

CHANGE MANAGEMENT AND QUALITY SYMPOSIUM

APRIL 20-21, 2023

This educational activity is jointly provided by AXIS and NHA in collaboration with Age-Friendly Health Systems

Symposium Information

OVERVIEW:

Two-day change management symposium featuring Nationally recognized Hudson Master Coach and Professional Certified Coach Debra Gerardi.

Learn how to effectively make change within your organization to support quality improvement efforts and enhance the care provided to elderly patients by spreading the 4 M's framework across the care continuum.

REGISTRATION:

[Click here](#) for more information and to register for the conference. Cost is \$75

LODGING:

There is a block of rooms at the Comfort Inn for Wednesday & Thursday, April 19 & 20 at the rate of \$124.95 + tax/per night.

To make reservations at the discounted rate, attendees should call (308) 236-3400.

Block of rooms is listed under – NE Hospital Assn-Change Management and Quality Symposium.

Your Symposium Faculty

DEB GERARDI, RN, MPH, JD, PCC

Keynote Speaker
Santa Barbara, CA

Debra provides coaching, consulting and training services that promote leadership development, enhance organizational and team effectiveness, invite diverse perspectives and encourage people to effectively engage in and move through conflict. Debra's approach emphasizes incorporation of practices that foster personal resilience and well-being for those who work in complex and dynamic work environments. Debra has worked with over 250 organizations internationally.

Debra's background includes over 35 years working in and with healthcare organizations where she focused on organizational change initiatives to improve daily operations and clinical outcomes by emphasizing relational approaches to interprofessional collaboration. Debra works with senior executives, emerging leaders and clinical teams to support the development of insight, acquisition of skills, and adoption of effective behaviors as a means of reaching organizational, professional and personal objectives. As a former critical care nurse, director, and patient safety manager, Debra worked with large academic medical centers (UCLA, Stanford, UCSF) to facilitate clinical unit turnarounds and improve clinical outcomes.

Debra is a faculty member of the Hudson Institute of Coaching and a long-time faculty and subject matter expert for AHA's American Organization of Nurse Leader. She is an affiliate member of the Institute of Coaching professional association at McLean Hospital, a Harvard Medical School affiliate. She is a certified master coach and holds her PCC certification from the International Coach Federation. She is a licensed attorney and registered nurse in California.

EMILY BARR, OTD, MBA, OTR/L, BCG

NCPS
University of Nebraska Medical Center, Omaha

Emily has a board certification through the American Occupational Therapy Association in Gerontology. She has been a practicing occupational therapist since 2012, with clinical expertise in older adult rehabilitation, with an emphasis on cognitive impairment. Emily holds several dementia care certifications and has clinical practice experience related to aging in place and productive aging.

HEIDI LAUENSTEIN, BSN, RN

Population Health Quality Improvement Advisors
Bryan Health Connect

Heidi Lauenstein BSN, RN, serves as Population Health Quality Improvement Advisor for Bryan Health Connect. She provides member clinics with support and resources to improve quality and decrease costs through assessment of clinical performance, identification of gaps in best practice, and recommend improvement methods to transform patient care processes and improve quality outcomes with a focus on value-based care.

Accredited Continuing Education



ACCREDITATION STATEMENT

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and the Nebraska Hospital Association. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

CREDIT DESIGNATION

NURSING

AXIS Medical Education designates these continuing nursing education activities for a maximum of **7.25 contact hours**.
Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

QUALITY PROFESSIONALS

This program is pending approval by the National Association for Healthcare Quality (NAHQ) to provide CPHQ CE credit.

AXIS CONTACT INFORMATION

For information about the accreditation of this program please contact AXIS info@axismeded.org.

DISCLAIMER

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications or dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

REQUIREMENTS FOR CREDIT:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Declaration form online by **May 21, 2023, at 11:59 pm ET**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.

DISCLOSURE OF CONFLICTS OF INTEREST

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer's product information, and comparison with recommendations of other authorities.

The **faculty** reported the following relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months:

NAME OF FACULTY OR PRESENTER	REPORTED FINANCIAL RELATIONSHIP
Deb Gerardi	Nothing to disclose
Emily Barr	Nothing to disclose
Heidi Lauenstein	Nothing to disclose

The **directors, planners, managers and reviewers** reported the following financial relationships they have with any ineligible company of any amount during the past 24 months:

NAME OF PLANNER/MANAGER	REPORTED FINANCIAL RELATIONSHIP
Margaret Woeppel MSN, RN CPHQ	Nothing to disclose
Dana Steiner	Nothing to disclose
Amber Kavan	Nothing to disclose
Matt Lentz	Nothing to disclose
Dee Morgillo, MEd., MT(ASCP), CHCP	Nothing to disclose

AGENDA

DAY 1 - APRIL 20

9:00 A.M. - 9:30 A.M.

9:30 A.M. - 9:45 A.M.

9:45 A.M. - 4:00 P.M.

REGISTRATION

WELCOME AND INTRODUCTIONS

COACHING FUNDAMENTALS FOR HEALTH PROFESSIONALS: PROMOTING ADAPTIVE RESPONSES TO CLINICAL CHANGE INITIATIVES

DEB GERARDI, RN MPH, JD PCC

This program is designed for health professionals responsible for managing clinical change initiatives and delivery of health services across the care continuum. This experiential, one-day coaching skills workshop is designed to provide practice and application of a coach approach to support clinical behavior change that leads to improved quality outcomes.

Coaching refers to partnering in a thought-provoking and creative process that inspires people to maximize their personal and professional potential. Use of a coaching approach can foster critical thinking, self-agency, and personal resilience. Coaching is an effective method for facilitating adaptation to change including working with resistance, overwhelm and skepticism.

In this workshop, the healthcare team will learn the coaching core competencies, practice coaching skills, and identify strategies for integrating a 'coach approach' into current change initiatives in the healthcare setting. Clinicians and leaders will work with their own habits in order to help others move through change. In addition, participants will learn the Bridges Transition Model for working with adaptive behaviors following clinical change implementation.

OBJECTIVES:

At the end of this workshop, participants will be able to:

- Describe how coaching differs from mentoring, directing, advising, counseling and teaching as a means of supporting behavior change in the healthcare setting.
- Describe the Bridges Transition model and how coaching can help people move along the continuum.
- Identify opportunities for initiating coaching conversations to support the development of self-awareness, critical thinking, and self-agency to improve patient and family communication.
- Practice coaching skills including sensing and noticing, presence, layered listening, the use of powerful questions; and helping others move from insight to action.
- Describe habits that can get in the way of using a coach approach in your clinical and/or leadership role.
- Describe the GROW spot coaching model.

10:45 A.M. - 11:00 A.M.

12:00 P.M. - 1:00 P.M.

2:30 P.M. - 2:45 P.M.

3:45 P.M. - 4:00 P.M.

BREAK

LUNCH

BREAK

CLOSE

RECOGNITION SOCIAL

4:00 P.M. - 6:00 P.M.

AGENDA

DAY 2 - APRIL 21

8:30 A.M. - 8 :45 A.M

8:45 A.M. - 9:45 A.M.

WELCOME AND INTRODUCTIONS

ANNUAL WELLNESS VISITS

Heidi Lauenstein, BSN, RN Bryan Health

This session will focus on the structure, benefits, and potential revenue of effective Medicare Annual Wellness Visits. Specifically, speakers will discuss key components of an effective AWW and how they can drive continuity and connected primary care for Medicare patients through effective implementation of this work.

OBJECTIVES:

Following this session, attendees will be able to:

- Discuss the structure, benefits and potential revenue of effective Medicare Annual Wellness Visits.
- Explain how an effective annual wellness visit can drive continuity and connected primary care for Medicare patients..

9:45 A.M. - 10:45 A.M.

ADVANCE CARE PLANNING AND END-OF-LIFE DISCUSSIONS

Heidi Lauenstein, BSN, RN Bryan Health

This session will focus on ton the structure and billing of Advanced Care Planning, including components, documentation and billing. Speakers will discuss best practices for implementing ACP in primary care and the benefits of using this service to drive healthy end-of-life planning.

OBJECTIVES:

Following this session, attendees will :

- Outline the structure and billing of Advance Care Planning, including documentation and billing.
- Explore the best practices for implementing Advanced Care Planning in primary care.
- Recommend the benefits of using Advanced Care Planning to drive healthy end-of-life planning.

10:45 A.M. - 11:00 A.M.

11:00 A.M. - 11:45 A.M.

BREAK

SAFETY AT HOME: SAFE TRANSITIONS FROM HOSPITAL TO HOME

Emily Barr, OTD,MBA, OTR/L, BCG UNMC

This session will focus on tools and tactics to ensure for safe mobility of the older adult while in hospital and also when transitioning to another level of care. The speaker will discuss ways to engage the patient in the work to create shared goals and successes.

OBJECTIVES:

Following this session, attendees will :

- Describe the tools and tactics to ensure for safe mobility of the older adult while in the hospital or transitioning to another level of care. .
- Recognize ways to engage the patient in their work to create shared goals and successes.

11:45 A.M. - 12:00 P.M.

CLOSE

