Nebraska Critical Access Hospitals

CONFERENCE on QUALITY

High Reliability
Critical Access Hospitals

November 14-15, 2017

Younes Conference Center
416 W. Talmadge Road
Kearney, Nebraska

AXIS Medical Education

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

NHA Nebraska Hospital Association
The influential voice of Nebraska's hospitals

Nebraska CAHs Conference on Quality

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

Target Audience: CNOs, Directors of Quality, front line staff.

Overview: This conference provides you the opportunity to meet with your peers and share best practices. Learn from other Critical Access Hospitals (CAHs) and apply these lessons learned in your facility.

Learning Objectives:

1. Apply high reliability organization concepts to critical access hospital processes.
2. Describe steps a critical access hospital might consider to pursue high reliability status.
3. Identify opportunities for improvement based on the current MBQIP measures for CAHs.
4. Provide practical examples on employing antibiotic use data to inform antimicrobial stewardship strategies.
5. Describe the four components of CMS requirements for disaster preparedness.
6. Review the survey process re: Medical Staff reappointment.
7. Describe the legislative issues important to Nebraska's health care community.
8. Discuss a platform for organizational culture that leads to a culture of "always."
9. Define actions leaders can take to build teamwork and leverage employee and physician engagement to create a culture of safety and deliver patient-centered care.
10. Describe the steps York General took after the incident to enhance their security.
11. Recall approaches/ideas for expanding health outside the walls of the hospital.
12. Identify and close gaps in care related to chronic disease management.

Agenda

Tuesday, November 14, 2017

8:30 – 9:30 am	Registration/continental breakfast
9:30 – 10:30 am	**The High Reliability Critical Access Hospital** A. Clinton MacKinney, MD
10:30 – 11:00 am	**Using MBQIP to Drive Improvement** Karla Weng, MPH, CPHQ - Stratis Health
11:00 – 11:15 am	Break
11:15 – 12:00 pm	**Using MBQIP to Drive Improvement (Continued)** Karla Weng, MPH, CPHQ - Stratis Health

12:00 – 1:00 pm	Lunch
1:00 – 2:15 pm	**Breakout Sessions A-C (Choose one)**
Session A	**How Can Antibiotic Use Data Inform Antimicrobial Stewardship Strategies?** Kate Tyner, BSN & Phil Chung, PharmD - UNMC Jamie Johnson, PharmD - York General
Session B	**CMS Guidelines for Disaster Preparedness** Keith Hansen, MBA - UNMC & Dari Olson - Community Hospital
Session C	**Physician Credentialing, Granting Privileges and the Reappointment Process** Mary Arends, BS - DHHS & Maureen Cavanaugh - CHI Health
2:15 – 2:30 pm	Break
2:30 – 3:45 pm	**Breakout Sessions A-C Repeat (Choose one)**
Session A	**How Can Antibiotic Use Data Inform Antimicrobial Stewardship Strategies?** Kate Tyner, BSN & Phil Chung, PharmD - UNMC Jamie Johnson, PharmD - York General
Session B	**CMS Guidelines for Disaster Preparedness** Keith Hansen, MBA - UNMC & Dari Olson - Community Hospital
Session C	**Physician Credentialing, Granting Privileges and the Reappointment Process** Mary Arends, BS - DHHS & Maureen Cavanaugh - CHI Health
4:00 – 4:30 pm	**Nebraska Advocacy Update** Andy Hale, MPA - Nebraska Hospital Association
4:30 pm	Adjourn for the day

Wednesday, November 15, 2017

7:30 – 8:00 am	Registration/continental breakfast
8:00 – 9:30 am	**Creating a Culture of Always and Impacting the Patient Perception of Quality Care** Karen Cook, RN, BSN - Studer Group
9:30 – 10:30 am	**Lessons Learned: Enhancing Security in a Critical Access Hospital** Jim Ulrich, MHA, FHFMA & Jenny Obermier, RN, MSN - York General
10:30 – 10:45 am	Break
10:45 – 11:30 am	**Health for All: What's Your Role?** Jayne VanAsperen, RN - Crete Area Medical Center
11:30 – 12:30 pm	**Healthy Lives Collaborative: Building a Framework for Patient-Centered Diabetic Care** Dawn Brock, MPA & Amy Schroeder, BS - Bryan Health Tina Schnitzler, LPN - Merrick Medical Center
12:30 pm	Closing Comments & Adjourn

Presenter Biographies

Keynote Presenters

A. Clinton (Clint) MacKinney, MD, MS, has worked in health care for over 30 years, including 14 years as a rural family physician, practicing the full scope of family medicine. He has both owned a private practice and worked with large health care systems. Dr. MacKinney worked as medical director for a globally-capitated primary care group with 210 employees and a $50 million budget. He also worked for 8 years as a national rural health care consultant in over 50 rural communities. Dr. MacKinney currently works as an emergency department physician in rural Minnesota. Dr. MacKinney is Clinical Associate Professor in the Department of Health Management and Policy at the College of Public Health, University of Iowa. He is also deputy director of the Rural Policy Research Institute (RUPRI) Center for Rural Health Policy & Analysis.

Karen Cook, BSN, RN, has been a registered nurse for more than 36 years and a senior coach with the Studer Group for more than 17 years. She was one of the first coaches to join Quint Studer, the founder of the Studer Group, based in Pensacola, Florida. She has coached some of the largest health care systems in the country. Her area of focus is improving the delivery of patient-centered care and the patient perception of quality care as measured by the HCAHPS survey. A strong patient-family centered care advocate, she participated in early focus groups with the Agency for Healthcare Research and Quality on the development of the HCAHPS survey. She is the co-author of *The HCAHPS Handbook,* published in 2010 and updated in 2014.

Breakout Session Presenters

Mary Arends, BS, is a surveyor for the Nebraska Department of Health & Human Services. She received her bachelor's degree from the College of St. Mary and her MT(ASCP) from the University of Nebraska Medical Center. She is also a Certified Investigator (CI) and a Registered Sanitarian/Environmental Health Specialist.

Maureen Cavanaugh has a thorough knowledge of the federal Medicare and Medicaid program regulations having worked with these regulations for more than forty years. Maureen has assisted with CAH and Hospital Conditions of Participation reviews and surveys for more than 15 years, concentrating on governing body, medical staff and medical records.

Phil Chung, BS, MS, PharmD, is an infectious diseases (ID) trained pharmacist with experience establishing an antimicrobial stewardship program in a tertiary care medical center. As an ID/antimicrobial stewardship program (ASP) pharmacist at Montefiore Medical Center, he rounded extensively with ID consult service, has experience identifying opportunities to improve antimicrobial prescribing practices, and implementing antimicrobial stewardship-related activities. More recently as ASAP Network Pharmacy Coordinator, along with ASAP program medical directors, he has evaluated antimicrobial stewardship activities in five small/critical access hospitals and five long-term care facilities and provided concrete recommendations to establish or augment antimicrobial stewardship programs in these facilities.

Keith F. Hansen, MBA, is currently assistant dean of operations &management at the UNMC College of Public Health. As such, he supervises operations in the areas of general administration, finance and fiscal affairs, staff supervision and human resources, building supervision and maintenance, and assigned internal and external College

relations. He also serves as the executive director of the Association of Healthcare Emergency Preparedness Professionals. This organization is dedicated to serving disaster preparedness professionals in any health care setting. Moving Preparedness Forward is the mission of the organization.

Jamie Johnson, PharmD, has been employed by York General as a clinical pharmacist since 2010. She has been the antimicrobial stewardship program pharmacist leader and chairperson from 2016 – present and is the chairperson of the Medication Administration Improvement Committee. She completed her pharmacy practice residency at the VA in Grand Island in 2009-2010.

Dari Olson has been the safety director at Community Hospital for 22 years. She oversees emergency management, HazMat and environment of care. She develops, facilitates and conducts all emergency preparedness exercises both within their facility and with first responders, and meets with other hospitals to incorporate regional exercises into their planning efforts.

L. Kate Tyner, BSN, is nurse coordinator of the Nebraska ASAP and ICAP. She received her BS in nursing from UNMC. She has been working in infection control and prevention since 2005, in both inpatient and ambulatory locations and has been certified in Infection Control and Epidemiology since 2008. She has been an instructor with the Nebraska Infection Control Network for several years. She has contributed to several publications and presentations, but most enjoys educating health care professionals on the prevention of health care-acquired infections.

General Session Presenters

Dawn Brock, MPA, is responsible for soliciting, securing, engaging and maintaining relationships with rural division owned, managed, affiliated and client hospitals in the specialties of leadership/organizational development, practice redesign and process improvement for Bryan Health. She supports and advises managed, owned and client hospitals with varied operational plans, information systems and board structures. She consults on projects related to operational turnarounds or ongoing service relationships including patient access, benchmarking, optimization studies, practice management, lean consulting, leadership development training and marketing. She supervises the activities of physician recruitment and continuing medical education and she was appointed to the Physician Office Practice Advisory Team, EpicCare Link and Healthy Planet work groups responsible for operationalizing Epic's applications within the health system.

Andy Hale, MPA, has extensive experience with the executive, legislative and judicial branches of federal government. He has over 15 years of experience in public policy and government relations. He previously worked as a staffer for U.S. Congressman Brad Ashford for the 2nd Congressional District of Nebraska, as a legislative aide in the Nebraska legislature and currently is the vice president of advocacy for the NHA.

Jenny Obermier, RN, MSN, has been an nurse for 30 years. As an RN, Jenny has worked as a staff RN, ICU/CCU RN, Director of Children's Services at St. Elizabeth's and has been with York General for 17 years. She is the chief operating officer and chief nursing officer at York General. In December 2016, Jenny graduated from Nebraska Wesleyan University with a MSN with an emphasis in nursing administration.

Tina Schnitzler, LPN, is currently the lead nurse at Merrick Medical Center, in charge of the nursing staff and front staff. Her responsibilities include scheduling for the clinic; coordination of the physician and PA schedules, policies and procedures, and she is heavily involved in the Healthy Lives Collaborative, developing a diabetic center home and chronic disease management. Previous experience includes working as a floor nurse at Merrick Medical Center (formerly Litzenberg Memorial County Hospital), St. Francis Medical Center in the ICU/step down unit, and as a home health nurse.

Amy Schroeder, BS, is senior project manager within the Bryan Health Rural Division, which includes the Heartland Health Alliance, revenue cycle consulting, developing wellness frameworks specific to rural communities, and recruiting of senior level leadership for critical access hospitals. She is also responsible for the coordination of quality improvement collaboratives around chronic care management, transitions of care, and operationalizing the patient centered medical home model.

James P. Ulrich, Jr., MHA, FHFMA, has been working in the health care industry since May of 1988, just short of 30 years. 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. Jim has a passion for health care and community leadership, strategic planning and development of strong values and cultures.

Jayne VanAsperen, RN, has 32 years of experience as a registered nurse at Crete Area Medical Center. She has been in nursing administration since 2000, this role has included the role of quality. In 2010, she transitioned to the Director of Quality and Organizational Improvement. In this role, she continually uses data to analyze and communicate performance of clinical and outcome measures, providing focus in areas of safety, evidence based practice and leadership, pay for performance, clinic outcome, value based care, patient experience, staff experience and most recently expanding population/ community health.

Karla Weng, MPH, CPHQ, is a senior program manager and the rural program lead for Stratis Health. In that role, she provides expertise to Stratis Health initiatives focused on rural providers and communities. Since she joined Stratis Health in 2000, Karla has worked on a wide variety of projects supporting rural hospitals and providers to improve quality and patient safety, including developing palliative care services, implementing quality management methods, improving patient safety culture, preventing readmissions, and clinical quality efforts on topics such as heart failure, pneumonia, and diabetes. Karla is currently the technical assistance lead for the HRSA Federal Office of Rural Health Policy. She also leads the FORHP funded Rural Quality Improvement Technical Assistance program, which assists rural providers with quality reporting and improvement. Karla has a MPA from the University of Minnesota and is a certified professional in health care quality. She is on the board of the Minnesota Rural Health Association, and was a 2008 National Rural Health Association Fellow.

Lodging

A block of rooms has been reserved under the name of the Nebraska Hospital Association at the Fairfield Inn & Suites, 510 Talmadge Road, Kearney, for Monday and Tuesday, November 13 & 14, 2017, at the rate of $104.95/night. **Please make your reservation by October 23, 2017.** Call the Fairfield Inn at 308-236-4200.

Continuing Education Hours



Accreditation Statement

In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and 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 health care team.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for **9.25 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 at 954-281-7524 or 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**
A. Clinton MacKinney, MD, MS	*Speakers Bureau:* Speakers Worldwide; *Advisor:* Newpoint Healthcare Advisors; *Received income from*: Emergency Practice Associates
Karla Weng, MPH, CPHQ	Nothing to disclose
Kate Tyner, RN, BSN	Nothing to disclose
Phil Chung, BS, MS, PharmD	Nothing to disclose
Jamie Johnson, PharmD	Nothing to disclose
Keith Hansen, MBA	Nothing to disclose
Dari Olson	Nothing to disclose
Mary Arends, BS	Nothing to disclose
Maureen Cavanaugh	Nothing to disclose
Andy Hale, MPA	Nothing to Disclose
Karen, Cook, RN, BSN	*Speakers Bureau:* Studer Group
James P. Ulrich, Jr., MHA, FHFMA	Nothing to disclose
Jenny Obermier, RN, MSN	Nothing to disclose
Jayne Van Asperen, RN	Nothing to disclose
Dawn Brock, MPA	Nothing to disclose
Amy Schroeder, BS	Nothing to disclose
Tina Schnitzler, LPN	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**
Monica Seeland, RHIA	Nothing to disclose
Kristin Bailey, RN, BSN, CPN	Nothing to disclose
Holly M. Hampe, D.Sc., RN, MHA, MRM	Nothing to disclose
Dee Morgillo, MEd., MT (ASCP), CHCP	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 on 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 Monica Seeland at 402-742-8152 or mseeland@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 November 30, 2017.** 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.

NHA Nebraska Hospital Association

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Laura J. Redoutey, FACHE, President
nebraskahospitals.org

Registration Form

The Nebraska Critical Access Hospitals Conference on Quality will be held November 14-15, 2017, at the Younes Conference Center in Kearney, NE. To register for this event, please fill out the form below and submit to Heather Bullock, Nebraska Hospital Association, 3255 Salt Creek Circle, Ste. 100, Lincoln, NE 68504-4778 or fax to (402) 742-8191. **Deadline for registration is Nov. 3, 2017.**

Name Title

Organization

Organization mailing address

City State ZIP

Work phone Fax

Work e-mail

Please indicate which breakout sessions you will be attending:

1:00 – 2:15 p.m. (Choose one)

❑ Session A ❑ Session B ❑ Session C

2:30 – 3:45 p.m. (Choose one)

❑ Session A ❑ Session B ❑ Session C

Due to available federal FLEX grant funding, there is no charge for this program, but registration is required.

Hotel Accommodations:

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Questions? Contact Monica Seeland, vice president, quality initiatives, at 402-742-8152 or e-mail mseeland@nebraskahospitals.org.

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