. She can be reached at 785-233-7436 or at dstern@kha-net.org

Whether your organization is beginning this journey or is already deeply engrained in this work, the compendium was created to gather best practices in one convenient source.

See additional resources at Institute for Diversity in Health Management
www.diversityconnection.org
An affiliate of the American Hospital Association


Achieving Health Equity:
A Guide for Health Care Organizations

The Institute for Healthcare Improvement (IHI) has released a white paper providing guidance on how health care organizations can reduce health disparities related to: racial or ethnic group, religion, socioeconomic status, gender, age, mental health, cognitive/sensory/physical disability, sexual orientation or gender identify, geographic location, or other characteristics historically linked to discrimination or exclusion.

Link to IHI White Paper (must register to download the paper).
http://www.ihi.org/resources/Pages/IHIWhitePapers/Achieving-Health-Equity.aspx
www.equityofcare.org

- Toolkit for Achieving Success and Sharing Your Story
- Case studies, newsletter, resources
- Take the #123forEquity Pledge!

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

September 7
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)

National Webinars

**HRET HEN 2.0 Soap Up Office Hours** Webinar
Thursday, August 25 ● 11:00 to 12:00 p.m.
Pre-register at: [http://hret.adobeconnect.com/handhygiene20160823/event/registration.html](http://hret.adobeconnect.com/handhygiene20160823/event/registration.html)

**HRET HEN 2.0 Rural/CAH Affinity Group** Webinar
Monday, August 29 ● 11:00 to 12:00 p.m.
Pre-register at: [http://hret.adobeconnect.com/rurkaaffinitygroup20160829/event/registration.html](http://hret.adobeconnect.com/rurkaaffinitygroup20160829/event/registration.html)

**HRET HEN 2.0 QI Office Hours** Webinar
Wednesday, August 31 ● 11:00 to 12:00 p.m.
Pre-register at: [http://hret.adobeconnect.com/qiofficehours20160831/event/registration.html](http://hret.adobeconnect.com/qiofficehours20160831/event/registration.html)

**HRET HEN 2.0 Leadership Engagement** Webinar
Thursday, September 1 ● 11:00 to 12:00 p.m.
Pre-register at: [http://hret.adobeconnect.com/leadershipengagement20160825/event/registration.html](http://hret.adobeconnect.com/leadershipengagement20160825/event/registration.html)

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

**HRET HEN 2.0 Foundational Action Leadership Webinar #10**
*Wednesday, September 7 ● 11:00 to 12:00 p.m.*
Pre-register at: [https://hret.adobeconnect.com/founational20160907/event/registration.html](https://hret.adobeconnect.com/founational20160907/event/registration.html)

**HRET HEN 2.0 Experienced Action Leadership Webinar #10**
*Thursday, September 8 ● 12:30 to 1:30 p.m.*
Pre-register at: [https://hret.adobeconnect.com/experienced20160907/event/registration.html](https://hret.adobeconnect.com/experienced20160907/event/registration.html)

**HRET HEN 2.0 CAUTI Webinar**
*Tuesday, September 8 ● 11:00 to 12:00 p.m.*
Pre-register at: [http://hret.adobeconnect.com/hrethen2/event/registration.html](http://hret.adobeconnect.com/hrethen2/event/registration.html)

---

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

### National Webinars (cont’d)

**HRET HEN 2.0 Spread & Sustainability Webinar**
*Tuesday, September 13/Thursday, September 15 ● 11:00 to 12:00 p.m.*
Pre-register at: [http://hret.adobeconnect.com/spreadandsustainability20160913/event/registration.html](http://hret.adobeconnect.com/spreadandsustainability20160913/event/registration.html)

**HRET HEN 2.0 Results and Best Practice Sharing Webinar**
*Tuesday, September 20/Thursday, September 22 ● 11:00 to 12:00 p.m.*
Pre-register at: [http://hret.adobeconnect.com/resultsandbestpracticesharing20160920/event/registration.html](http://hret.adobeconnect.com/resultsandbestpracticesharing20160920/event/registration.html)

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)
Kansas Hospital Engagement Network (HEN 2.0) August 24, 2016

Wanted: Case studies, success stories

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

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

We hope to see you in Topeka, September 15!
Kansas Hospital Engagement Network (HEN 2.0) August 24, 2016

Your KHC Team

Kendra Timkey
Executive Director
kertimkey@khconline.org

Michelle Clark
Program Director
mclark@khconline.org

Susan Runyan
Program Director
srunyan@khconline.org

Brenna Ruthowski
Program Director
bruthowski@khconline.org

Shonda Lamott
Executive Assistant
slamott@khconline.org

Janie Rutherford
Communications Director
jrutherford@khconline.org

Alyssa Prosser
Project Coordinator
aprosser@khconline.org

Mary Monasmith
Quality Improvement Advisor
mmonasmith@khconline.org

Jonathan Smith
Quality Improvement Advisor
jsmith@khconline.org

Jill Daughettee
Quality Improvement Advisor
jdaughettee@khconline.org

Josh Mosier
Quality Improvement Advisor
jmosier@khconline.org

Amanda Prosser
Project Coordinator
aprosser@khconline.org

Karlen Haury
Quality Improvement Advisor
khaury@khconline.org

Rob Rutherford
Senior Health Care Data Analyst
rrutherford@khconline.org

Rob Rutherford
Senior Health Care Data Analyst
rrutherford@khconline.org

Janie Rutherford
Communications Director
jrutherford@khconline.org

Eric Cook-Wiens
Data and Measurement Manager
ecook-wiens@khconline.org

Susan Runyan
Program Director
srunyan@khconline.org

Susan Runyan
Program Director
srunyan@khconline.org

Kendra Timkey
Executive Director
kertimkey@khconline.org

Janie Rutherford
Communications Director
jrutherford@khconline.org

Alyssa Prosser
Project Coordinator
aprosser@khconline.org

Mary Monasmith
Quality Improvement Advisor
mmonasmith@khconline.org