

# Quality Health Associates of North Dakota Annual Quality Forum



**Thursday, August 10, 2017** ▪ **Delta by Marriott, Fargo**  
*(formerly Ramada Plaza Suites)*

By definition, power is the “ability to act or produce an effect.” Transmitting the power of engagement into each facet of health and healthcare mechanics is a critical strategy to improving care. Engaging patients (and their families), providers, communities, and payers contributes to the desired effect of better clinical outcomes, reduced costs, and improved care coordination.

This year’s Quality Forum is geared up to harness the energy of attendees and presenters to generate real life solutions to challenges facing North Dakota’s communities across the healthcare continuum.

# QUALITY FORUM 2017

## Goal

To improve health and healthcare for the people of North Dakota by facilitating a forum that combines the synergy of patients, families, stakeholders, healthcare providers, communities, and payers to unleash the power of engagement.

## Audience

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

- Health care administrators and practice office 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

There is a \$40 registration fee per person to attend the Quality Forum. Please register **each** staff member from your organization **individually** by **August 3, 2017**. (You may pay for multiple registrants at the same time either by check or via PayPal. Instructions for both are available when you register.) Click [here](#) to register.

## Accommodations

A block of rooms has been reserved at the Delta by Marriott (formerly Ramada Plaza Suites), 1635 42nd Street South, Fargo, ND, 701-277-9000, for \$91/room plus tax. You must reserve your room prior to **July 10, 2017**, and indicate you are attending the QHA Quality Forum in order to receive the conference rate.

## Continuing Education

**CNE**—Application has been made to the North Dakota Board of Nursing for contact hours for nurses for this event.

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

For additional information regarding continuing education credits, please contact Geneal Roth, Communications Coordinator, QHA, 701-989-6225, [groth@qualityhealthnd.org](mailto:groth@qualityhealthnd.org).

TIME	EVENT	PRESENTER
8:00-8:30 a.m.	<b>Registration (Hot Breakfast Available)</b>	
8:30-8:45 a.m.	<b>Welcome and Overview of Day's Activities</b>	<b>Richard Bubach, MSA</b> Chief Executive Officer Quality Health Associates of North Dakota
8:45-9:15 a.m.	<b>She Was Strong and Courageous...and I'm Still Awesome!</b> —When Carol's mom acquired a staph infection during a hospital stay, a difficult journey began for her and her family. Carol will share her mom's struggles and triumphs through eight-month plus hospitalization and care transitions. She will highlight difficulties encountered with medication reconciliation and discharge summaries as well as insights into the challenges their family faced in honoring their mother's wishes during difficult medical decisions. Carol's story will confirm the importance of engagement of patients, families and providers at every level to support systems that are truly patient-centered.	<b>Carol Buzalsky</b> Fargo, ND

TIME	EVENT	PRESENTER
9:15-10:45 a.m.	<b>A Framework for Engagement</b> —Engagement of patients/families, providers, communities and payers in health care delivery offers a promising pathway toward better quality healthcare, more efficient care, and improved population health. This session will discuss the levels of engagement across the healthcare continuum and how this multidimensional framework can be used for the development of interventions that ultimately improve patient outcomes for healthier communities.	<b>Jay D. Bhatt, DO, MPH, MA, FACP</b> President, Health Research & Educational Trust SVP/Chief Medical Officer, American Hospital Association Internist, Erie Family Health Center Chicago, IL
10:45-11:00 a.m.	<b>Break</b>	
11:00 a.m.-12:00 p.m.	<b>BREAKOUT SESSION A</b>	
	<b>Session A1</b> <b>Antibiotic Stewardship...We're in this Together</b> —The rapid emergence of resistant bacteria is occurring worldwide, endangering the efficacy of antibiotics. This session will address the growing crisis of antimicrobial resistance and waning pipeline of new antibiotics, and how this is being fueled by the injudicious use of antibiotics. Strategies for improving antibiotic use across the spectrum of care, and some strategies on how to engage patients and their families in the efforts will be reviewed.	<b>Paul Carson, MD</b> Medical Director, Center for Immunization Research and Education, Department of Public Health, NDSU/Director of Infection Control and Prevention, Sanford Health
	<b>Session A2</b> <b>Engaging Families and Healthcare Providers in Advanced Care Planning</b> —Advanced care planning provides direction to family members and healthcare professionals when a person is not able to either make and/or communicate their own healthcare choices. POLST (Physician Orders for Life Sustaining Treatment) encourages providers to have thoughtful conversations with patients and their family before a crisis arises. This session will discuss activities occurring in North Dakota on both topics as well as stories from two individual family perspectives on end-of-life issues.	<b>Lois Ustanko, BSN, MHA, MS</b> President, Honoring Choices ND <b>Nancy Joyner, BA, BSN, RN, MS, APRN-CNS, ACHPN®</b> Advance Care Planning Facilitator <b>Kayla Hochstetler, MSW</b> Social Services Coordinator, Valley Community Health Center <b>Monica Hannan, BA, MA</b> Managing Editor/Anchor, KFVR TV Author of "Gift of Death"
	<b>Session A3</b> <b>Beyond Programs: Creating a Culture of Person and Family Engagement</b> —When payment incentives are based on quality of care, clinicians can focus more on the patient instead of on generating more visits. Learn how to improve performance in the QPP by actively engaging patients and families as part of the care team through shared decision making, patient activation and incorporating the patient voice. Hear insights from a caregiver of two special needs kids who has spent 20+ years navigating the healthcare system. She shares a practical perspective on how the current volume-based system has impacted her family and offers positive suggestions for improvement.	<b>Susan Brown, BA, MPH</b> Program Director HIT Telligen, Inc.
	<b>Session A4</b> <b>Effective Strategies for Teach-Back Implementation</b> —Teach-back is a communication method used to help patients understand and remember important information. Successful implementation of teach-back has demonstrated better recall and understanding of procedures by patients as well as improved patient satisfaction, medication safety and clinical practice efficiency. Effective strategies for utilizing and implementing this evidenced-based practice in various patient encounters will be discussed and demonstrated.	<b>Sally May, RN, BSN, CH-GCN</b> Senior Quality Improvement Specialist, QHA <b>Kelli Sheely, RN, CHPN</b> Readmission Coordinator, Essentia Health

TIME	EVENT	PRESENTER
12:00-1:00 p.m.	<b>Lunch</b>	
1:00-2:30 p.m.	<p><b>The Power of Engagement: A North Dakota Perspective</b>—Engagement of North Dakota stakeholders across the healthcare continuum and throughout communities is critical to the goal of improving health and healthcare for the people in our state. This panel session will address a broad range of perspectives from stakeholder organizations representing patients/families, providers, communities and payers. (Panel Moderator: <i>Monica Hannan, KFYP TV</i>)</p>	<p><b>Josh Askvig</b>, BA, MA State Director, AARP North Dakota</p> <p><b>Lynette Dickson</b>, MS, RD, LRD Associate Director, UND Center for Rural Health</p> <p><b>Jane Strommen, PhD</b> Statewide Aging Collaborative, NDSU Extension Service</p> <p><b>Cindy Gohner</b>, RN, BSN, MBA Director of Quality Management, BCBSND</p> <p><b>Mike Zwicker</b>, MBA, ACHE Administrator, St. Aloisius Hospital</p> <p><b>Mark Hardy</b>, PharmD Executive Director, ND Board of Pharmacy</p> <p><b>Julie Blehm</b>, MD, FACP Senior Medical Director, BCBSND</p>
2:30-2:45 p.m.	<b>Transition/Break Time</b>	
2:45-3:45 p.m.	<b>BREAKOUT SESSION B</b>	
	<p><b>Session B1</b></p> <p><b>Our Community Addiction Crisis and How YOU Can Be Part of the Solution</b>—Opioid misuse is a fast growing public health problem and primary cause of unintentional deaths nationwide, particularly in many rural areas of the country. According to the Centers for Disease Control and Prevention (CDC), every day 44 people die of a prescription drug related overdose. The opioid crisis is multifaceted and affects communities nationwide. This session will highlight how one community worked through a Mayor's Blue Ribbon Commission on Addiction to address their community's addiction crisis. Attendees will learn what they can do individually as well as professionally to approach solutions to change the course of the addiction crisis in their community.</p>	<p><b>John Vastag</b> CEO North Dakota ASSISTIVE</p>
	<p><b>Session B2</b></p> <p><b>Strategies to Improve Colorectal Cancer Screening</b>—The FluFIT program helps clinical teams increase access to colorectal cancer screening by offering home tests to patients at the time of their annual flu shots. This session will focus on opportunities for North Dakota providers to implement FluFIT in their facilities and communities during the 2017-2018 flu season. Attendees will also hear FluFIT implementation success stories from North Dakota providers.</p>	<p><b>Nikki Medalen</b>, MS, RN, APHN-BC Quality Improvement Specialist, QHA</p> <p><b>Kayla Abrahamson</b>, DNP Northland Community Health Center</p> <p><b>Donna Lunday</b>, RD Turtle Mountain Tribal Health</p> <p><b>Marianne Young Eagle</b>, RN Quentin Burdick Public Health</p>
	<p><b>Session B3</b></p> <p><b>Engaging Providers with Payers to Revolutionize Healthcare Delivery</b>—The medical home is a model of the organization of primary care that provides patient centered, comprehensive, accessible, and coordinated care and a systems-based approach to quality and safety. In this session, representatives of BCBSND will share the company's evolution of their pilot PCMH, MediQHome, into BlueAlliance which expands beyond chronic disease management to include a focus on prevention. Involving providers in the development of BlueAlliance as well as its successful implementation in North Dakota clinics will be highlighted.</p>	<p><b>Pat Spier</b>, RN-BC, CCP MediQhome Manager, BCBSND</p> <p><b>Julie Blehm</b>, MD, FACP Senior Medical Director, BCBSND</p>

TIME	EVENT	PRESENTER
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**Session B4**

**Quality Assurance/Process Improvement (QAPI) Plan Development**—Quality Assurance/Performance Improvement (QAPI) is a proactive, data-driven, systems-based approach that prepares nursing homes provide care with better outcomes—improved quality of life, care, and services. This session will provide hands-on assistance to nursing home staff to guide them through developing the five elements of their facility’s QAPI plan with an opportunity to engage in peer sharing for enhanced plan development. The timing of this opportunity coincides with a new federal regulation that requires nursing homes to have a QAPI plan submitted by 11/28/17.

**Michelle Lauckner, RN-BA, RAC-CT, IP-BC**  
Quality Improvement Specialist, QHA  
**Lori Hintz, RN**  
Program Manager  
South Dakota Foundation for Medical Care

3:45-4:00 p.m.	Transition/Break Time	
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**4:00-4:45 p.m.**

**Sustaining the Power of Engagement in Your Everyday Work**—Healthcare is an extraordinarily people-centric industry. This simple fact reveals the importance of engagement at every level across the healthcare continuum from *patients* to *providers* to *communities* to *payers*. This session will provide attendees the opportunity to reflect, review and personally relate what engagement means in their everyday work and how it can fuel action to transform healthcare to better serve the needs of patients.

**Jay D. Bhatt, DO, MPH, MA, FACP**  
President, Health Research & Educational Trust  
SVP/Chief Medical Officer, American Hospital Association  
Internist, Erie Family Health Center  
Chicago, IL



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Dr. Jay Bhatt serves as Chief Medical Officer of the American Hospital Association and President of HRET. Most recently, he was the first Chief Health Officer at the Illinois Health & Hospital Association. In this role, he led large improvement projects including the Hospital Engagement Network (HEN) which is aimed at reducing readmissions and hospital acquired conditions. He has launched several improvement collaboratives, managed the Medical Executive Forum, led the Midwest Alliance for Patient Safety, launched a physician leadership academy and designed and advanced a statewide high reliability initiative. Previously, he was Managing Deputy Commissioner and Chief Innovation Officer for the Chicago Department of Public Health (CDPH). There he led the implementation of Healthy Chicago - the city's public health agenda, innovations in cross-sector partnerships, predictive analytics, epidemiology and informatics. He led the department to be internationally and nationally recognized in their approach to using

predictive analytics to improve food inspections, chronic disease, West-Nile, and lead inspections. He also led a groundbreaking initiative with Advocate South Asian Cardiovascular Center in developing the SAHEB (South Asian Healthy Eating Benefits program) Under his leadership, the Chicago Department of Public Health received an award from the National Forum for Heart Disease and Stroke Prevention. He also is a practicing internal medicine physician for Erie Family Health Center in Chicago serving vulnerable populations and is a member of the Feinberg School of Medicine at Northwestern faculty. He graduated from the University of Chicago in 1999 with a degree in Economics. In 2008, Dr. Bhatt received both his medical degree from the Philadelphia College of Osteopathic Medicine, and his Master in Public Health degree from the University of Illinois at Chicago School of Public Health. In 2012 he received his Master’s in Public Administration from the Harvard Kennedy School of Government as a Zuckerman Leadership Fellow and Mongan Commonwealth Fund/Harvard Minority Health Policy Fellow. He was a White House Fellows National Finalist in 2013. He is a Crains Chicago 40 under 40 recipient, and selected to the prestigious Presidential Leadership Scholars Program in 2016. He enjoys exploring Chicago with family and friends including trying different restaurants and neighborhoods. He also enjoys teaching dance in the community.