



FIFTH ANNUAL

SUMMIT ON QUALITY

OCTOBER 18, 2013

CAPITOL PLAZA HOTEL
MANER CONFERENCE CENTER
1717 SW TOPEKA BLVD.
TOPEKA

Presented by



Kansas Healthcare
COLLABORATIVE



KaMMCO

Kansas Medical Mutual Insurance Company

ACCREDITATION

For Physicians:

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Kansas Medical Society through the joint sponsorship of Olathe Medical Center and Kansas Healthcare Collaborative. The Olathe Medical Center is accredited by the Kansas Medical Society to provide continuing medical education for physicians.

The Olathe Medical Center designates this live activity for a maximum of **5.0 AMA PRA Category 1 Credits™**. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

For 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 **5.0 contact hours** applicable for RN and LPN relicensure. Continuing nursing education certificates will be distributed at the end of the seminar to all paid attendees.

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 you are not paid in full, your certificate will be mailed to you upon receipt of payment.

Welcome to the Fifth Annual Summit on Quality

The Kansas Healthcare Collaborative is a provider-led organization committed to aligning and engaging its partners to improve health care quality for all Kansans. Founded in 2008 by the Kansas Hospital Association and the Kansas Medical Society, KHC embodies the commitment of two of the state's leading health care provider groups to act as a resource and continually enhance the care provided to Kansans.

KHC's fifth annual Summit on Quality brings together physicians, hospital leadership teams, nurses, medical groups, hospital staff and others from across Kansas to actively discuss and identify initiatives geared toward clinical and systems improvement.

The Summit is endorsed by the Kansas Medical Society and the Kansas Hospital Association; both organizations strongly encourage their members to attend this important conference.

SCHEDULE OF EVENTS

October 17, 2013

6:00 - Wine & Dessert Welcome Reception
7:30 pm KMS/KaMMCO building, 623 SW 10th Avenue, Topeka

Kansas Medical Mutual Insurance Company, KaMMCO, is a member-directed medical professional liability insurance company providing protection for physicians and other health care professionals, hospitals, and professional associations.

Sponsored by:



Meeting Agenda

October 18, 2013

7:00 am Registration & Continental Breakfast
7:00 am Exhibitors' area open
7:30 am Poster Presentations
8:45 am Opening Comments
9:00 am *Why Culture Matters*
Steve Montague, Executive Vice President of LifeWings
10:15 am Break
10:30 am Morning Breakout Sessions
11:45 am Networking Lunch – Poster Presentations, Exhibitors' Area Open
12:45 pm Afternoon Breakout Sessions
2:00 pm *Seven Pillars: Crossing the Patient Safety-Medical Liability Chasm*
Timothy McDonald, MD, JD, Chief Safety and Risk Officer,
Health Affairs, University of Illinois Medical Center
3:15 pm Closing Comments
3:30 pm Adjourn

Featured Speakers:



Why Culture Matters--Steve Montague, Executive Vice President of LifeWings. Montague will review the importance of a safe culture and present key attributes of highly reliable organizations. An airline pilot who works with physicians and hospitals around the world, Montague is an engaging facilitator and trainer with experience in the design and implementation of customer relationship management-based patient safety programs. Prior to joining LifeWings, Montague was a Program Model Manager at the U.S. Navy's Landing Signal Officer School. *Learning objective: integrate the concepts and processes of a safe culture in your own organization.*



Seven Pillars: Crossing the Patient Safety-Medical Liability Chasm--Timothy McDonald, MD, JD, Chief Safety and Risk Officer, Health Affairs, University of Illinois Medical Center. McDonald will give attendees an overview of the patient-centered approach to safety and high quality care. As a physician and attorney, McDonald has been involved in quality and patient safety efforts for more than 15 years. In his current role, he promotes communication with patients and families to improve patient safety and mitigate medical liability risk. *Learning objective: identify and apply the Seven Pillars of a comprehensive approach to patient safety and high quality care.*

Morning Breakout Sessions

Quality by Design in Ambulatory Practice

Attendees will learn the importance of care teams and shared responsibility for quality through practical examples from the University of Kansas Internal Medicine practice. The presenter will demonstrate practical tools and discuss building quality through system design and clinical processes. *Learning objective: implement population health quality measures in an ambulatory setting.*

Presenters: Eyad Al-hihi, MD, MBA, FACP; Colleen Brown, MD, Chief Ambulatory Resident, University of Kansas Medical Center, Kansas City.

Quality Improvement through Improved Patient Health Literacy

The Ashley Clinic and Neosho Memorial Regional Medical Center will share their joint project to standardize information collected for electronic health records and develop a protocol-friendly process flow that can be used in multiple health care environments. *Learning objective: discuss strategies that improve patient education utilizing the LEAN (leadership, elimination of waste, act now, and never-ending) methodology.*

Presenters: Greta McFarland, MD, Ashley Clinic; Charles VanHouden, MD, Ashley Clinic; Jennifer Newton, BSN, MSN, CNO, and Tiffany Miller, RN, MSN, Neosho Memorial Regional Medical Center, Chanute.

Journey to Zero: Engaging Clinical Staff in Culture Change and Sustainment of a Culture of Safety

In 2011, the Shawnee Mission Medical Center Cardiac Care Unit embarked on a journey to improve patient safety. As a result, their unit has now been catheter-associated urinary tract infections (CAUTI)-free for more than 18 months. *Learning objective: illustrate quality improvement and patient safety using the Comprehensive Unit-based Safety Program (CUSP).*

Presenters: Susan Schedler, MSN, RN, ACNS-BC; Lori Swope, MHA, RN, CIC; Louisa Kamatuka, MSN, BA, RN, CCRN, Shawnee Mission Medical Center, Shawnee Mission.

Afternoon Breakout Sessions

A Tale of Two Heart Attacks How a Lean Process Improvement Initiative Results in Regional Collaboration

An internal project to improve door-to-balloon (D2B) times in the care of patients with S-T elevation myocardial infarction (STEMI), resulted in a far-reaching quality improvement initiative for heart attack patients in the Topeka area. *Learning objective: describe how collaborative efforts in quality initiatives can lead to strengthening an organization and improve regional relationships.*

Presenters: Barbara Columbus, RN, BSN, CCPC; Jennifer "Renea" Wilson, RN, BSN, CEN; Chad Yeager, RN, BSN, CCDS; Amber Judd, RN; Stormont-Vail HealthCare, Topeka.

Continuity of Care: A Community Collaborative

Community collaboration and patient engagement are key components in health care delivery today. One community came together in an effort to create a patient continuity of care model to successfully reduce 30-day readmission rates. *Learning objective: discuss strategies behind patient continuity of care model and assess the Transition Care Facilitator role.*

Presenters: Catherine Lauridsen, RN, BSN, Transition Care Facilitator; Melanie Davis-Hale, LMSW, Transition Care Facilitator; Shawnee Mission Medical Center, Shawnee Mission.

We Like to Move It, Move It: Promoting "Exercise is Medicine™" to Every Patient, Every Visit, Every Time

With a vision to make exercise a standard part of disease prevention and a medical treatment paradigm, HaysMed developed an organizational quality goal that helped change its community's expectation. Case study describes the development, process improvements and outcomes of the HaysMed program. *Learning objective: integrate exercise counseling as a part of patient's health maintenance and refer to appropriate specialist when deemed necessary.*

Presenters: Heather Harris, DO; Melanie Urban, RN, BSN, HACP; Kimberly Hatrup, MS, NSCA-CSCS; HaysMed, Hays.

*KHC invites you to visit the 2013 poster presentations
and exhibitors during the programming breaks and during lunch.*

2013 Poster Presentations

"A Discharge Pharmacist to Improve Medication Safety and Cost Avoidance," Aroop Pal, M.D., FHM, Associate Professor and KUMC Hospitalist, Program Director Transitions of Care Services at The University of Kansas Hospital Division of General and Geriatric Medicine, University of Kansas Medical Center

"Adult Pneumococcal Vaccine Immunization Rate Improvement in a Kansas Family Medicine Residency Clinic," Alisa Schmidt, MD, Resident Physician; Dallas Walz, MD, Resident Physician, Smoky Hill Family Medicine Residency Program

"Comparison of D2B Times with EMS Activation vs. ED Activation," Melissa Donaldson, RN, Quality Assurance Nurse, Physician Quality Alliance; Darrell Youngman, DO, Physician Service Line Director, Via Christi Hospitals Wichita

"Comparison of Timing Accuracy of Phenytoin Therapeutic Drug Level Monitoring after Implementation of Computerized Provider Order Entry (CPOE) with Pharmacist-Directed Timing," Gregory P. Burger, PharmD, CPPS, Lawrence Memorial Hospital

"Core Initiatives and Innovative Models for Fall Prevention," Diana Brosa, RN, BSN, MHCL, Nurse Manager Progressive Care/Oncology Unit; Judy Burghart, BS-NDNQi Site Coordinator; Dawn Dudley, RN, BSN, Manager, Major Accreditation/Quality Efforts; Stormont-Vail Healthcare

"Great Catch Program Overview," Jessica Pereira, MBA, CSSBB, Via Christi Hospitals Wichita

"Improving AMI Core Measure Process," Katherine Klenda, RN, BSN, Cardiac Program Coordinator; Darrell Youngman, DO, Physician Service Line Director, Via Christi Hospitals Wichita

"Integrating Six Sigma Black Belts into Healthcare," Laura Thompson, Director, Process Improvement, Via Christi Hospitals Wichita

"Optimizing Notification of Hospital Admission and Discharge," Aroop Pal, M.D., FHM, Associate Professor and KUMC Hospitalist, Program Director Transitions of Care Services at the University of Kansas Hospital Division of General and Geriatric Medicine, University of Kansas Medical Center

"Patient Safety First," Carol Perry, RN, BSN, MSM, FACHE, VP, Patient Care Services and CNO; and Douglas Rose, MD, CMO, Stormont-Vail Healthcare

"Person-Centered Care: Patients and Families as Active Members of the Care Team," Jenn Bowman, RN, BSN, Patient Service Coordinator, Via Christi Hospitals Wichita

"Reducing Infections Following Device Implants," Colin Parry, RN, BSN, MA, Quality Coordinator, Physician Quality Alliance; Darrell Youngman, DO, Physician Service Line Director, Via Christi Hospitals Wichita

"Reduction of Ventilator Associated Pneumonia," Sandra Johnson, RN, Infection Prevention and Control Coordinator; Karen Bally, RN, Infection Prevention and Control Coordinator, Via Christi Hospitals Wichita

"Statistical Process Control for TJC Compliance," Erin Erb, MHSA, RHIA, CSHA, Healthcare Accreditation Coordinator, Via Christi Hospitals Wichita

"The Impact on Medical Education and Clinical Care from Inserting Quality Improvement Teams Consisting of Medical Students into a Faculty Practice Clinic," Robert Badgett, MD; Aniesa Slack; Megan Dingwall, MD; Jeffrey Stone, PhD; Melissa Gaines, MD, University of Kansas School of Medicine

"Transitions Huddles: A Multi-Disciplinary Initiative to Improve Discharge Planning and Reduce 30-day Readmissions," Aroop Pal, M.D., FHM, Associate Professor and KUMC Hospitalist, Program Director Transitions of Care Services at The University of Kansas Hospital Division of General and Geriatric Medicine, University of Kansas Medical Center

"You Identified Your Patient Is at Risk for A Pressure Ulcer... Now What?," Amy Glenn, RN, BSN, CWOCN; Corrine White, RN, CWCA, Stormont-Vail Healthcare



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