

# Nebraska Healthcare Quality Forum

Thursday, May 18, 2017

Embassy Suites Hotel  
and Convention Center - LaVista



CIMRO of Nebraska, a member of the Great Plains Quality Innovation Network, invites you to attend the 14th annual Nebraska Healthcare Quality Forum on Thursday, May 18, 2017.

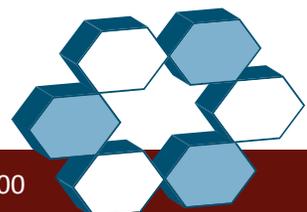
The key to healthcare success is for individuals and organizations within a community to recognize the need and value in working together to solve problems, establish communication channels and implement protocols and standards in the delivery of care. The Quality Forum is an opportunity for all vested 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 and co-sponsored by...



Nebraska Association for Healthcare  
Quality, Risk and Safety





# Keynote Speaker

## Angelo Volandes ~ 9:00 - 10:00 a.m.



### The Conversation: A Revolutionary Plan for End-of-Life Care

“A life well-lived deserves a good ending.” What does a good ending mean for you? Your loved ones? Or your patients?

In *The Conversation*, Dr. Angelo Volandes offers a solution that is medicine’s oldest and least technological tool: talking. Studies suggest there are numerous barriers to communication between doctors and patients. In order for individuals to be empowered, they must be informed. Dr. Volandes calls for a radical re-envisioning of the patient-doctor relationship. He offers ways for patients and their families to talk about the difficult issue of end-of-life choices to ensure that patients will be at the center and in charge of their medical care. He will highlight best practice methods and clinical benefits of advance care planning, including videos as a tool for empowerment.

#### Biography:

Angelo Volandes is a physician, writer, and patients’ rights advocate. He practices internal medicine at Massachusetts General Hospital in Boston, and is on faculty at Harvard Medical School. He is Co-Founder and President of Advance Care Planning (ACP) Decisions [ [www.acpdecisions.org](http://www.acpdecisions.org) ], a non-profit foundation implementing systems and technologies to improve the quality of care delivered to patients in the health care system. He is the author of the new book “*The Conversation: A Revolutionary Plan for End-of-Life Care*,” about how people can empower themselves to get the right medical care at the right time and on their terms.

Born and raised in Brooklyn, New York, he was educated at Harvard, Yale, and the University of Pennsylvania. He lectures widely across the country, and spends his time in Massachusetts with his wife Aretha Delight Davis, MD, JD, and their two daughters.

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



# Closing Speaker

Mack Dryden ~ 3:40 - 4:40 p.m.



## Laugh to the Top: A Hilarious Guide to Achieving Your Goals

This highly entertaining, thought-provoking presentation is packed with practical, proven techniques for setting, pursuing and achieving both professional and personal goals, and will inspire the attendees to attack their objectives with renewed fire, determination and focus. In his Seven-Step Guide--from Controlling Stress to Identifying a Specific Target to Taking Bold Action--Mack dramatically demonstrates how far diligent baby steps can take you, how to maintain a Positive Attitude and sense of humor during the direst of circumstances, and how to dissolve that knot of fear when you're venturing into unknown and frightening new territory. The audience will listen, mesmerized by the message and Mack's magical stage presence, they'll laugh, and they'll learn that nothing can prevent them from making themselves and their organizations the very best that they can be.

### Biography:

As a killer clean comedian or hilarious motivator, Mack Dryden is a guaranteed hit, as hundreds of thrilled clients will attest. This veteran of multiple appearances on The Tonight Show and former staff writer for Politically Incorrect with Bill Maher creates custom humor for every client, inspires with tales of surviving daunting personal challenges, and his 7-Step Goal Achieving Formula is as effective as it is motivating.

Mack has shared his inspiring story and unique, clean humor with thousands at corporate and association meetings nationwide, and recently received a standing ovation from 2,000 financial professionals in Macau, China. His ability to create custom comedy constantly amazes. "You took a dry subject like manufacturing software," said one client, "and made it funny, like you'd been in the industry yourself!"

From humble beginnings as "the funniest paper mill employee in Mississippi," Mack earned a black belt in karate even as he was earning his MFA in Creative Writing. He won two Associated Press writing awards as a reporter in his home state, and finally became a professional comedian whose talent and perseverance landed him numerous TV appearances, including acting roles on JAG, The Guardian, and as a series regular on the CBS western Paradise. Now he spends his time writing and traveling the country bringing his special brand of Motivation, Inspiration and Jubilation to thousands each year. It hasn't been an easy road; but, as he says, "Falling on your face is still moving forward!"

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



# Nebraska Healthcare Quality Forum 2017 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**  
Katherine Jones, PT, PhD, President, Nebraska Coalition for Patient Safety
- 9:00 **The Conversation: A Revolutionary Plan for End-of-Life Care**  
Dr. Angelo Volandes
- 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**  
William Redinger, BSQ, LSSGB, CQE, CPHQ; NAHQRS President
- 3:40 - 4:40 p.m. **Laugh to the Top: A Hilarious Guide to Achieving Your Goals**  
Mack Dryden

**\* 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	<b>Leveraging your HIE: How to Find Increased Value</b>	<b>Jed Hansen</b> , BA, BSN, RN and <b>Wendi Reich</b> , MHS, MA  Nebraska Health Information Initiative (NeHII)	Your organization participates in a health information exchange. But, do you understand how to effectively leverage this participation and maximize value across your community? Topics covered will include: usage of population health tools, implementing an HIE SSO, improved outcomes with community partners, and inclusion of key staff for HIE access.
2	<b>CMS Quality Measures for Ambulatory Surgery Centers (ACS)</b>	<b>Shirley Torwirt</b> , MHS, CASC  North Platte Surgery Center	Discuss history, quality concerns, outcomes and reporting for ASC Quality Measures to ensure safe, quality patient care in an Ambulatory Surgery Center.
3	<b>CLABSI prevention: A Framework for Divisional and Unit-Based Process Improvement</b>	<b>Barb Nickel</b> , APRN-CNS, NP-C, CCRN, CRNI CHI Health St. Francis  <b>Lori Snyder-Sloan</b> , RN, MSN, MA, CIC CHI Health  <b>Jennifer Baumert</b> , BSN, RN-BC, OCN CHI-Health Lakeside  <b>Carly Hornig</b> , RN, BSN CHI-Health Lakeside	Improving a system of care begins with a thorough understanding of current evidence based guidelines and how practice deviates from these standards. Our presentation will provide a framework to improve central line outcomes in a multi-facility division: goal setting, policy standardization, facility-based gap analyses, and action plan development and implementation. A similar process can also be utilized in the individual Oncology unit to enhance staff collaboration and to improve patient outcomes.
4	<b>Creative Tools for Transforming Compassion Fatigue</b>	<b>Kay Glidden</b> , MS and <b>Beth Reynolds</b> , BS  Compassion Resiliency	You pay an emotional price for doing the work that you do. Some of us hear difficult stories daily and are frequently exposed to emotional traumatic details from patients and co-workers. This session will define compassion fatigue, self-assess for signs and symptoms and provide tools and resources.
5	<b>The Positive Impact of Inpatient Palliative Care</b>	<b>Cathy Ferguson</b> , BSN CHPN  CHI Health St. Francis - UniNet	Palliative Care is perfectly poised to provide quality and satisfaction to hospital staff, providers and patients. Different patient scenarios call for different interventions from palliative care and even different timing in the team's involvement will be shared. Presenters will explore how inpatient palliative care can impact overall quality of care and that of the individual.
6	<b>Nebraska ICAP Data on Instrument Reprocessing</b>	<b>Kate Tyner</b> , BSN, RN, CIC Nebraska ICAP, Nebraska Medicine and <b>Muhammad Salman Ashraf</b> , MBBS Nebraska Infection Control Assessment and Promotion Program, University of Nebraska Medical Center	The Nebraska ICAP (infection Control Assessment and Promotion Program) is a CDC-funded effort tasked to improve infection control practices throughout the state. NE ICAP recruits facilities for a voluntary review of their infection control programs and has data to share regarding gaps in instrument reprocessing in the state of Nebraska and opportunities for improvement.
7	<b>Taste of Florence and Skype</b>	<b>Mark Kresl</b>  Midwest Geriatrics, Inc	In 2014, Florence Home started a Skype program to better connect residents and families. The program has been a major success. To roll the program out to their other three residences, they needed to raise funds to upgrade wireless accessibility. They developed Taste of Florence. The presenter will share details related to the program and successes to date.
8 NCPs	<b>Partnering with Providers to Achieve the Triple Aim</b>	<b>Elsie Verbik</b> , MD Quality and Medical Policy  <b>Gail Brondum</b> , LPN, BS Blue Cross and Blue Shield of Nebraska	Blue Cross and Blue Shield of Nebraska designs and implements quality programs consistent with the goals of the Institute for Healthcare Improvement Triple Aim: to improve population health, enhance the patient experience, and reduce the cost of care. Enhancing the patient experience includes provision of services to our members that lead to improved outcomes and are safe, timely, efficient, evidence-based and patient centered. Blue Cross and Blue Shield of Nebraska quality leaders will provide an overview of the organization's quality initiatives and their impact on quality and safety.



# Presentation Schedule

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

Track	Title of Presentation	Speaker/Organization	Description
1	<b>Coordination of Care in a Rural Home Health Agency</b>	<b>Geri Johnson, RN, BSN</b> Brown County Hospital Home Health	Presenters will discuss challenges faced by a small rural home health agency at transition of care. Strategies the agency and hospital have developed to improve communication and coordination of care will be shared.
2	<b>Hospital to Home Transitions: Physician Care Team</b>	<b>Rebecca Wester, MD</b> Methodist Physicians Clinic	Five percent of the population accounts for 50 percent of the healthcare spending with complex chronic debilitating illnesses. Methodist Physicians Clinic House Call Program intensifies the medical home model to better manage high-cost patients through improve access and quality. Experienced providers discuss real-life solutions and enduring challenges.
3	<b>“How Many Fingers Do You See?” - A Patch Adams Approach to End-of-Life Care</b>	<b>Kelly Sparr, LPN-C, ALA and Molly Vanatta, MA</b> St. Jane deChantal Long-Term Care Services	“What’s wrong with death, sir? What are we so mortally afraid of? Why can’t we treat death with a certain amount of humanity and dignity, and decency, and God forbid, maybe even humor. Death is not the enemy, gentlemen. If we’re going to fight a disease, let’s fight one of the most terrible diseases of all, indifference.” ~Hunter Patch Adams.  Come with us as we journey through end of life in a joyful, loving, dignified and beautiful way.
4	<b>Theory to Operations: Medication Management in Long-Term Care</b>	<b>Rhonda Lange, DNP APRN-NP GNP-BC and Alice Tvrdik, MSN, APRN-NP, BC,</b> CHI Enhanced Care Coordination Program	Complicated chronic disease profiles and complex medication plans place elders in long-term care facilities at risk. In a 4-year study in 14 nursing facilities, nurse practitioners decreased polypharmacy and administration times using an evidence based process and tool to specifically address medication management. Key learnings will be shared.
5	<b>Preventing Risky Business, Medication and Injection Safety</b>	<b>Peg Gilbert, RN, MS, CIC, FAPIC</b> Quality IC, Project for Nebraska DHHS	The most current guidelines for injection safety will be presented with resources for healthcare workers in all settings, patients and family caregivers. The presentation will include other devices where exposure to blood borne pathogens may occur such as glucometers, multi dose medication vials, etc.
6	<b>Under Construction: A Roadmap to Foley Insertion Competency</b>	<b>Shelly Andre, MSN, RN, CIC</b> CHI Health St. Elizabeth, Lincoln and <b>Gayle Gillett, BSN, RN</b> CHI Health Lakeside	This will be an interactive program outlining the components for building a Foley insertion competency process. The discussion will summarize some important concepts in putting together a program, including planning and implementation across many different facilities and geographic areas. Get some great tools to help you with your facilities’ journey.
7	<b>Nebraska’s Prescription Drug Monitoring Program - Enhancing Patient Safety</b>	<b>Kevin Borchert, Pharm.D.</b> Nebraska Health Information Initiative (NeHII)	Prescription Drug Monitoring Programs (PDMPs) are valuable tools for healthcare providers to make better informed decisions with regard to patient treatment to help identify prescription drug misuse and abuse and to improve patient safety. Nebraska is enhancing the PDMP to include a medication history to further patient safety.
8 NCPS	<b>Managing the Complexity of Patient Safety Problems using Multi-Team Systems</b>	<b>Katherine J. Jones, PT, PhD</b> University of Nebraska Medical Center	Many patient safety problems are “wicked problems” in that how a problem is defined determines the solutions considered. Because of their diverse training, teams made up of different disciplines define problems from multiple perspectives resulting in comprehensive and creative system approaches to problems. Our research has shown that the more effectively an inter-professional team coordinates processes and conducts training, the lower the unassisted, injurious and repeat fall rates.



# Presentation Schedule

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

Track	Title of Presentation	Speaker/Organization	Description
1	<b>Bridging the Gap between Hospital and Primary Care</b>	<b>Brittany Hueftle, RN, BSN and Tina Kennedy, RN, BSN</b>  Lexington Regional Health Center	As a multi-disciplinary transition team, we focused on bridging the gap between hospitalization and primary care. Since then, our readmissions have decreased by 70.89 percent. We started by implementing Stop Light Action Plans. We then created disease specific care plans. Lastly, we focused on setting up community resources during time of transition. Attend this session to learn more about our efforts.
2	<b>Resident Centered Care - Natural Awakening</b>	<b>Debra Sutton, RN BS NHA</b> Gardenside LTC - Jefferson Community Life & Health and  <b>Samantha Wurm, LPN</b> Gardenside LTC	Our QAA team decided to take on Natural Awakening to improve the overall sleep hygiene, health and safety for our residents, while promoting a more “home-like” environment. We’ll share the steps we took, mistakes we made and challenges we continue to face through our journey of Natural Awakening.
3	<b>Readmission Prevention - A Community-Wide Approach</b>	<b>Nicole Blaser, MSN, RN and Dona Kudron, BSN, RN</b>  Columbus Community Hospital	Evidence suggests the rate of hospital admissions can be reduced by improving discharge planning and the transition process out of the hospital. Opportunities identified to improve communication across the care continuum led to the development of a community wide collaborative in Columbus. This collaborative created partnerships focused on coordination of care to reduce readmissions and improve patient experience. Presenters from the hospital, skilled nursing and physician clinic will present strategies for success as well as lessons learned.
4	<b>Steps Forward: Implementation of Hourly Rounding and Step Tracking</b>	<b>Aimee Burch, DNP, APRN-CNS, CMSRN, SCRN</b>  CHI Health St. Francis	The presenter will discuss barriers and solutions to Hourly Rounding(HR), implementation of an electronic HR system and the effect on falls, call lights and staff steps. The positives of these implemented changes will be shared.
5	<b>Antibiotic Stewardship: Strategies of a Rural Nebraska Hospital</b>	<b>Jenna Preusker, PharmD, BCPS</b>  Faith Regional Health Services	The Antibiotic Stewardship team at Faith Regional Health Services was implemented two years ago under the leadership of a pharmacist and a hospitalist. This presentation will share examples of strategies and successes of the team, as well as ideas for future directions of antibiotic stewardship.
6	<b>A Population-Based Approach to Managing Opioids in a Patient Centered Medical Home (PCMH)</b>	<b>Jessica Downes, PharmD, BCACP</b> and <b>Jennifer Hickman, PharmD, BCACP</b>  OneWorld Community Health Center	Chronic non-cancer pain is typically addressed by primary care providers, especially in underserved and uninsured patients, due to the financial inaccessibility of pain management specialists. The clinic had previously adopted a protocol for managing chronic pain. However, there wasn’t a way to systematically monitor utility or adherence to this protocol. Attend this session to learn more.
7	<b>Part I: Nebraska ICAP Data on Outbreak Detection, Communication and Preparation</b>	<b>Teri Fitzgerald, RN, BSN, CIC</b> Nebraska ICAP and <b>Muhammad Salman Ashraf, MBBS</b> Nebraska Infection Control Assessment and Promotion Program, University of Nebraska Medical Center	The Nebraska ICAP (infection Control Assessment and Promotion Program) is a CDC-funded effort tasked to improve infection control practices throughout the state. NE ICAP recruits facilities for a voluntary review of their infection control programs and has data to share on outbreak detection, communication and preparation capacity of different types of healthcare facilities in the state of Nebraska.
8 NCPS	<b>“Just” Culture? Impact of the NCPS Just Culture Collaborative</b>	<b>Victoria Kennel, PhD</b>  University of Nebraska Medical Center	This session will explore the impact of the 2-year NCPS Just Culture Collaborative. The presenter will briefly describe the key elements of a just culture, highlight the impact of just culture implementation on patient safety culture, and share strategies learned from the collaborative for just culture adoption and implementation.



# Presentation Schedule

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

Track	Title of Presentation	Speaker/Organization	Description
1	<b>Transitions of Care Along Highway 20</b>	<b>Diana Lecher, RN</b> Chadron Community Hospital	Participants will be guided through the process used by a Critical Access Hospital to improve transitions of care between all local nursing homes, assisted livings, home health, hospice and the local physicians clinic. Through quarterly meetings and site visits this group is growing and changing healthcare in the panhandle. Learn more by attending this session.
2	<b>Fighting Cancer Statewide through Primary Care-Based Initiatives</b>	<b>Bob Rauner, MD, MPH</b> Partnership for a Healthy Nebraska	We will discuss statewide initiatives to increase cancer screening and HPV vaccination using primary care-based systematic quality improvement initiatives incorporating provider continuing education across health systems.
3	<b>Simulation in Motion - Nebraska</b>	<b>Brian Monaghan, NRP, MPA</b> Simulation in Motion-Nebraska (UNMC)	Simulation in Motion-Nebraska (SIM-NE) is a statewide, mobile education system, which brings state-of-the-art, hands-on training, using high fidelity human patient simulators, to pre-hospital and hospital professionals throughout the state. This program is grant funded and during the life of the grant, the program is free of charge.
4	<b>Value of Encounter Information Available Through Health Information Exchange (HIE)</b>	<b>Connie Pratt and Lianne Stevens, MS, BSMT, PMP, CPHIMS, SSCP</b> Nebraska Health Information Initiative (NeHII)	HIE can simplify work flow processes for caregivers and care managers by making available key patient encounter components. Information can include allergies, procedures and diagnoses. HIE services include patient event subscription services and thirty day readmission reporting. Encounter information can be routed to the state for syndromic surveillance reporting. Attend this session to learn more.
5	<b>Antibiotic Stewardship and the New Requirements of Participation</b>	<b>Anna Fisher, DHA, CDP</b> Hillcrest Health Services and <b>Muhammad Salman Ashraf, MBBS</b> Nebraska Infection Control Assessment and Promotion Program, University of Nebraska Medical Center	Antibiotic stewardship focuses on appropriate use of antibiotics and aims to develop systems and processes to optimize antibiotic use. Under the New Requirements of Participation, CMS is requiring facilities to develop an Infection Prevention and Control Program (IPCP) that includes an Antibiotic Stewardship Program.
6	<b>Improving Sepsis-Related Outcomes: Experiences at Nebraska Medicine</b>	<b>Christopher Smith, MD, FACP</b> and <b>Micah Beachy, DO, FACP</b> Nebraska Medicine-University of Nebraska Medical Center	Sepsis is a leading cause of mortality and a new CMS core measure holds hospitals accountable for prompt recognition and treatment of sepsis. Our presentation will review Nebraska Medicine's sepsis mortality-reduction initiative, including inter-professional education, early detection and early goal-directed therapy via implementation of a "code sepsis" team.
7	<b>Part II: Recognizing and Preventing Outbreaks of Health Care Associated Infections (HAIs)</b>	<b>Margaret Drake, MT (ASCP), CIC</b> and <b>Caitlin Padeti, MD, MPH, FAAP</b> Nebraska DHHS Epidemiology Unit	Presenters will offer a definition and description of what constitutes an outbreak in a facility. They will share steps to working an outbreak investigation and resources which exist and the intertwining effects of an outbreak within the healthcare continuum.
8 NCPS	<b>Exit Alert...Now What?</b>	<b>Barbara K. Petersen, MSN, RN, NE-BC</b> and <b>Betty J. Froehlich, RN, MS</b> Faith Regional Health Services	This presentation will review the steps taken by Faith Regional Health Services (FRHS) once a baby was found missing and the subsequent follow-up with CMS and The Joint Commission. Additionally, presenters will review the opportunities for improvement identified and practice/process changes implemented.

# 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](http://www.greatplainsqin.org/ne-qualityforum)**  
**Deadline: Friday, May 11, 2017**

## Lodging/Parking

Embassy Suites & Courtyard by Marriot, Omaha - La Vista 12560 Westport Parkway <i>Mention Nebraska Healthcare Quality Forum 2017</i>	402.331.7400 (Ref Code: NH5)	<a href="http://bit.ly/2mmnaAm">http://bit.ly/2mmnaAm</a> GroupMAX room registration system Reservation deadline: April 18, 2017 Room rate for Room Block: \$134 plus tax
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Hampton Inn & Suites 12331 Southport Parkway	402.895.2900	<a href="http://www.omahalavistasuites.hamptoninn.com">www.omahalavistasuites.hamptoninn.com</a>
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### 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](http://www.greatplainsqin.org/ne-qualityforum) for the latest information regarding the Quality Forum.

### If you have questions, please contact:

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