

*11th Annual*

# Summit on Quality

**May 10, 2019**

**Hyatt Regency Wichita  
400 W. Waterman St.  
Wichita**

*Presented by*



*In partnership with*



# Agenda

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

9:00 a.m. Welcome: A Look at the Last 10 years of Quality Improvement in Kansas

9:30 a.m.



**Keynote: Quality Improvement—Looking Back and Moving Forward**  
*Jade Perdue, CMS Director of Quality Improvement Innovation Models Testing*

The last 10 years of Quality Improvement work have been full of successes and important advances in patient-centered care. Jade Perdue will describe the vision and priorities of HHS Secretary Alex Azar and CMS Administrator Seema Verma. She will articulate current patient safety progress and planned national quality improvement work that advances value-based reimbursement. She will also share perspectives on leadership and management approaches that drive sustainable health care transformation. CNE Learning Objective: Identify national quality improvement priorities and planned quality improvement work.

10:25 a.m. Break and Poster Presentations

10:40 a.m. Breakout Sessions

## Option 1: Patient and Family Voice in Hospital Care

*Dorothy Rice, Lora O'Connor, and Stacy Steiner of Ransom Memorial Health*

A hospital that has fully committed to patient and family engagement for improving the overall patient experience shares its lessons learned. Among their approaches are using Patient & Family Advisors (PFAs) in rounding on patients, in observations such as a secret shopper, input on patient communications, and readmission reduction rounds. CNE Learning Objective: Describe the journey of developing a Patient & Family Advisory Council and ways to engage PFAs in hospital activities.

## Option 2: Ready, Set, CALL—Improving Follow-Up Appointments After Discharge

*Kelsey Accurso, MS, APRN, AGCNS-BC of HaysMed*

What happens when your patients are discharging after hours and the clinics are closed for scheduling follow-up appointments? Imagine how much information they were just given at discharge and now to ask them to remember one more thing. Timely outpatient follow-up has been a key strategy to reduce hospital readmissions and ER visits however, not all patients are being scheduled for this critical visit. CNE Learning Objective: Discuss how to create a workflow to increase follow-up visits post hospital discharge for primary and specialty clinics.

## For Physicians: No Need to Reinvent the Wheel: Practical Tools for Success

*Lisa Rotenstein, MD, Cofounder of CareZooming (Note: not approved for CNE)*

Quality improvement is a journey—and it can be an exceptionally challenging one from the very first step. However, there are practical tools and resources to help you be successful. CareZooming is just such a tool—it is fundamentally an innovation repository that allows users to build upon the successes of others so that we aren't all reinventing the wheel or, worse, repeating each others' mistakes. This workshop will give you hands-on help and know-how that you can take back to your clinic and implement immediately. It will help show you how to lead successful quality improvement (hint: there is a middle ground between "delegating it all" and "doing it all yourself.")

11:40 a.m. Break and Poster Presentations

Noon Awards Luncheon:  
Leadership in Quality Award sponsored by KAMMCO Foundation

1:10 p.m. Breakout Sessions

## Option 1: Headway On Health Equity Improves Outcomes

*Karlea Abel, MPH, and Mallory Roberson of Community Health Center of Southeast Kansas & Peggy Ritter of Hoxie Medical Clinic*

The only FQHC in northwest Kansas and the largest FQHC in southeast Kansas take a look at how they're improving health equity in their respective service areas. Among their approaches: addressing social determinants of health to reduce specific health risks, facilitating transportation even over great distance, and dedicating resources to assist in navigating insurance coverage. CNE Learning Objective: Identify and explain ways that a patient resource manager can increase access to care.

## Option 2: Improving Health Care through Education

*Erin Newell, RN, Michele Hinger, RN, and Lisa Karlin, RPh of Rooks County Health Center & Julie La Combe, MS, of Newton Medical Center*

Continual learning is the linchpin of engagement in successful quality improvement initiatives. It needs to be the foundation of every system. If you want your staff and patients to perform better and stay engaged, you must educate and empower. Both presenting organizations in this session will discuss different approaches to training and instructional design to better educate and engage adult learners of all abilities to achieve better engagement and better outcomes. CNE Learning Objective: Identify innovative ways to improve quality metrics and close gaps in community health through continual learning and engagement.

## For Physicians: Leadership in the Workplace

*Bowen White, MD, author of Why Normal Isn't Healthy (Note: not approved for CNE)*

How people are treated determines the health and productivity of the organization, collectively and individually. Rankism occurs when someone takes away the dignity of another person by pulling rank. Chronic rankism can become infectious and self-perpetuating at all levels of an organization. But it need not. Cultivating a dignitarian workplace begins with proactive leadership that sets the tone by setting constructive examples. Once established, a dignitarian workplace makes for a suspiciously healthy and productive place to work where collaboration amongst equals creates the best solutions for those being served. Such leadership ultimately leads to better connections not only with teammates, but also with patients and their families.

2:10 p.m. Break and Poster Presentations

2:25 p.m.



### Keynote: Beating Burnout—Caring for the Provider and the Patient

*Bowen White, MD, author of Why Normal Isn't Healthy*

As an organizational physician, Dr. White has years of experience with the “people piece” of the workplace puzzle: Mitigating stress and creating healthy work environments, team building, leadership and managing change. His programs emphasize the need for individuals to take responsibility for their own health and well being as he helps organizations create suspiciously healthy workplaces. Health care providers maximize the care they deliver to patients when they first see to taking care of themselves and their work environment. You cannot reach peak performance without being stressed at times, but you also cannot live at the peak. Dr. White aims to help you find the balance. Attendees get a temperature training device for practicing biofeedback at home. CNE Learning Objective: Recognize and learn to deactivate stress by turning off the stress response and turning on the relaxation response using biofeedback.

3:45 p.m. Adjourn

## Hotel Information

There are a limited number of rooms at the Hyatt Regency Wichita set aside for Summit attendees at the discount rate of \$127 for the night of May 9. To book a room, call 888-591-1234 and let them know you will be attending the 2019 Summit on Quality.

## Event Information

### About the Summit on Quality

The Summit on Quality is a quality improvement educational event drawing health care leaders from across Kansas. Summit programming is designed to engage and connect a wide range of health care professionals practicing in both urban and rural settings throughout our state.

### 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 Sarah Elsen at (785) 271-4160.

### Continuing Nurse Education

The Kansas Hospital Association is approved as a provider of continuing nursing education by the Kansas State Board of Nursing. This course offering is approved for five (5) contact hours applicable for RN and LPN relicensure. Kansas State Board of Nursing Approved Provider Number: LT 0031-0116.

### Sponsors

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



### Leadership in Quality Award

The Leadership in Quality Award is presented annually to recognize leadership and innovation in quality improvement and patient safety. Award winners reflect a 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-205/220*

# Summit on Quality 2019

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## REGISTRATION FORM

### Registration

The \$125 registration fee includes materials, beverages, lunch, and snacks throughout the day.

### Refund Policy

A full refund will be given for cancellations received by KFMC prior to 5:00 p.m. on April 26. Registrations may be transferred to another individual.

### Two Ways to Register

1) Online: SummitOnQuality.eventbrite.com      Visa, American Express or MasterCard required.  
Credit card payment is only available through online registration.

2) Mail: Please make checks payable to "Kansas Foundation for Medical Care, Inc."  
Send registration below and payment to: Kansas Foundation for Medical Care  
Attn: Sarah Elsen  
800 SW Jackson St., Suite 700  
Topeka, Kansas 66612

***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): \_\_\_\_\_

***Registration fee: \$125 per person***

*Questions? Please contact Sarah Elsen at the Kansas Foundation for Medical Care,  
selsen@kfmc.org or (785) 271-4160.*