

Nebraska Critical Access Hospitals CONFERENCE on QUALITY

Optional pre-conference program

November 14, 2018

Root Cause Analysis and Action: RCA²

November 15-16, 2018

Nebraska CAH Conference on Quality

Younes Conference Center

416 W. Talmadge Road

Kearney, Nebraska



Navigating Quality: Today and Tomorrow

This educational activity is jointly provided by AXIS Medical Education and the Nebraska Hospital Association



Nebraska CAHs Conference on Quality

November 15 & 16, 2018 | Younes Conference Center - Kearney, NE

Target Audience: Quality Leaders, Nursing Leaders, Pharmacists, CEOs, Providers

Overview: This program has been designed to meet the education needs of health care professionals, including hospital and clinic quality and nursing leaders, pharmacists, CEOs and governing board members and providers. This program will focus on national and state best practices and create intentional thought around the role of CAH Quality in the future of Nebraska health care.

Learning Objectives:

1. Describe at least three strategies for engaging physicians in quality improvement.
2. Review rural relevant benchmarks in the areas of market, quality, outcomes, satisfaction, costs, charges and finance.
3. Outline strategies on how the implementation of Post-Visit Calls can improve patient satisfaction, discharge readiness and health management at home.
4. Explore how small tests of change can lead to great improvements.
5. Discuss the positive attributes of implementing patient safety huddles.
6. Identify key players to include in patient safety huddles.
7. Identify ways to sustain efficient daily huddles.
8. Discuss implemented best practices related to engaging patients in healthcare.
9. Explain the Mission: Lifeline's state initiative towards reducing stroke mortality.
10. Recognize what data is available as part of MBQIP (and in support of MBQIP)
11. Review tools and methods for modeling and presenting data to hospital staff, leadership, and your community.
12. Describe how healthcare CEOs make quality a priority in their facility.
13. State the role of quality and rural hospitals and clinics in value-based payment market.
14. Define the value of HIEs and the quality payment program.

Agenda

8:00 – 9:00 am	Registration/continental breakfast
9:00 – 9:15 am	Welcome Margaret Brockman, MSN, RN - DHHS Nebraska Office of Rural Health
9:15 – 10:30 am	Physicians are Human Too: Successful Strategies for Engaging Physicians and Other Busy People Steve Tremain, MD, Physician Improvement Advisor Cynosure Health
10:30 – 10:45 am	Break
10:45 – 11:45 am	Top Performing Rural Hospitals: Benchmark for Success Michael Topchik, National Director - Chartis Center for Rural Health
11:45 – 12:45 pm	Awards Luncheon

NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES

This program is funded by a grant from the
Nebraska Dept. of Health & Human Services

12:45 – 1:45 pm

Session A

Breakout Sessions A-C (Choose one)

Improving Patient Satisfaction with Post-Visit Calls

Pender Community Hospital: Krista Trimble, Quality Improvement Project Coordinator; Katie Peterson, BSN, RN, CNO; Shaylyn Petersen, BSN, RN, Discharge Planner; Lisa Schuetze, RN, Lead Clinical Health Coach; Jamie Kaup, RN, Med/Surg Coordinator; Traci Haglund, MSN, RN, Nursing Services Manager

Session B

Patient Safety Huddles

Saunders Medical Center: Amber Kavan, BSN, RN, Performance Improvement Coordinator; Julie Rezac, M.ED, BSN, RN, COO
Merrick Medical Center: Donna Jorgenson, RN, Quality & Risk Manager

Session C

Sharing Our Journey with Patient/Family Engagement

Boone County Health Center: Tanya Sharp, CEO; Tammy Reigle, Regulatory Informatics Coordinator; Gothenburg Health: Jena Ziembra, RN, BSN, DON; St. Francis Memorial Hospital: Anne Timmerman, MT(ASCP), CPHQ, Quality Assurance Performance Improvement Coord.

1:45 – 2:00 pm

Break

2:00 – 3:00 pm

Session A

Breakout Sessions A-C Repeat (Choose one)

Improving Patient Satisfaction with Post-Visit Calls

Session B

Patient Safety Huddles

Session C

Sharing our Journey with Patient/Family Engagement

3:00 – 3:15 pm

Break

3:15 – 3:45 pm

Nebraska Mission: Lifeline - Stroke

Beth Malina, BSN, RN, CNRN, Director of Quality and System Improvement for Nebraska - American Heart Association

3:45 – 4:45 pm

Using MBQIP Data Locally

Laura Grangaard Johnson, MPH, Sr. Research Analyst - Stratis Health

4:45 – 5:00 pm

Adjourn for the day

Friday, November 16, 2018

7:30 – 8:30 am

Registration/continental breakfast

8:30 – 9:30 am

Quality in Rural Hospitals: A CEO Perspective

Marty Fattig, CEO - Nemaha County Hospital, Auburn
Leslie Marsh, MSN, MBA, CEO - Lexington Regional Health Center
James P. Ulrich, Jr., FHFMA, MHA, CEO - York General
Tanya Sharp, MHA, CEO - Boone County Health Center, Albion

9:30 – 10:30 am

Alternative Models: Care Coordination

Jared Kramer, MD - Howard County Medical Center; David Palm, PhD, UNMC College of Public Health; Karen Pribnow, MSN, OCN, Breast Cancer Nurse Navigator - CHI Health St. Elizabeth

10:30 – 10:45 am

Break

10:45 – 11:45 am

Promoting Interoperability and Value of HIE in Quality Reporting

Jamie Bland, DNP, RN-BC, CEO - NeHii

11:45 - 12:00 pm

Closing Remarks & Adjourn

Optional Pre-conference program

Root Cause Analysis and Action: RCA²

November 14, 2018 | Younes Conference Center - Kearney, NE
1:00 – 5:00 pm

This optional program is offered by NAHQRS and jointly provided by AXIS Medical Education and the Nebraska Hospital Association. **This program is available to the first 60 registrants.**

Learning Objectives:

1. Define root cause analysis and describe its purpose.
2. Review the importance of culture and leadership to RCA and risk mitigation.
3. Describe the steps and attributes of an effective root cause analysis and action plan.
4. Identify strategies and tools to use in an RCA, including prioritization matrix, cause and effect diagrams and strong action plans.
5. Interpret RCA concepts and apply to practice scenarios.

Agenda

1:00 – 1:50 pm	Definitions and Purposes of RCA; Role of Culture and Leadership in Supporting Effective RCA Betty VanWoert, RN, BSN, CCM, CPHRM, Senior Risk and Patient Consultant - MMIC
1:50 – 2:00	Break
2:00 – 3:20	Strategies, Structures, Common Steps and Tools to Conduct RCAs: Implement Action Plans and Overcome Barriers Katherine Jones, PT, PhD, President of the NCPS Board - Nebraska Coalition for Patient Safety; and Gail Brondum, LPN, BS, Executive Director - Nebraska Coalition for Patient Safety
3:20 – 3:30	Break
3:30 – 4:30	Simulated RCA Using Role Play Instructors and Learners
4:30 – 5:00	Simulation Debrief, Question and Answer, Next Steps Katherine Jones, PhD - UNMC



Nebraska Association for Healthcare
Quality, Risk and Safety

Presenter Biographies

Keynote Presenters

Steve Tremain, MD, is a Physician Improvement Advisor with Cynosure Health. Board certified for 35 years in Family Medicine and now retired from active clinical practice, Dr. Tremain worked as a hospital-based clinician and teacher, and served as Chief Medical Officer for a large integrated public system for over 20 years. He was the executive sponsor for improvement teams that were awarded mentor status by the Institute for Healthcare Improvement in the areas of medication reconciliation, rapid response teams and ventilator associated pneumonia. Currently Dr. Tremain works as a national and international Improvement Advisor and serves as the national clinical lead or co-lead for the American Hospital Association/HRET HIIN efforts to improve antibiotic stewardship and to reduce harm from adverse drug events, VTE, sepsis and C-difficile. In addition, he teaches and consults regarding the culture of safety, process reliability, leadership and physician engagement throughout the United States and Canada. Dr. Tremain is a Certified Physician Executive and a Fellow of the American College of Physician Executives. He earned his MD degree from the UCLA School of Medicine.

Michael Topchik has been supporting rural health network initiatives for more than a decade. He consults widely with such statewide initiatives utilizing data and benchmarking to support performance improvement consulting. He has an MA from Columbia University in New York.

Breakout Session Presenters

Traci Haglund is Nursing Services Manager at Pender Community Hospital. She has 10 years of experience in long-term care, CAHs and home health. She has a BS in Sociology from the University of South Dakota, and a BSN and MSN from UNMC.

Donna Jorgensen is the Quality/Risk Manager at Merrick Medical Center (MMC) in Central City. She has a diverse work experience with patients across the continuum of care. Currently, part of the transition program at MMC, she focuses on helping patients to be safe and healthy at home following hospitalization.

Jamie Kaup is a Med/Surg Coordinator at the Pender Community Hospital and has been in healthcare for 12 years.

Amber Kavan has been a nurse for six years with most of her career at Saunders Medical Center. She has worked in the med/surg and ER areas while also caring for outpatients and working in the Quality Department. Amber has transitioned to Performance Improvement Coordinator with a Health Coach Certificate, providing education for all inpatients while also visiting their home and improving the transition process.

Shaylyn Petersen has been a registered nurse at the Pender Community Hospital (PCH) for four years. She began as a nurse in the inpatient unit, transitioning to discharge planning, utilization review, and swing bed coordinator. Prior to beginning her roles at PCH, she provided care in a long-term care facility. Her nursing experience in various healthcare settings allows her to understand the needs of patients across multiple stages of health.

Katie Peterson is Chief Nursing Officer at Pender Community Hospital and has been in healthcare for 18 years.

Tammy Reigle has worked in healthcare field for 27 years, 25 of those years at Boone County Health Center. She has served in various clinical roles from clinic receptionist, billing, home transcriptionist, clinic nurse and served as project manager for our hospital/clinic Gerner implementation. She is actively involved with the Patient Center Medical Home Task Force and involved in developing the Patient Family Advisory Committee.

Julie Rezac is Chief Operating Officer at Saunders Medical Center in Wahoo. She received her bachelor's degree in nursing from Creighton University and her Master of Health Education with a minor in educational psychology from UNL.

Lisa Schuetze has been a RN for 35 years with extensive experience in care coordination, care management, acute care and prevention. She has been with the Pender Medical Clinic (PMC) for four years and has established the clinic-based health coach program, which includes Transitional Care Management. Their focus is on primary, secondary and tertiary care with the aim of high-quality care and patient experience at the PMC and satellites. Lisa manages the clinics quality programs to include Patient-Centered Medical Home and other process improvement projects.

Anne Timmerman is the Quality Assurance Performance Improvement Coordinator at Franciscan Care Services (FCS) in West Point. She helped develop their Patient and Family Advisory Council and assists the Program leader with providing education for the Board of Directors, PFAC members and staff. She advocates to incorporate PFAC members suggestions into the practices at FCS.

Krista Trimble has been with Pender Community Hospital (PCH) for nine years. She started as pharmacy coordinator/technician and transitioned to her current role in quality and performance improvement. She has a BS in Biology, which has heightened her ability to compile and perform project improvement projects and data analysis. Krista is a green belt in LEAN Methodology training and uses this skill to develop and complete the Post-Visit Call project. Her expertise with pivot tables allows for effective communication of project progression to illustrate how changes in the system can drive results.

Jena Ziemba is Director of Nursing at Gothenburg Health where she previously held the position as RN, Quality Coordinator for 9 years.

General Session Presenters

Jamie Bland, DNP, RN-BC, is CEO of Nebraska Health Information Initiative (NeHii). Prior to joining NeHii, she worked with a provider organization and at the VA Midwest Region (VISN 23) office in Eagan, MN as the PCMH and health promotion disease prevention program manager for the primary care service line. She has extensive experience establishing and leading care management, population health and clinical quality initiatives.

Margaret Brockman, MSN, BSN, ASN, joined the Office of Community & Rural Health in July 2013 for the State of Nebraska. As a registered nurse, she has been employed in both rural and urban hospitals. She has experience with Medicaid, Patient Centered Medical Homes, Nursing Education, Certified Case Manager, Certified Occupational Health Nurse, commercial insurance, workers compensation and as a private business owner of a healthcare consulting firm.

Gail Brondum is Executive Director of the Nebraska Coalition for Patient Safety. She receives and reviews event investigations, including RCAs and action plans from member healthcare organizations, providing feedback and assistance in conducting investigations, determining root causes, and developing action plans. She was previously Director of Clinical Quality with Blue Cross and Blue Shield of Nebraska, investigating adverse events reported to them. She was also previously Operations Manager of Quality at Bergan Mercy Medical Center and Director of Quality & Risk at Pender Community Hospital.

Marty Fattig, MHA, has been involved in healthcare for over 40 years. He began his career as a bench Medical Technologist. He expanded his technical skills to include radiology and electrocardiology. He is currently the CEO of Nemaha County Hospital in Auburn, where he led the effort to install their EHR in 2004. He is Chairman of the Rural Health Advisory Commission, a member of the CAH Advisory Council, and the CAH Advisory Board on Quality. He has served on the Region 6 Regional Policy Board of the American Hospital Association. He is Co-Chair of the Nebraska eHealth Council and is currently the Chair of the Nebraska Hospital Association Board of Directors. He has also served as a member of the HIT Policy Committee Meaningful Use Group Workgroup.

Laura Grangaard Johnson is a senior research analyst at Stratis Health. She provides analytic and program support for a wide range of state, regional, and national scale projects that address quality of care in healthcare and community settings. Laura has worked on a variety of projects specifically supporting rural providers and programs, including several state and national-scale projects focused on palliative care, a CMS Emergency Department Transfer Communication (EDTC) Special Innovation Project, and the FORHP-funded RQITA work. She has supported national- scale data collection for the EDTC measure, both through the CMS EDTC Special Innovation Project, as well as for MBQIP data collection under RQITA.

Katherine Jones, PT, PhD, is a physical therapist and health services researcher. She is the current President of the Board of Directors of the Nebraska Coalition for Patient Safety and the manager of Jones Health Services Consulting. She is certified as a TeamSTEPPS Master Trainer, Just Culture Champion, and Patient Safety Officer. While on faculty at the University of Nebraska Medical Center from 2004 through June 2018, she was the principal investigator for two Partnerships in Implementing Patient Safety grants funded by the Agency for Healthcare Research and Quality that sought to improve medication safety (2005 – 2007) and fall risk reduction (2012 – 2015) in Nebraska's Critical Access Hospitals. Dr. Jones is nationally recognized for her expertise in safety culture assessment and teamwork in small rural hospitals.

Dr. Jared Kramer, board member at Bryan Health Connect, and PHO board member and provider at Howard County Medical Center (HCMC) in St. Paul, has helped to initiate the birth of the ACO at HCMC through Prairie Health Ventures by helping with the development of procedures and policies to improve health of our patients via the set measures of the ACO and pushed for staff to work to the peak of their credentials.

Beth Malina BSN, RN, CNRN, is Director of Quality and System Improvement for Kansas, Nebraska, and Kansas City for the American Heart Association/American Stroke Association. She supports hospitals and EMS in using *Get With The Guidelines*® for stroke, heart failure, resuscitation, afib, and Acute Coronary Syndrome. Beth has worked in critical care, interventional radiology, labor and delivery and most recently as a stroke coordinator.

Leslie Marsh, MSN, MBA, RN, is CEO of Lexington Regional Health Center. A rural, state-of-the-art 25-bed critical access hospital with 24/7 emergency room services, Lexington Regional is also comprised of an Urgent & Primary Care Clinic, an Outpatient Services Center and three Rural Health Clinics. An active advocate for health care quality and safety, Leslie serves on many health-related boards including the American Hospital Association's Region 6 Policy Board. Under Leslie's resolute leadership, along with a dedicated team, Lexington Regional Health Center has realized an 80% reduction in readmissions. Lexington Regional's work on quality has translated to a \$289,000 in savings for the hospital, which corresponds to an increase in high-quality performance.

David Palm, BS, MS, PhD, is Associate Professor in the Department of Health Services Research and Policy in the College of Public Health at the University of Nebraska Medical Center. He has conducted studies about the linkages between public health, primary care clinics, and hospitals in 2017 and 2018. He has also analyzed the community health needs assessments and implementation plans developed by hospitals and compared the priorities and strategies with those in the community health improvement plans of local health departments.

Karen Pribnow, RN, MSN, OCN, CN-BN, is a Breast Cancer Nurse Navigator at CHI Health St. Elizabeth. She has over 30 years of oncology experience in a variety of settings including hospital, clinic, home infusion and research, and certified in oncology nursing for 30 years. For the past 9 years, she has been a breast cancer nurse navigator at CHI Health St. Elizabeth in Lincoln. She received certification in breast navigation, meeting with ladies when they come in for biopsies, and providing support. She navigates all breast cancer patients throughout their journey and provides a survivorship care plan for them when done with treatment. She also facilitates breast cancer support groups.

Tanya Sharp earned her BS in healthcare administration from Minnesota State University, Moorhead and is pursuing her master's degree from Bellevue University in healthcare management. Tanya began her healthcare career in a CAH in North Dakota as a CFO and CEO. She accepted the CFO position at Boone County Health Center, in Albion where she later became the CEO. She is an active member on many local, state and national boards including NRHA Rural Health Congress Board, Region VII Regional Health Equity Council, Prairie Health Ventures Accountable Care Organization Board and an active member of ACHE.

James P. Ulrich, Jr., MHA, FHFMA, has been working in the healthcare industry since May of 1988. His experience has included a CPA with Seim Johnson (1988-1995), Director of Finance with Madonna Rehabilitation Hospital (1995-2000), President & CEO, COO, and CFO with Community Hospital in McCook (2000-2016) and as Chief Executive Officer with York General since October of 2016. During these years, Jim has also served on numerous community boards and committees in both McCook and York. Jim has also served on the boards and in the chairman role of both the Heartland Health Alliance and the NHA. He served as the president of the Nebraska Chapter of HFMA in 2005/2006.

Betty VanWoert RN, BSN, CCM, CPHRM, is a graduate of UNMC-College of Nursing and came to MMIC in 2008, bringing valuable clinical experience in women's health, neonatal nursing, and case management service to individuals experiencing complex diagnosis, severe injury, high risk pregnancy, or premature birth. She builds on this important work, providing risk and patient safety consultation and education for hospitals, health care facilities, clinics and physician practices.

Continuing Education Hours

Accreditation Statement



JOINTLY ACCREDITED PROVIDER™
INTERPROFESSIONAL CONTINUING EDUCATION

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 for Pharmacists

11/14/18 Pre-conference: This application-based activity is approved for 3.5 contact hours of continuing pharmacy education credit. JA4008106-9999-18-056-L05-P.

11/15-16/18 Conference: This application-based activity is approved for 8.75 contact hours of continuing pharmacy education credit. JA4008106-9999-18-057-L05-P.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for **a maximum of 12.25 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

11/14/18 Pre-conference: This program has been approved by the National Association for Healthcare Quality for 3.5 CPHQ continuing education credits.

11/15-16/18 Conference: This program has been approved by the National Association for Healthcare Quality for 8.75 CPHQ continuing education credits.

AXIS Contact Information

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

Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partner who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The **faculty** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Presenter	Reported Financial Relationship
Steve Tremain, MD	Ownership Interest: Allergan
Michael Topchik, MA	Nothing to disclose
Betty VanWoert, RN, BSN, CCM, CPHRM	Nothing to disclose

Katherine Jones, PT, PhD	Receives grant support/Contracted research: Ocuvera, LLC
Gail Brondum, LPN, BS	Nothing to disclose
Krista Trimble, CPhT	Nothing to disclose
Katie Peterson, BSN, RN	Nothing to disclose
Shaylyn Petersen, BSN, RN	Nothing to disclose
Lisa Schuetze, RN	Nothing to disclose
Jamie Kaup, RN	Nothing to disclose
Traci Haglund, MSN, RN	Nothing to disclose
Amber Kavan, BSN, RN	Nothing to disclose
Julie Rezac, M.ED, BSN, RN	Nothing to disclose
Donna Jorgensen, RN	Nothing to disclose
Tammy Reigle	Nothing to disclose
Tanya Sharp, MHA	Nothing to disclose
Jena Ziemba, BSN, RN	Nothing to disclose
Anne Timmerman, MT(ASCP), CPHQ	Nothing to disclose
Beth Malina, BSN, RN, CNRN	Nothing to disclose
Laura Grangaard Johnson, MPH	Nothing to disclose
Marty Fattig, MHA, ACHE	Nothing to disclose
Leslie Marsh, BS, MSN, MBA, RN	Nothing to disclose
James P. Ulrich, Jr., FHFMA, MHA	Nothing to disclose
Jared Kramer, MD	Nothing to disclose
David Palm, PhD	Nothing to disclose
Karen Pribnow, RN, MSN, OCN, CN-BN	Nothing to disclose
Jamie Bland, DNP, RN-BC	Nothing to disclose

The **planners and managers** reported the following financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity:

Name of Planners	Reported Financial Relationship
Margaret Woepfel, MSN, RN, CPHQ	Nothing to disclose
Margaret Brockman, MSN, BSN, ASN	Nothing to disclose
Nancy Jo Hansen, BS	Nothing to disclose

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.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Heather Bullock at 402-742-8148 or hbullock@nebraskahospitals.org before the meeting dates.

Requirements for credit:

- Attend/participate in the educational activity and review all course materials.
- **Complete the CE Declaration form online by 11:59 pm ET December 16, 2018.** 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.

Pharmacists: Your record will be automatically uploaded to CPEMonitor.

Lodging

A block of rooms has been reserved under the name of the Nebraska Hospital Association at the Fairfield Inn & Suites, 510 Talmadge Road, in Kearney, for November 14 & 15, 2018, at the rate of \$104.95/night. **Please make your reservation by October 24, 2018.** Call the Fairfield Inn at 308-236-4200.

How to Register

Register online at <http://tinyurl.com/NHAQualityConf18>

Due to available federal FLEX grant funding, there is **no charge** for this program, but registration is required. **Deadline for registration is Nov. 2, 2018.**

Questions? Contact Margaret Woeppel at mwoepfel@nebraskahospitals.org.



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