

2023

**NHA** | NEBRASKA  
HOSPITALS

# Quality Conference

**NEBRASKA CRITICAL ACCESS HOSPITALS AND  
RURAL HEALTH CLINICS CONFERENCE ON QUALITY**

**NEBRASKA**  
Good Life. Great Mission.  
DEPT. OF HEALTH AND HUMAN SERVICES



**AXIS**  
Medical Education

**NHA** | NEBRASKA  
HOSPITALS

NEBRASKA HOSPITAL ASSOCIATION

THIS EDUCATIONAL ACTIVITY IS JOINTLY PROVIDED BY AXIS MEDICAL EDUCATION AND THE NEBRASKA HOSPITAL ASSOCIATION IN COLLABORATION WITH NAHQRS.

# Welcome to the 2023 Nebraska CAHs & RHCs Conference on Quality

## **TARGET AUDIENCE:**

Quality Leaders, Nursing Leaders, Clinic Managers, Pharmacists, CEO's, Providers, Board Members

## **OVERVIEW:**

This program has been designed to meet the education needs of health care professionals including hospital and clinic quality and nursing leaders, pharmacists, CEO's, 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.

## **REGISTRATION:**

[Click here](#) for more information and to register for the conference.

## **LODGING:**

There is a block of rooms at the Comfort Inn & Suites for Wednesday & Thursday, Nov. 8-10 at the rate of \$119.95 + tax/per night. To make reservations at the discounted rate, attendees should call (308) 251-2722 no later than **October 18, 2023**. After that date, rates cannot be guaranteed.

# 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 FOR NURSING

### PRECEPTOR COURSE/ DEVELOPING STRONG ACTION PLANS TO IMPROVE PATIENT SAFETY USING THE CONCEPTS OF JUST CULTURE, HUMAN FACTORS AND SYSTEM THINKING

AXIS Medical Education designates this continuing nursing education activity for a maximum of **8 contact hours**.

### CAH & RURAL HEALTH CLINIC CONFERENCE ON QUALITY

AXIS Medical Education designates this continuing nursing education activity for a maximum of **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 has been approved by the National Association for Healthcare Quality for a maximum of **17.25 CPHQ** continuing education credits for this event.

## AXIS CONTACT INFORMATION

For information about the accreditation of this program please contact AXIS [info@axismeded.org](mailto: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 on 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 **11:59 pm ET on December 10, 2023**. 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 RELEVANT FINANCIAL RELATIONSHIPS

AXIS Medical Education requires faculty, instructors, authors, planners, directors, managers, peer reviewers, and other individuals who are in a position to control the content of this activity to disclose all personal financial relationships they may have in the past 24 months with ineligible companies. An ineligible entity is any organization whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients. All relevant financial relationships are identified and mitigated prior to initiation of the planning phase for an activity.

AXIS has mitigated and disclosed to learners all relevant financial relationships disclosed by staff, planners, faculty/authors, peer reviewers, or others in control of content for this activity. Disclosure of a relationship is not intended to suggest or condone bias in any presentation but is made to provide participants with information that might be of potential importance to their evaluation of a presentation or activity. Disclosure information for faculty, authors, course directors, planners, peer reviewers, and/or relevant staff is

provided with this activity.

The faculty listed below reported no relevant financial relationships or relationships they have with ineligible companies of any amount during the past 24 months.

**NAME OF FACULTY OR PRESENTER**

Jan Brauer, RN, BSN, MA  
Rhonda Fischer, RN, BSN, CEN  
Dana Steiner, BSN, MBA, CPHQ  
Amber Kavan, BSN, RN, CPHQ  
Sachi Verma, B.Tech, M.Tech, CPH, MPH, PhD  
Ada Walker, JD  
Matt Lentz, RN, MSN  
Chandra Anderson, MBA, MSN, RN, CNML  
Lacey Pavlovsky, RN, MNS, CIC  
Jenna Preusker, PharmD, BCPS  
Stephanie Moody, RN  
Amy Meyers, RN, BSN  
Donna Armknecht, MSN, RN  
Dawn Cerveny, RN, BSN  
Destiny Bader, MSN, RN  
Becky Roh-Bacon, CSW  
Victoria Kennel, PhD  
Dawn Venema, PT, PhD  
Jake Siel, PharmD  
Alisa Crown, RN-BSN, CHC, CRHCP  
Mallory Gibreal, MHA  
Michelle Deprez-Kriefels, MSN, RN  
Krystal Novotny, RN, BSN, CRHCP  
Christina Pollard, CPHIT  
Nancy Glaubke, MBA, RHIA  
Arlan Johnson, MHA  
Autumn Wegner, BS, RT(R)(CT)RDMS, BR, RVT(VT)  
Marnie Carr  
Amanda Shannon  
Stephanie Staples, LPN, CSP  
Gail Brondum, LPN, BS  
Emily Barr, OTD, MBA, OTR/L, BCG  
Carla Snyder, MHA, MT(ASPC)SBB, CPHQ

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:

<b><u>NAME OF PLANNER/MANAGER</u></b>	<b><u>REPORTED FINANCIAL RELATIONSHIP</u></b>
Margaret Woepfel MSN, RN CPHQ	Nothing to disclose
Margaret Brockman, MSN, RN	Nothing to disclose
Nancy Jo Hansen, BS	Nothing to disclose
Holly M. Hampe, DSc., RN, MHA, MRM, CPHQ	Nothing to disclose
Dee Morgillo, MEd., MT(ASCP), CHCP	Nothing to disclose

# Agenda - November 9

9:00 A.M. - 9:10 A.M.

## WELCOME

Margaret Brockman MSN, RN, DHHS - Office of Rural Health

9:10 A.M. - 10:30 A.M.

## TEMPERAMENT AND TEAMWORK

Jan Brauer, RN, BSN, MA, TeamSTEPPS Master Trainer, Co-Founder, Creating Team Solutions

Rhonda Fisher, RN, BSN, CEN Clinical Program Lead for Team Training, The American Hospital Association

### DESCRIPTION:

Team dynamics are a key contributor to patient safety and staff satisfaction. This 90-minute, interactive session will cover the elements of strong teams, explore the DISC tool as it relates to your team, and strategize how to deploy each member of your team into their place of strength for improved performance and patient safety. Participants will discover their personal temperament and that of their teammates through an interactive exercise. From there, participants will discover how their personal temperament and communication style is impacting the team dynamic, particularly when it comes to conflict management and team engagement.

### OBJECTIVES:

- Identify the 4 temperament types in the DISC tool.
- Examine approaches to manage conflicts with temperament in mind.

10:30 A.M. - 10:45 A.M.

## BREAK

10:45 A.M. - 11:50 P.M.

## HEALTH EQUITY IN NEBRASKA

### *Review of CMS requirements & NHA Data Dimensions*

Dana Steiner, BSN, MBA, CPHQ Quality & Performance Improvement Director, NHA

Amber Kavan, BSN, RN, CPHQ Quality & Performance Improvement Manager, NHA

Sachi Verma, B. Tech, M. Tech, CPH, MPH, PhD(C), Data & Research Manager, NHA

Ada Walker, JD, Vice President, Inclusion and Diversity, Nebraska Medicine

### OBJECTIVES:

- Describe CMS health equity requirements.
- Develop data dashboards to assess health outcomes with demographic filters.

### *Age-Friendly Program as the Response to Your Health Equity Question*

Matt Lentz, RN, MSN, Quality Consultant, NHA

### OBJECTIVES:

- Describe how to utilize Age-Friendly components in response to CMS health equity requirements.
- Implement Age-Friendly metrics in a CAH or RHC.

11:50 P.M. - 1:00 P.M.

## RECOGNITION LUNCHEON:

- Quest for Excellent Project Recognition and Overviews
- Rural QI Residency Participant Recognition
- Chartis Top Performing Hospitals
- Age Friendly Recognition

# Agenda - November 9 - Hospital Sessions

**1:00 P.M. - 1:30 P.M.**

## **CHALLENGES OF CULTURE CHANGE AND CHANGE MANAGEMENT**

**Chandra Anderson, MBA, MSN, RN, CNML, Chief Nursing & Quality Officer, Cozad Community Health System**

### **OBJECTIVES:**

- Examine how one organization worked through culture change and change management at the facility.
- Describe culture change and change management at the facility.
- State the key elements of effective culture change.
- Explain components of change management.

**1:30 P.M. - 2:00 P.M.**

## **UPDATES ON THE NHSN ANTIBIOTIC USE AND RESISTANCE MODULE**

**Lacey Pavlovsky, RN, MSN, CIC, LTC-CIP, | Healthcare Associated Infections-Antimicrobial Resistance Infection Preventionist and NHSN Coordination Lead, Nebraska DHHS**  
**Jenna Preusker, PharmD, BCPS, BCIDP, Nebraska Antimicrobial Stewardship Assessment and Promotions Program Pharmacy Coordinator, Nebraska DHHS/Nebraska Medicine**

### **OBJECTIVES:**

- Recognize the purpose and benefits of reporting to the NHSN AUR module.
- Use NHSN Antibiotic Use Option data for action in your facility.
- Review the Centers for Medicare and Medicaid Services requirements for Promoting Interoperability participation beginning calendar year 2024, including reporting exclusions

**2:00 P.M. - 2:15 P.M.**

## **BREAK**

**2:15 P.M. - 2:45 P.M.**

## **FALL PREVENTION IN A CRITICAL ACCESS HOSPITAL**

**Stephanie Moody, RN Quality Improvement Coordinator Thayer County Health Services**

### **OBJECTIVES:**

- Explain a simple way to do a root cause analysis.
- Evaluate the effectiveness of the interventions.
- Evaluate the effectiveness of process change.

**2:45 P.M. - 3:15 P.M.**

## **POST DISCHARGE PHONE CALL PROCESS IMPROVEMENT**

**Amy Meyers, RN, BSN, Quality and Health Services Coordinator, Crete Area Medical Center**

### **OBJECTIVES:**

- Describe importance of post discharge phone calls.
- Identify potential barriers and ways to determine site specific barriers
- Identify ways to mitigate barriers.

# Agenda - November 9 - Hospital Sessions

**3:15 P.M. - 3:45 P.M.**

## **ED FOLLOW UP CALLS – WHAT’S THE POINT?**

**Donna Armknecht, MSN, RN, Director of Quality & Compliance, Syracuse Area Health**

### **OBJECTIVES:**

- Describe the steps in developing an ED follow-up call program.
- Describe achieved outcomes from an ED follow-up program.

**3:45 P.M. - 4:15 P.M.**

## **INCORPORATING 4MS INTO DISCHARGE PLANNING**

**Dawn Cerveny, Saunders Medical Center**

**Destiny Bader, MSN, RN, Hospital Director of Nursing, Saunders Medical Center**

**Becky Roh-Bacon, CSW, Hospital Social Worker, Saunders Medical Center**

### **OBJECTIVES:**

- Discuss what the 4M's framework entails for a Critical Access Hospital.
- List strategies to align patient goals with their plan of care to improve outcomes, safety, and quality of care.
- Explore approaches to collaborate with interprofessional teams to ensure patients have expert care while meeting their individual needs.

**4:15 P.M. - 4:45 P.M.**

## **GLYCEMIC MANAGEMENT**

**Jake Siel, PharmD, Pharmacist, Community Medical Center, Falls City**

### **OBJECTIVES:**

- Review of the 2023 ADA Standards of Care in Diabetes: Diabetes Care in the Hospital.
- Prepare for implementation of A Carb Count Insulin Protocol in the Critical Access Hospital Setting.

**4:45 P.M.**

## **ADJOURN**

# Agenda - November 9 - Clinic Sessions

**1:15 P.M. - 1:45 P.M.**

## **CATCH RURAL FALLS - A FALL RISK MANAGEMENT PROGRAM FOR RURAL HEALTH CLINICS**

**Victoria Kennel, PhD, Assistant Professor Department of Allied Health Professions Education, Research, and Practice, University of Nebraska Medical Center**

**Dawn Venema, PT, PhD Associate Professor Department of Health and Rehabilitation Sciences, University of Nebraska Medical Center**

### **OBJECTIVES:**

- Explain the fall risk screening, assessment, and intervention practices as indicated in the CDC STEADI Toolkit.
- Discuss barriers and facilitators to fall risk management in Rural Health Clinics.

**1:45 P.M. - 2:15 P.M.**

## **AGE-FRIENDLY COMMUNITY SPREAD AND CLINIC IMPLEMENTATION**

**Matt Lentz, RN, MSN, Quality Consultant, NHA**

### **OBJECTIVES:**

- Explain the implementation process of Age-Friendly within the clinic setting.
- Discuss the goals of Age-Friendly within the clinic and how aligns with spread of Age-Friendly throughout the community.
- Assess outcomes related to Age-Friendly implementation within the clinic setting and the process of data aggregation for these outcomes.

**2:15 P.M. - 2:30 P.M./**

## **BREAK**

**2:30 P.M. - 3:00 P.M.**

## **UTILIZING DATA TO GROW SERVICE LINES**

**Alisa Crown, RN-BSN, CHC, CRHCP, Director of Population Health Programs, Gothenburg Health**

### **OBJECTIVES:**

- Describe how the POND program can help capture data for quality and service line growth.
- Describe how to complete a PDSA cycle in the POND program.
- Identify patient care services lines that can be implemented to grow revenue lines and enhance quality.

**3:00 P.M. - 3:30 P.M.**

## **BEHAVIORAL HEALTH IN RURAL COMMUNITIES WITH PRIMARY CARE AND COMMUNITY PARTNERSHIPS**

**Mallory Gibleal, MHA, Director of Service Development, Memorial Health Care Systems, Seward**

**Michelle Deprez-Kriefels, MSN, RN, Director of Quality, Memorial Health Care Systems, Seward**

### **OBJECTIVES:**

- Explain effective strategies for implementing and sustaining mental health screenings in a primary care clinic.
- Identify the benefits and challenges associated with integrating mental health screenings into primary care practice.



# Agenda - November 9 - Clinic Sessions

**3:30 P.M. - 4:00 P.M.**

## **HOW TO START A QUALITY PROGRAM IN A CLINIC**

**Krystal Novotny, RN, BSN, CRHCP, Medical Clinics Director, Valley County Health System**

### **OBJECTIVES:**

- Review and describe a PDSA cycle specific to a clinic environment.
- Determine how to choose a meaningful project for their hospital/clinic.
- Explain how to engage their staff in the project.

**4:00 P.M. - 4:30 P.M.**

## **DIMENSIONS – CLINIC DATA**

**Sachi Verma, B.Tech, M.Tech, CPH, MPH, PhD(C), Data & Research Manager, NHA**

### **OBJECTIVES:**

- Explain how get meaningful clinic data from data system.
- Develop needs-based data reports for leadership team .

**4:30 P.M.**

## **ADJOURN**

# Agenda - November 10

8:15 A.M. - 8:30 A.M.

## OPENING STATEMENTS

8:30 A.M. - 9:15 A.M.

## QUALITY LEADERS AND CEO'S: COMMUNICATING FOR SUCCESS

**Christina Pollard**, CPHIT, Chief Quality Officer, Valley County Health System

**Nancy Glaubke**, MBA,, RHIA, CEO, Valley County Health System

**Arlan Johnson**, MHA, CEO, Howard County Medical Center

**Autumn Wegner**, BS, RT(R) (CT)RDMS, BR, RVT(VT), Director of Radiology/Director of Quality  
Howard County Medical Center

### OBJECTIVES:

- Describe optimal communication techniques and cadence for quality program success.
- Examine ways to build and maintain healthy and effective relationships.

9:15 A.M. - 10:00 A.M.

## MEDICAID ELIGIBILITY – GETTING PATIENTS INTO LTC

**Marnie Carr**, Social Services Supervisor, Medicaid & Long-term Care, Nebraska Department of Health and Human Services

**Amanda Shannon**, Social Services Supervisor, Medicaid & Long-term Care, Nebraska Department of Health and Human Services

### OBJECTIVES:

- Review Medicaid eligibility, including an overview of eligibility requirements.
- Describe what information to have when submitting the application.
- Identify what documents to gather to support the applicant.

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

## 2023 RESIDENCY CAPSTONE

**Dana Steiner**, BSN, MBA, CPHQ Quality & Performance Improvement Director, NHA

2023 QI Residency Graduates

### OBJECTIVES:

- Describe how 2023 QI Residents enhanced patient quality using lessons learned in the QI Residency.
- Summarize strategies to reproduce quality initiatives in health care settings.

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

## CLOSING KEYNOTE - REVITALIZE YOUR WORK & LIFE

**Stephanie Staples**, ReWired Nurse, Owner, Stephanie Staples, Inc.

### OVERVIEW:

Are you trying to be all things to all people? Are competing priorities and the lack of time, energy and motivation stopping you from being the best version of yourself? Do you come home at the end of your shift to find your 'nice' is all used up and your 'best' is nowhere to be found?

If so, buckle up for the last (but possibly the most important) program of the conference as we top up our own psychosocial wellness tool kits so we can sustainably give our best to others. Learn simple, purposeful, deliberate actions you can easily implement to help you revitalize yourself so that you can bring your best both personally and professionally. Get ready to see how the Kaizen principle can help you improve your quality of life - even in tough times!

And... we may even have a little bit of fun!

### OBJECTIVES:

- Assess current state of well-being.
- List ideas for improving relationships, managing stress and improving work-life balance.
- Implement the Kaizen principle to develop a framework to improve quality of life.

12:00 P.M.

## ADJOURN

## Optional Add On Preceptor Course - November 8

**8:00 A.M. - 12:00 P.M.**

with one 15 minute break

### **MCIRN PROCESS PRECEPT: NEED TO KNOW SKILLS UPDATE**

**Dana Steiner, BSN, MBA, CPHQ** Quality & Performance Improvement Director, NHA  
**Amber Kavan, BSN, RN, CPHQ** Quality & Performance Improvement Manager, NHA

#### **OBJECTIVES:**

- Plan strategies to engage nursing leaders in training the next generation of nurses.
- Discuss how to promote competence, confidence and safety of new nurses in their new environments.
- Develop approaches to guide and support the orientation, integration, satisfaction, and retention of newly graduated nurses and nursing students.

**Lunch not provided**

## Optional Add On - November 8 (Supported by NAHQRS)

**1:00 P.M. - 4:30 P.M.**

with one 15 minute break

### **DEVELOPING STRONG ACTION PLANS TO IMPROVE PATIENT SAFETY USING THE CONCEPTS OF JUST CULTURE, HUMAN FACTORS AND SYSTEM THINKING**

**Gail Brondum, LPN, BS, Principal, Brondum Quality Improvement Strategies, LLC**  
**Emily Barr, OTD, MBA, OTR/L, BCG, Executive Director, Nebraska Coalition for Patient Safety**

**Carla Snyder, MHA, MT(ASPC)SBB, CPHQ, Program Director, Nebraska Coalition for Patient Safety**

#### **OBJECTIVES:**

- Describe human factors and systems in health care environments.
- Explain the impact of human factors and systems on the delivery of safe patient care.
- Define Just Culture and describe its role in improving patient safety.
- Discuss the five rules of causation.
- Describe the Hierarchy of Interventions for the reduction of risk.
- Describe how the Hierarchy of Interventions can be used to develop strong action plans.
- Apply concepts utilizing example health care scenarios.
- Identify resources to support patient safety improvement efforts.



Nebraska Association for Healthcare  
Quality, Risk and Safety

# Your Conference Faculty

**STEPHANIE STAPLES, LPN, CSP**

Owner  
Stephanie Staples, Inc.

**JAN BRAUER, RN, BSN, MA**

Co-founder  
Creating Team Solutions

**RHONDA FISCHER, RN, BSN, CEN**

Clinical Program Lead for Team  
Training  
The American Hospital Association

**DANA STEINER, BSN, MBA, CPHQ**

Quality & Performance  
Improvement Director  
NHA

**AMBER KAVAN, BSN, RN, CPHQ**

Quality & Performance  
Improvement Manager  
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**ADA WALKER, JD**

Vice President, Inclusion and  
Diversity  
Nebraska Medicine

**MATT LENTZ, RN, MSN**

Quality Consultant  
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**CHANDRA ANDERSON, MBA, MSN,  
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Chief Nursing & Quality Officer  
Cozad Community Health System

**LACEY PAVLOVSKY, RN, MSN, CIC**

Infection Preventionist  
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**JENNA PREUSKER, PHARM.D, BCPS**

Nebraska Antimicrobial  
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Promotion Program Pharmacy  
Coordinator  
Nebraska DHHS/Nebraska  
Medicine

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**AMY MEYERS, RN, BSN**

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**BECKY ROH-BACON, CSW**

Hospital Social Worker  
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**DESTINY BADER, MSN, RN**

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**MALLORY GIBREAL, MHA**

Director of Service Development  
Memorial Health Care Systems

**MICHELLE DEPREZ-KRIEFELS, MSN,  
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Director of Quality  
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**KRYSTAL NOVOTNY, RN, BSN, CRHCP**

Medical Clinics Director  
Valley County Health System

**SACHI VERMA, B.TECH, M.TECH, CPH,  
MPH, PHD**

Data & Research Manager  
NHA

**MARNIE CARR**

Social Services Supervisor,  
Medicaid and Long-term Care  
Nebraska Department of Health  
and Human Services

**AMANDA SHANNON**

Social Services Supervisor,  
Medicaid and Long-term Care  
Nebraska Department of Health  
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**CHRISTINA POLLARD, CPHIT**

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**NANCY GLAUBKE, MBA, RHIA**

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