

SUMMIT on QUALITY

2021

Toolkit

SESSION 2

Change Under Pressure, Leveraged for the Future

Jennifer Bacani McKenney, MD; Family Physician & Wilson County Health Officer
Jenny Niblock; Chief Clinical Officer, Citizen's Medical Center (Colby)
Bobby Olm-Shipman; President & CEO, South/East Region, Saint Luke's Health System
Ed O'Malley; President & CEO, Kansas Leadership Center

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Discussion prompts

- In general, what have we learned about our organization during the pandemic?
- What have we learned about our patients and their relationship with us?
- What do you expect may be among the implications for our work in quality and patient safety in the wake of disruptions caused by the pandemic?
- Did response to COVID-19 help advance any aspects of quality or patient safety work and, if so, how?
- What changes in our approach to care delivery do you think are worth continuing longer term, and why?
- What changes in our approach to care delivery should be discontinued as soon as public health precautions permit, and why?
- When we were forced to implement changes in response to COVID-19, what elements of our organization's structure or culture aided in that transition? What impeded it?
- How has communication within our organization changed in ways you think are helpful? Or detrimental?



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Resources

- [Resources for frontline health care workers from Mental Health America](#)
- The KMS [Professionals' Health Program](#) for physicians
- ["Your Leadership Edge: Lead Anytime, Anywhere,"](#) by Ed O'Malley
- [The Kansas Leadership Center Path](#)

