



**Kansas Healthcare**  
COLLABORATIVE

*Seventh Annual*

**Summit  
on Quality  
October 16, 2015**

**Wichita Marriott**  
9100 Corporate Hills Drive  
Wichita, KS

Presented by



## Agenda

**7:30 a.m. Registration, Continental Breakfast, Poster Presentations and Exhibitors - Atrium**

**8:15 a.m. Opening Comments**

**8:30 a.m. Keynote: Support at the Sharp End of Care - Salons D-F**

*Rick van Pelt, MD, Faculty member, Medically Induced Trauma Support Services, Inc.*



While many health care organizations have launched major initiatives to reduce medical errors, it often seems as if the need for structured support for patients, families and providers at the “sharp end” of an adverse medical event has been overlooked. This presentation chronicles the journey of a patient and physician who transformed an adverse medical event into a movement that supports healing and restores hope. As a passionate advocate for patient, families and providers, van Pelt will discuss the need to raise the awareness of the emotional impact that adverse medical events can have on everyone involved. He will share insight into the types of communication and support patients, families and providers seek and need following an adverse medical event. Van Pelt served as the first chairman of the board for MITSS and has worked extensively with Linda Kenney, executive director and president of MITSS since the organization’s founding. He currently serves as a MITSS faculty member and focuses on the development of peer support programs for care providers following adverse medical events.

Learning objectives: participants will be able to discuss the impact that adverse medical events have on patients, families and providers; discuss the barriers and opportunities that organizations encounter when trying to offer support to impacted stakeholders; and identify tools and support that can be accessed by organizations seeking to develop peer support services.

**9:45 a.m. Break and Poster Presentations - Atrium**

**10:30 a.m. Morning Breakout Sessions - *See insert for locations and descriptions.***

**11:30 a.m. Networking Lunch and KHC Leadership in Quality Awards Presentations**

**12:45 p.m. Afternoon Breakout Sessions - *See insert for locations and descriptions.***

**1:45 p.m. Break**

**2:00 p.m. Keynote: Healing Physician Burnout - Salons D-F**

*Quint Studer, Founder, Studer Group*



Physician burnout and physician engagement are deeply connected concepts. Physicians are far less likely to burnout when teamed up with the organizations they work for to pursue mutual goals. There has never been a better time for organizations and physicians to join forces to make sure this happens. High rates of physician burnout and the rapid push toward integration demand it. Together, the right environment can be created to facilitate massive change while keeping physicians physically, mentally and emotionally strong. Physicians need understanding and empathy for the massive changes they must endure.

While no one can stop the shift our industry is undergoing, positive, supportive work environments can be created to help physicians cope and thrive. Evidence will be presented on why physician burnout is so high and why organizations should care.

Learning objectives: participants will be able to discuss tactics to help them avoid burnout; identify burn out “red flags” to watch out for; and practice actions to heal their own burnout and help others to do so as well.

**3:30 p.m. Closing Comments**

**3:45 p.m. Adjourn**

## Continuing Education

**Physicians:** This activity has been planned and implemented in accordance with the Accreditation Requirements and Policies of the Kansas Medical Society through the joint providership of Stormont-Vail Medical Education Services and the Kansas Healthcare Collaborative.

Stormont-Vail Medical Education Services is accredited by the Kansas Medical Society to provide continuing medical education for physicians. Stormont-Vail Medical Education Services designates this live activity for a maximum of **five (5) AMA PRA Category 1 Credits™**.

Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Nurses:** The Kansas Hospital Association is approved as a provider of continuing nursing education by the Kansas State Board of Nursing (Provider No. LT0031-0116). This seminar is approved for a total of **5.5 contact hours** applicable for RN and LPN relicensure. Continuing nursing education certificates will be distributed to all paid attendees at the end of the seminar.

Participants are required to sign attendance rosters at the beginning of the day. A certificate of completion will be issued to participants based on documentation of actual attendance time, meeting minimum attendance requirements specific to the activity, and payment in full. If registration is not paid in full, certificate will be mailed upon receipt of payment.

## Handout Materials

Handouts materials are available for download at <http://www.khconline/summit-on-quality>.



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## Morning Breakout Sessions

### **Transitions of Care**

#### **Salon A-C**

*Holton Community Hospital*

Presenters: Tamara Elliott, BSN, RN and Mandy Bontrager, BSN, RN

This session will provide a process change to assure safe and healthy transitions of patients to all care settings, reduce overall readmissions, and increase patient satisfaction. Holton Community Hospital identified the need to improve its process for transitioning patients to other care settings. Come and learn how the hospital worked to meet its goals, in part, through the creation of the position of patient care coordinator and other easily attainable changes.

Learning objectives: Participants will be able to identify steps to implement a successful transition of care initiative; and identify ways to measure the success of the initiative.

### **Collaboration Is Key: Reducing Unnecessary Urinary Catheters in the Emergency Department**

#### **Salon 1**

*Olathe Medical Center*

Presenters: Nina Shik, MSN, RN, APRN-CNS and Thomas Laughlin, PT

Urinary tract infection is a common health care-associated infection with up to 80 percent attributable to urinary catheters. In January 2015, Olathe Medical Center began participation in the Kansas On the CUSP: Stop CAUTI in the E.D. Intervention, sponsored by the Kansas Healthcare Collaborative.

Learning objectives: Participants will be able to discuss strategies to reduce Foley catheter insertions in the emergency department; be able to identify two elements for effective inter-departmental collaboration; and discuss two ways to sustain successful interventions.

### **Guess Who's Coding?**

#### **Salon 2**

*Via Christi Hospitals, Wichita*

Presenters: Schambra Mitchel, MSN, RN, CMSRN and Darrell Youngman, DO

Today's emphasis on patient safety is causing clinicians to over-utilize cardiac monitoring devices without justification, resulting in increased patient cost and little to no reimbursement from insurance companies.

Learning objectives: Participants will be able to identify how to utilize an algorithm for medical-surgical patients according to American Heart Association's guidelines; and describe the financial impact and estimated potential cost savings by carrying out these practices.

## Afternoon Breakout Sessions

### **Innovation in Ambulatory Cancer Care: Leveraging Lean to Engage and Empower Front-line Staff to Improve Patient Flow** **Salon 2**

*Stormont-Vail HealthCare*

Presenters: Chad M. Yeager, RN, BSN, MSN, CCDS and Vicky McGrath, RN, BSN, MBA

At the Stormont-Vail HealthCare Cancer Center, it was necessary to address long wait times for patients and the associated poor patient satisfaction scores. Utilizing the lean value-stream improvement methodology, the team scrutinized current processes, developed an ideal state and planned for the first 90 days of improvement.

Learning objectives: Participants will be able to describe, at a high level, the lean process improvement methodology and how it can be applied to health care processes; and identify how operational management effectively leads in a lean management system.

### **Capture and Navigation of a Vulnerable Patient Population** **Salon 1**

*Via Christi Hospitals, Wichita*

Presenters: Jennifer Jackson, MD; Jennifer Rodgers, APRN; and Robyn Chadwick, LCSW

The discharge process is one of the most vulnerable times for a patient and their family. When considering avoidable readmissions, discharge is an obvious target. Early hospital follow-up has been shown to reduce a significant number of hospital readmissions, however, the “unassigned” patient presents a unique challenge.

Learning objectives: Participants will be able to discuss a new model of care known as the “transitions clinic”; and identify a patient at high risk for readmission.

### **Taking Patient Safety to a Higher Level with the Hospital Engagement Network** **Salon A-C**

*Kansas Healthcare Collaborative*

Presenters: Stephanie Bjornstead, BSN; Bevra Brinkman, DN, APRN; Lora Willming, BSN; Sarah Hoy, BSN; and Michele Clark, MBA, CPHQ

A panel of hospital leaders will describe how the Partnership for Patients and the Hospital Engagement Network have supported their organizations’ efforts to achieve higher levels of patient safety. The discussion will cover creating and sustaining culture change in health care; patient and family engagement; and hospital quality.

Learning objectives: Participants will be able to recognize priorities of the Partnership for Patients’ Hospital Engagement Network; relate to successes and approaches of Kansas hospitals in achieving patient safety; and describe resources available for building capacity for quality improvement and patient safety.