

Nebraska Healthcare Quality Forum



6.0

Continuing
Education
Credits



Thursday
May 12
2016



Embassy Suites
Hotel and
Convention
Center - LaVista

CIMRO of Nebraska, a member of the Great Plains Quality Innovation Network, invites you to attend the 13th annual Nebraska Healthcare Quality Forum on Thursday, May 12, 2016.

The key to healthcare success is for individuals and organizations within a community to recognize the need and value in working together to solve problems, establish communication channels and implement protocols and standards in the delivery of care. The Quality Forum is an opportunity for all vested partners to learn from and share with one another.

Our focus this year will be on improving care within our communities and within/across care settings (long term, acute, post-acute and ambulatory). Presentations will showcase examples highlighting collaborative efforts to improve health outcomes and care, engage consumers and their families and reduce costs.

Presented by the Great Plains Quality Innovation Network
& co-sponsored by...



Nebraska Association for Healthcare
Quality, Risk and Safety



1200 Libra Drive, Suite 102 | Lincoln, NE 68512 | 402/476-1700 | www.greatplainsqin.org



Keynote Speaker

Cheri Lattimer ~ 9:00 - 10:00 a.m.



Healthcare Transformation – The Impact on Healthcare Delivery

Public Policy is changing the landscape of health care delivery and expected outcomes. Achieving the triple aim for population health means “focusing on applying integrated approaches to simultaneously improve care, improve population health and reduce the cost per capita”. That approach requires the team work of providers, patient, family caregiver, payers and facilities. Each person on the care team plays an important role to achieve better outcomes, good transitions and improved care coordination. Yet, we struggle with significant issues and barriers to achieving this focused transformation.

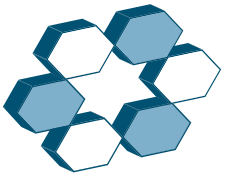
During this presentation, Lattimer will break down the issues and barriers to coordinating care for patients and family caregivers across the continuum, outline public policy changes impacting healthcare delivery processes and systems, distinguish the key roles involved in building a collaborative care team and discuss the importance of addressing the clinical and non-clinical issues in reducing avoidable hospital readmissions.

Biography:

Cheri Lattimer serves as the Executive Director for the National Transitions of Care Coalition (NTOCC) and the Executive Director for the Case Management Society of America (CMSA). Her leadership in quality improvement, case management, care coordination and transitions of care is known on the national and international landscape.

She serves on several National Boards and Committees; URAC, Roundtable on Critical Care Policy, CMS Caregiver Workgroup, American Nurses Association; Care Coordination Measures Workgroup and participates on several of the Society of Hospital Medicine Advisory Committees; Diabetes, Heart Failure, Hospital Collaborative Care & Better Outcomes by Optimizing Safe Transitions.

Co-sponsored by the Nebraska Coalition for Patient Safety (NCPS) and the Nebraska Association for Healthcare Quality, Risk and Safety (NAHQRS)



Closing Speaker

Kay Frances ~ 3:40 - 4:40 p.m.



The Funny Thing about Stress

Feeling stressed? Worried about change? It's Kay Frances, "America's Funniest Stressbuster" to the STRESS-cue! This presentation has the same title as her book, "The Funny Thing about Stress." In this motivational and hilarious keynote, Kay's humor combined with her expertise in stress management will not only offer useful information, but will show you a rollicking good time in the process. In this frenzied world we need to be reminded of the importance of managing our stress, keeping our sense of humor and taking care of our health. Kay does this in a way that is second to none. It's humor-with-a-message at its funniest!

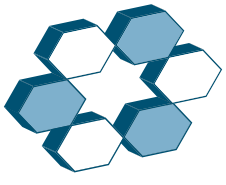
Biography:

Motivational Humorist, Kay Frances, has shared her message to "lighten up, stress less and take care of ourselves" in 40 states and Canada for over 30 years. She holds a Master's Degree in Business Administration, a degree in Health and Physical Education and a 4th degree black belt in karate. She was also a family caregiver for 7 years.

Kay is the author of "The Funny Thing about Stress; A Seriously Humorous Guide to a Happier Life."

When it comes to humor, Kay is the "real deal" having performed as a professional stand-up comedian for many years and appearing on a number of national television and radio programs including Lifetime Cable's "Girls Night Out" and NBC's "America's Funniest People". She also lived and performed in New York City where she appeared at the nation's top comedy clubs such as "The Improvisation" and "Catch a Rising Star."

Co-sponsored by the Nebraska Association for Healthcare Quality, Risk and Safety (NAHQRS)



Nebraska Healthcare Quality Forum 2016 Program Agenda

- 7:30 a.m. Registration, Exhibit Show and Continental Breakfast
- 8:30 **Welcome and Opening Comments**
Tina Georgy, RN, MS, Chief Executive Officer, CIMRO of Nebraska and Great Plains QIN
Ted Fraser, MS, Vice President, CIMRO of Nebraska
- 8:45 **Nebraska Coalition for Patient Safety (NCPS) Update**
Stephen Smith, MD, President, Nebraska Coalition for Patient Safety
- 9:00 **Healthcare Transformation - The Impact on Healthcare Delivery**
Cheri Lattimer, RN, BSN, Executive Director, National Transitions of Care Coalition;
Executive Director, Case Management Society of America
- 10:00 Break/Exhibit Show
- 10:30 - 11:15 **Session A** (see presentation schedule on page 5)
- 11:25 - 12:10 **Session B** (see presentation schedule on page 6)
- 12:15 p.m. Lunch/Exhibit Show
- 1:30 - 2:15 **Session C** (see presentation schedule on page 7)
- 2:25 - 3:10 **Session D** (see presentation schedule on page 8)
- 3:10 Break
- 3:25 **Nebraska Association for Healthcare Quality, Risk and Safety (NAHQRS) Update**
Kermit Moore, RN, BSN; NAHQRS President
- 3:40 - 4:40 p.m. **The Funny Thing About Stress**
Kay Frances, MBA

*** Nebraska Coalition for Patient Safety (NCPS) tracks are designated in the program**

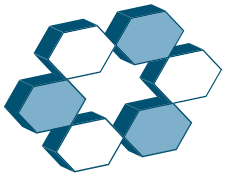
*The Nebraska Association for Healthcare Quality, Risk and Safety (NAHQRS)
is coordinating the Exhibit Show*



Presentation Schedule

Session A: 10:30 - 11:15 a.m.

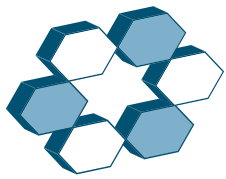
Track	Title of Presentation	Speaker/Organization	Description
1	CLABSI Prevention – Who’s Line is it Anyway?	Shelly Andre, RN, BSN and Jamie Howard Hamm, RN, BSN, VA-BC CHI Health St. Elizabeth	This session will offer planning and implementation of a CLABSI (Central Line-Associated Bloodstream Infection) Prevention Program. We will also discuss and detail how we set-up a central line care and maintenance program to enhance patient care, decrease CLABSIs and improve outcomes.
2	Care Coordination in the Clinic Setting: Developing Your Program	Janet Steffen, RN, ADN SERPA-ACO/Family Practice Associates, P.C.	Participants will be guided through the process of developing an effective care coordination program in the primary care setting from operational, financial and organizational culture perspectives. Participants will also learn how care coordination, as part of the Patient Centered Medical Home concept, integrates into the financial goals of the Accountable Care Organization (ACO).
3	Type 2 Diabetes: Health Literacy and The Digital Divide	Amy Abbott, RN, PhD Kim Galt, PharmD, PhD, FNAP, FASHP and Kevin Fuji, PharmD, MA Creighton University College of Nursing and Center for Health Services Research and Patient Safety	A “digital divide” has resulted in reduced chronic disease management, more hospitalizations and poorer health status for those without Internet access. Health and disease specific literacy of 145 participants with and without Internet access was compared across the Institute of Medicine’s four areas (reading, numeracy, concepts/culture, speaking/listening) using multiple tools. Attend this session to learn more.
4	Staff/Resident Consistent Assignments * Presentation moved from the 1:30 session	Shayla Risch Colonial Haven Nursing Home and Colonial Courts	The facility’s goal for implementing staff consistent assignments was to enable staff to provide quality care while better anticipating and meeting the resident’s needs. Placing consistent assignments with specific residents will accomplish more efficient resident care and connection between residents and direct care staff will make the resident more comfortable during care.
5	Is ‘Mission: Lifeline®’ Making a Difference for STEMI Patients?	Julie Smith, RN, BSN, RHA American Heart Association	‘Mission: Lifeline®’ through the American Heart Association (AHA) will present data and educate hospitals on their role in adherence to the Statewide STEMI guideline. With an understanding of the guideline, hospitals will consistently collect data identified to continue their work on process improvement and improved patient outcomes for STEMI patients statewide.
6	Improving Population Health and the Continuum of Care through Health Information Exchanges and Analytics	Roger VanEpps, MA and Jed Hansen, RN, BSN Nebraska Health Information Initiative (NeHII)	As patients receive different types of care from various facilities, information sharing through a health information exchange becomes a critical component of ensuring quality care. Presenters will share insights derived from HIE implementation and plans to expand benefits through integrated communities where pharmacy, clinic and hospital assets work together. The presentation will also show how when community data is shared, a new HIE analytics tool (Spectrum) can help answer community-wide questions on the utilization, quality and outcomes of a patient population.
7 NCPS	When Things Go Wrong: Apology and Communication	Betty VanWoert, RN, BSN, CPHRM, CCM MMIC	When things go wrong in healthcare, communication is often a casualty. Practitioners uneasy or unskilled at talking openly and empathically with patients and families often distance themselves – at times needed most. Dealing effectively with their reactions and staying connected with patients can help everyone move through the aftermath in a healthier way and may avert legal action taken out of frustration or a sense of abandonment. The presenter will share communication strategies, tools and best practices to help all involved to begin healing from wounds experienced when things don’t go as planned.



Presentation Schedule

Session B: 11:25 a.m. - 12:10 p.m.

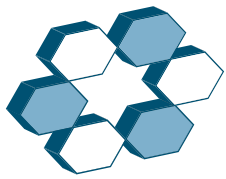
Track	Title of Presentation	Speaker/Organization	Description
1	Infection Prevention Risk Assessments for Nebraska Healthcare Facilities	Kate Tyner, RN, BSN, CIC and Margaret Drake, MT, ASCP,CIC Nebraska Medicine, Nebraska Infection Control Assessment and Promotion Program	Data has been gathered through a survey among infection prevention professionals and visiting different healthcare facilities across Nebraska. Early trends indicate that there is a need to train healthcare providers on infection prevention risk assessment and program planning. Attend this session to learn about these trends and mitigation strategies.
2	Chronic Care Management: Medicare's New Model	Cindy Arnold, MSN RN-BC Wide River, LLC	In 2015, Medicare began allowing healthcare providers the opportunity to recover a separate payment under the Medicare Physician Fee Schedule (PFS) for Chronic Care Management (CCM) services. This session will review CCM program requirements to help identify the required components your practice needs to receive monthly Medicare CCM reimbursement.
3	Improving the Financial Bottom Line By Engaging Your Front Line Staff	Kelly Sparr, LPNC and Melody Gagner, RN Madonna St. Jane deChantal	Effective stewardship and staff collaboration are the keys to employee engagement and financial success in long-term care.
4	Examining Disparities for Women of Color in Nebraska	Liliana Bronner, MHSA, MBA and Jenenne Geske, PhD University of Nebraska Medical Center and Josie Rodriguez, MS Nebraska Office of Health Disparities and Health Equity	While progress has been made to reduce health disparities by race and ethnicity, health inequities still exist. By comparing current data to data collected between 2007 and 2009, presenters will examine trends in selected social and health indicators, which provide a comprehensive understanding of the underlying disparities among Nebraska women.
5	Connecting Seniors and Family	Mark Kresl Midwest Geriatrics, Inc	Utilizing a grant from the Omaha Community Foundation, Midwest Geriatrics, Inc. began a program to better connect its residents to their friends and family using Skype and Facetime. Over 50 percent of nursing home residents never have a visitor; Web based tools allow residents to connect with family and friends wherever they may be.
6	Improving Population Health Through Enhanced Prescription Drug Monitoring	Rachel Houseman, PMP Nebraska Health Information Initiative (NeHII)	Nebraska's Prescription Drug Monitoring Program (PDMP), available through NeHII, is undergoing a transformation. Legislation introduced by Senator Sarah Howard (LB471) and signed into law by Governor Ricketts will bring great changes to the PDMP. The enhancements will increase the system's effectiveness at countering the prescription drug abuse epidemic.
7 NCPS	Walking the Walk: Creative Tools for Transforming Compassion Fatigue and Vicarious Trauma	Kay Glidden, MS and Beth Reynolds Lewis, BS Region 3 Behavioral Health Services and the Behavioral Health Education Center of Nebraska (BHECN)	Compassion Fatigue has been called "a disorder that affects those who do their work well" (Figley, 1995). You pay an emotional price for doing the work that you do. Some of us hear difficult stories daily and are frequently exposed to traumatic emotional details from the patients and families we are working with. The level of compassion fatigue healthcare staff experiences can ebb and flow from one day to the next. Even very healthy staff with optimal life/work balance and self-care strategies can experience compassion fatigue. This training incorporates a combination of solo and small group activities.



Presentation Schedule

Session C: 1:30 - 2:15 p.m.

Track	Title of Presentation	Speaker/Organization	Description
1	Which Wound Class Is It?	Alisha Dorn, RN, BSN, CIC Nebraska Surgery Center	This presentation will discuss how to correctly classify surgical wounds. Surgical Wound classification is used as a benchmark by the Centers for Disease Control (CDC) and the Association of periOperative Registered Nurses (AORN). Surgical wounds are often classified incorrectly because the definitions can be confusing. Correct classification is vital because it allows for comparison of wound infection rates and alerts Infection Preventionists to wounds that have an increased risk for infection.
2	Safe EHR Adoption in Rural Hospitals and Clinics	Wanda Kelley, MSN, RN-BC Wide River, LLC	Rural hospitals and clinics are unique environments. However, just like larger hospitals and clinics, rural sites must be aware of the patient safety risks and hazards associated with the introduction of Electronic Health Records (EHRs) to their complex adaptive environments.
3	Introducing Population Health into Your Practice	Ryan Geiler, BHA Community Medical Center	The presenter will share information on ways to introduce population health into your practice, which involves identifying target populations and risk groups for preventive care. Attendees will learn more about workflows and standing orders to handle the new workload as well as how to transition patients from 'on demand' care to annual visits to prevent serious health conditions.
4	Elder Living Culture Change Collaboration *New presentation	Stephanie Witt, Tabitha at the Landing & Tabitha at Williamsburg	This fast-pasted, interactive session will introduce an opportunity on behalf of the Nebraska Culture Change Coalition where elder living communities can meet on a quarterly basis, to discuss low cost opportunities to learn and collaborate with one another on Culture Change, and best practices to improve the lives of elders we passionately serve.
5	Where's the Sweet Spot for DSME/S	Dee Kaser, RN, CDE Great Plains Quality Innovation Network/CIMRO of Nebraska	This presentation will explore the 2015 Joint Position Statement of when Diabetes Self-Management Education/Support (DSME/S) should be provided to people with diabetes and also explain how the Quality Innovation Network-Quality Improvement Organization (QINQIO) is helping to meet that need by offering the Diabetes Empowerment Education Program (DEEP).
6	Integrating Inpatient Palliative Care for Positive Outcomes	Cathy Ferguson, RN, BSN, CHPN CHI Health St. Francis	A palliative care program in acute care helps provide patients with improved symptom management, enhanced emotional support and effective coordination of care. Attendees will learn how one facility integrated palliative care support within the acute care setting and how it is positively impacting outcomes.
7 NCPS	Just Culture: A Key Component of a Culture of Patient Safety	Ann McGowan, RN, MSN Nebraska Coalition for Patient Safety Katherine Jones, PT, PhD and Victoria Kennel, PhD University of Nebraska Medical Center	This session will describe just culture and how it supports a culture of safety within healthcare organizations and the mission of NCPS. Presenters will explore the 5 skills that support a just culture, the importance of management's role in just culture implementation and how just culture supports management of organizational performance efforts.



Presentation Schedule

Session D: 2:25 - 3:10 p.m.

Track	Title of Presentation	Speaker/Organization	Description
1	Bugs, Bugs, Bugs	Deb Goettsch, RN Boys Town National Research Hospital	This presentation will review identification of common insects that patients may present and ways to prevent a possible infestation.
2	Nebraska Physicians Cancer Screening Initiative	Bob Rauner, MD, MPH Partnership for a Healthy Lincoln	The Nebraska Physicians Cancer Screening Initiative is a community-level intervention to increase the percentage of residents in several Nebraska communities receiving recommended colorectal and breast cancer screening to >65 percent by the end of 2016. This clinic-level ACCME accredited quality improvement effort involves the majority of Lincoln's Primary Care Physicians as well as several other communities. Attend this session to learn more.
3	Have you Found Errors? Optimizing Medication Reconciliation	Michelle Kramer, APRN, GNP-BC and Kim Otto, RPh, FASCP CHI Health	Medication reconciliation has significant impact on transitions of care regardless of the location. Time spent completing reconciliation at the initiation of transfer reduces medication errors, improves patient safety and eases the transfer for the accepting providers. Successful medication reconciliation requires the collaboration of all members of the healthcare team.
4	Clinical Pathways: Building Them For a Real World	Vickie Worden, RN, RAC-CT Hillcrest Health Services	Clinicians need tools to provide safe quality patient care. Clinical pathways display goals and provide a sequence and timing of actions necessary to achieve successful patient outcomes. Clinical pathways can have a positive impact on quality in healthcare enhancing patient outcomes as well as increase patient and team member satisfaction.
5	Behind the Scenes: Creating Safer Healthcare Delivery	Ben Stobbe RN, MBA, Kelly Caverzagie, MD and Michael Ash, MD University of Nebraska Medical Center/Nebraska Medicine	Leaders from the University of Nebraska Medical Center and Nebraska Medicine will share strategies for providing the safest and highest quality of healthcare by highlighting innovation in quality and safety measures and the creation of a transformative model of education of healthcare professionals designed to improve outcomes of care.
6	Two-Part Session Part I: Transitional Care: Bridging the Gap From Acute to Self-Care Part II: Call Don't Fall- Visual Management and Fall Prevention	Barb Eshleman, RN, LNC, CCMC and Heather Jensen, RN Great Plains Health Barb Petersen, APRN, MSN Great Plains Health	Part I: Great Plains Health has risen to the challenge in providing increased quality care to the elderly through integrated partnerships with primary care providers, patients and their families. Transitional care strives to provide timely interventions and appropriate education to prevent re-hospitalization of patients with heart failure, Acute Myocardial Infarction (AMI), pneumonia and chronic obstructive pulmonary disease. Part II: An increase in sentinel events related to falls has risen dramatically in the past decade. Patient falls in the hospital setting result in serious injury to patients, devastating consequences to patients and families, increased length of stay, and increased cost. Learn effective strategies to assist with fall prevention.
7 NCPS	Improving the Foundation of Patient Safety: Lessons Learned from NCPS Just Culture Collaborative Members	Panel of NCPS Just Culture Collaborative Members	This session will include a panel of members from NCPS' Just Culture Collaborative. The panel will share their experiences and lessons learned from using a collaborative approach to implement just culture principles, strategies, and tools within their organizations. This presentation will be particularly relevant to those organizations who are considering various strategies for improving their culture of patient safety.

Continuing Education

An application has been submitted to Iowa Western Community College Board of Nursing approved provider #6 for up to 5.7 peer reviewed continuing nursing education credit hours.

The registration booth is located in the main entrance of the Omaha - La Vista Embassy Suites Hotel & Conference Center. Sign-in sheets will be available at the registration booth at the beginning of the day. Certificates of completion will be distributed at the conclusion of the day for participants who attend the entire event.

Overall Purpose: Improve the quality of care provided to Nebraska residents. Healthcare professionals will share best practices and lessons learned.

Objective 1: Identify skills, resources and best practices that can be applied within your healthcare setting to improve care at the patient and provider levels.

Objective 2: Demonstrate ways to implement change in your healthcare setting resulting in enhanced quality improvement and patient outcomes.

Program Cost

The cost to attend is \$60.00, which is the cost for food and beverages during the Quality Forum. Additional details are included in the online registration form. **Register at: www.greatplainsqin.org/ne-qualityforum**
Deadline: Friday, May 6, 2016

Lodging/Parking

Embassy Suites & Courtyard by Marriot, Omaha - La Vista 12560 Westport Parkway <i>Mention Nebraska Healthcare Quality Forum 2016</i>	402.331.7400 (Ref Code: NH5)	http://goo.gl/F9KaeM GroupMAX room registration system Reservation deadline: April 12, 2016 Room rate for Room Block: \$134 plus tax
---	---------------------------------	--

Hampton Inn & Suites 12331 Southport Parkway	402.895.2900	www.omahalavistasuites.hamptoninn.com
---	--------------	--

Directions and Hotel Parking Information

Heading either East or West on Interstate 80, take the Giles Road, Exit No. 442. Turn south onto Giles Road and take the next right onto Southport Parkway. Take the first right onto Westport Parkway and Embassy Suites is on your right. Self-parking is complimentary.

Visit www.greatplainsqin.org/ne-qualityforum for the latest information regarding the Quality Forum.

If you have questions, please contact:

Keri McDermott, Communications Director, at 402.476.1399 Ext. 502 or keri.mcdermott@area-a.hcqis.org or
Nikki Divis, Communications Lead, at 402.476.1399 Ext. 537 or nikki.divis@area-a.hcqis.org

This conference was funded, in whole or in part, through a contract with the Department of Health and Human Services (HHS). The views expressed in written conference materials and by speakers and moderators at this conference, do not necessarily reflect the official policies of HHS, nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



1200 Libra Drive, Suite 102 | Lincoln, NE 68512 | 402/476-1700 | www.greatplainsqin.org