

*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.

Grand Eagle  
Ballroom (B)



**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 in foyer hallways

10:40 a.m. Breakout Sessions

Grand Eagle  
Ballroom (B)

**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.

Riverview  
Ballroom

**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.

Enterprise  
Boardroom

**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 in foyer hallways

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Noon Awards Luncheon in Grand Eagle Ballroom (E)  
Leadership in Quality Award sponsored by KAMMCO Foundation

1:10 p.m. Breakout Sessions

Grand Eagle  
Ballroom (B)

### 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.

Riverview  
Ballroom

### 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.

Enterprise  
Boardroom

### For Physicians: Leadership in the Workplace

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

Just as we can learn process improvement to enhance quality in a system, we can also learn process improvement to enhance quality through our relationships. How so? Everything gets done through relationships. How we lead, communicate, cooperate, serve, parent, doctor, enhance patient care, and grow gets done through relationships. But our training likely did not teach us relational intelligence. This interactive session will show you how to have a healthier relationship with yourself and the art of relationship building for fostering healthy work environments. It will also demonstrate how personal work-life balance is only possible by taking responsibility for one's own health and well-being with the support of peers, friends, and family.

2:10 p.m. Break and Poster Presentations in foyer hallways

2:25 p.m.

Grand Eagle  
Ballroom (B)



### 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. He emphasizes taking responsibility for our own health and wellbeing. 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

 **WIFI password: Summit2019**

## 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. 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.

### 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. Certificates will be available for verified attendees near the registration desk following adjournment.

### Sessions Captured by Graphic Recorder

Sara O'Keeffe—graphic recorder with the Center for Public Partnerships and Research at the University of Kansas— joins the Summit to capture sessions using hand-drawn illustration. Sara will be mirroring the content, identifying key themes, and capturing our conversations. Please feel free to take photos of her work, take selfies, and/or post to social media. You can tag her at @CPPRMedia and use hashtag #SummitOnQuality.



### 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.



*Thank you to  
gold sponsor United Healthcare  
&  
to silver sponsor Sunflower Health Plan  
for underwriting the Summit on Quality!*

*Their support allows us to  
reduce registration  
fee for participants.*

**Save the date for next year's Summit! May 8, 2020**

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