

Quality Health Associates of North Dakota

2015 QUALITY FORUM



Wednesday, August 19, 2015

Ramada Plaza Suites ■ Fargo, ND

Quality Forum 2015

This year's Quality Forum theme, **Healthcare 360... Changing Conversations, Changing Healthcare**, is an opportunity to observe a full circle view of the complexities of providing person/family-centered care. The Forum will provide a venue to explore strategies that effectively respond to our dynamic healthcare environment to change conversations in all realms of healthcare and community services with the ultimate goal of improving health and healthcare for the people of North Dakota.

Our goal is . . .

To connect North Dakota stakeholders, healthcare providers, community service providers, patients, and families who share a commitment to attaining the highest quality of person-centered care for the people of North Dakota

Our objectives are . . .

- To provide a platform that fosters partnerships across settings and communities to achieve the Triple Aim—better health, better care, and lower cost
- To support an all-teach, all-learn environment that encourages the sharing of best practices and strategies that address the dynamic, ever-changing healthcare environment
- To identify opportunities to streamline and integrate quality improvement efforts to reduce redundancy and conserve resources

Audience

This Quality Forum is designed for healthcare and community service professionals including:

- Health care administrators and office practice managers
- Quality improvement leaders and staff
- Medical directors and senior leaders
- Primary care physicians and physician's assistants
- Nurses and nurse practitioners
- Pharmacists
- Social workers
- Nursing home leadership and frontline staff
- Home care professionals
- Community service and public health providers
- Government, association, payers, and coalition leaders

Registration

The registration fee to attend the Quality Forum is \$25 to cover the cost of food. You may register at <http://greatplainsqin.org/north-dakota-quality-forum-registration/>. You may pay online via PayPal or complete the electronic registration form and remit your registration email confirmation with a check to QHA, 3520 North Broadway, Minot, ND 58703. Please register **each** staff member from your organization by **August 5, 2015**.

Accommodations

A block of rooms has been reserved at the Ramada Plaza Suites, 1635 42nd Street South, Fargo, ND, ND, 1-701-277-9000, for \$83/room plus tax. You must reserve your room prior to July 20, 2015, and indicate you are attending the QHA Quality Forum in order to receive the conference rate.

Continuing Education

CNE—Application for contact hours has been made to North Dakota Board of Nursing.

Pharmacists—Participants requesting pharmacy continuing education will receive a Certificate of Attendance which may be submitted with a request for continuing education to their Board of Pharmacy.

General Attendance—Attendees will be provided Certificates of Attendance upon request.

For additional information regarding continuing education credits, please feel free to contact Geneal Roth, Communications Coordinator, QHA, 701-852-4231, groth@qualityhealthnd.org.

conversation

noun | con-ver-sa-tion | kən-vər-'sā-shən
oral exchange of sentiments, observations, opinions, or ideas

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. 11S0W-GPQIN-ND-GEN-17/0615



AGENDA—Wednesday, August 19, 2015

TIME	EVENT	PRESENTER
8:00-8:30 a.m.	Registration	
8:30-8:45 a.m.	Welcome and Overview of Day's Activities	Barbara Groutt Chief Executive Officer Quality Health Associates of North Dakota, Great Plains Quality Innovation Network
8:45-10:15 a.m.	Changing Conversations . . . In Our State: A Panoramic View of Better Care, Better Health, Lower Cost (North Dakota Stakeholder Panel)— The National Quality Strategy (NQS) defines three broad aims for healthcare – better health, better care, and lower cost. This session will feature representatives from across the North Dakota healthcare community. Discussion will focus on changes impacting their respective industries, and how these national priorities will directly impact health and healthcare in North Dakota.	Julie Blehm, MD, FACP Physician Lynette Dickson Center for Rural Health Cindy Gohner Blue Cross Blue Shield of North Dakota Mark Hardy ND Board of Pharmacy Jerry Jurena North Dakota Hospital Association Courtney Koebler ND Medical Association Kelly Nagel ND Department of Health Shelly Peterson ND Long Term Care Association Sheldon Wolf ND Health Information Network
10:15-10:30 a.m.	Break	
10:30-11:45 a.m.	Changing Conversations . . . In Communities: A Model of a Patient-Centered Medical Neighborhood (Beulah-Hazen Community Panel)— Half of North Dakota's population live in communities that are located in rural and even frontier regions, challenging individuals' ability to access healthcare and community services. Learn how this community joined forces to achieve positive change by prioritizing the healthcare needs of the community. Hear examples of how the patient/resident-centered perspective influenced their efforts as well as their success in maintaining forward momentum. Panelists will share advice that will benefit others interested in pursuing similar collaborative efforts.	Darrold Bertsch CEO, Sakakawea Medical Center/Coal Country Community Health Center Chastity Dolbec Director of Patient Care & Innovation, Coal Country Community Health Center Pam Fitzgerald Clinic Manager, Sakakawea Hazen Clinic Alice Grinsteiner Human Resources Manager/HIM, Knife River Care Center Keith Johnson Administrator, Custer Health Angie Saylor Mercer County Ambulance Manager, Mercer County Ambulance Service, Inc. Marcie Schulz Director of Patient Care, Sakakawea Medical Center

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TIME	EVENT	PRESENTER
11:45 a.m.-12 noon	Changing Conversations . . . In Practice: How Does This Affect My Everyday Work? —This interactive interlude will focus on a review of the morning’s sessions to confirm the necessity for changing and improving conversations to impact healthcare in communities with a segue into the value of “Crucial Conversations.”	Jillian Morenz VitalSmarts Chicago, IL
12 noon-1:00 p.m.	Lunch	
1:00-2:00 p.m.	BREAKOUTS (All sessions will be repeated)	
	1A/2A	
	Changing Conversations . . . To Improve Medication Safety —Adverse drug events (ADEs) are a leading cause of preventable patient harm, accounting for over 1 million emergency department visits annually. With an increasing number of Medicare patients taking multiple prescription medications and seeing multiple providers, medication safety in all healthcare settings is essential to care coordination and improving the health of individuals. This session will discuss the National Action Plan for Adverse Drug Event Prevention and opportunities and barriers in preventing ADEs. Group discussion will occur addressing community based efforts at ADE prevention.	Jayme Steig, PharmD, RPh Quality Improvement Specialist-Pharmacy Great Plains QIN/Quality Health Associates of North Dakota Sally May, RN, BSN, CH-GCN Senior Quality Improvement Specialist Great Plains QIN/Quality Health Associates of North Dakota
	1B/2B	
	Changing Conversations . . . To Focus on Population Health —A population health approach to care fosters better clinical outcomes across the community and has the potential to lower the total cost of care. This interactive session will focus on successful utilization of health information technology to improve management of hypertension. Presenters will share insights into the MediQHome program and how it supports the care team with opportunities for implementation of best practices to improve clinical outcomes.	Julie Blehm, MD Pat Spier Blue Cross Blue Shield of North Dakota Fargo, ND Richard Vetter, MD Mary Hegseth Essentia Health Fargo, ND Chastity Dolbec Coal Country Health Clinic Beulah, ND
	1C/2C	
	Changing Conversations . . . To Address The Evolving Landscape of Healthcare Payment —Incentive programs and the ACO model can be optimized to deliver high-quality care and spend healthcare dollars more efficiently. This session will provide an inside perspective and overview of how programs such as Physician Quality Reporting System (PQRS), Value Modifier (VM), and the ACO models are shifting the healthcare payment landscape from volume-based to quality of care reimbursement structures that promote better care, population health and reduce costs.	Ross Manson Barb Pritchard Eide Bailly, LLC Fargo, ND

TIME	EVENT	PRESENTER
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1D/2D

Changing Conversations . . . To Increase Patient/Resident Safety—Teamwork and communication in healthcare have shown to improve patient safety culture, clinical outcomes and interprofessional collaboration. These characteristics extend to all members of the healthcare team including staff, leadership and ancillary departments. This session will focus on practical tools and strategies that can be incorporated into daily workflow such as leadership rounds, huddles, briefing, debriefing and checklists. Effective use of these tools has been linked to decreases in adverse events and can be used as part of your organization’s quality improvement and HAI prevention initiatives.

Marcia Cooke, DNP, RN-PC
 Director, Clinical Quality
 Health Research & Educational Trust
 American Hospital Association
 Chicago, IL

2:00-2:15 p.m. Break

2:15-3:15 p.m. **REPEAT BREAKOUTS**

3:15-4:15 p.m. **Changing Conversations . . . To Improve Healthcare Communications**—Crucial Conversations teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels across all departments. Learning how to speak and be heard (and encouraging others to do the same), helps individuals surface the best ideas, make the highest-quality decisions, and then act on those decisions in unity and commitment with others. This session will engage attendees in extensive in-class practice, group participation, and personal reflection to explore and master these crucial skills.

Jillian Morenz
 VitalSmarts
 Chicago, IL



Jillian Morenz • VitalSmarts

Jillian started her career in data analysis, planning and distribution. From there, she moved into training— specifically research design and delivery for functional training then on to leadership training.

Jillian has presented on a variety of professional development and leadership topics over the years. Most recently she has partnered with VitalSmarts to deliver speeches and trainings grounded in their ongoing observational research. She delivers speeches on interpersonal communication, accountability, and organizational change to a variety of organizations.

Her style is fast-paced and focused on connecting ideas to achieving results. She facilitates this in the classroom by associating the skills with the day-to-day activities and responsibilities of the participants. Jillian can help you easily achieve the results you desire in a fun and energetic way. In her presentations, classes, and workshops you can expect to work, laugh, and connect the dots between the skills you learn and the challenges you face.