

Nebraska Critical Access Hospitals

CONFERENCE on QUALITY

November 12-13, 2014

Younes Conference Center
416 W. Talmadge Road
Kearney, Nebraska



Continuing education credits
applied for through Iowa
Western Community College

NHA Nebraska
Hospital
Association

Agenda

Wednesday, November 12, 2014

9:00 – 10:00 am **The Pursuit of Excellence**
Steve Siemens, CSP, CEO/Head People Builder
Siemens People Builders

Objectives:

- Identify the importance of pursuing excellence in the workplace and why it is important in positive health care results.
- List the four building blocks to “catch” excellence.
- Discover how the principles taught in this session can become daily habits that are reflected in patient care and staff leadership.
- List five benefits of being in the pursuit of excellence.
- Write a game plan for implementation of these principles.

10:00 – 11:00 am **Panel Discussion: The CEO’s Role in Quality**
Facilitator: John Roberts, CEO, Midwest Health Consultants, Inc.
CEO Performance Improvement Fellowship graduates Marty Fattig and Paul Utemark will share their thoughts on the CEO PI Fellowship, and how the program influenced them and their work in quality.

Objectives:

- Understand quality from the CEO’s perspective.
- Learn communication techniques to be successful with your CEO.

11:00 – 11:15 am **Break**

11:15 – 11:45 am **Update on Nebraska’s Progress in Achieving High Quality Health Care**
Ted Fraser, MS, QIN-QIO, CIMRO

11:45 – 12:15 pm **Medicare Beneficiary Quality Improvement Project (MBQIP)**
Margaret Brockman, RN, MSN, DHHS, will share the progress Nebraska’s Critical Access Hospitals are making in achieving Phase I, II and III goals.

Objectives:

- Describe the significant changes in the CMS 11th Scope of Work.
- Discuss Nebraska community level performance on health care quality measures.
- Examine the impact of the MBQIP program within your organization.
- Examine how your MBQIP scores measure up to your peers.

12:15 – 1:15 pm **Lunch**

1:15 – 2:30 pm **Breakout Sessions A-C**

Session A **Practical Applications: What’s Working in Nebraska Hospitals to Reduce Readmissions?**

Shari Michl, RN, Fillmore County Hospital, Geneva, will discuss their behavioral health interventions for the geriatric population and resulting effect on readmissions.

Shirley Knodel, RN, MS, Regional West Medical Center, Scottsbluff, will talk about the use of paramedics to do patient home visits post discharge and its effect on readmissions.

Objectives:

- Demonstrate the use of behavioral health assessments in patient care and their effect on reducing avoidable admissions and readmissions.
- Demonstrate the efficacy of in home visits occurring within 24 hours of discharge for high risk patient populations.
- Demonstrate that paramedics are highly effective at providing health maintenance and teaching as part of the health care team.

Session B

**Nebraska’s Nationally Recognized CAH Training Program:
Transforming Health Care Using Lean**

Listen to individuals from Box Butte General Hospital and Lexington Regional Health Center as they share their stories about the use of Lean principles to improve care.

Session C

CAPTURE Falls — Effective Huddles and Debriefs: How to Facilitate Learning at the Front Line

Facilitated by Katherine Jones, PT, PhD, UNMC; Joseph A. Allen, PhD, UNO; and Victoria Kennel, MA, UNO

Active workshop to learn how to facilitate learning at the front line. We have seen varying ability in CAPTURE Falls and our I/O Psych collaborators are working on a training program that we will pilot test at the conference.

2:30 – 2:45 pm

Break/transition to next sessions

2:45 – 4:00 pm

Breakout Sessions A - C (repeated)

4:00 – 4:50 pm

Mission: Lifeline Nebraska — Improving STEMI Care in Rural Nebraska
Julie Smith, RN, BSN, MHA, Director

This session will provide the audience with knowledge to identify and implement evidence-based practice in their own facility regarding the Nebraska statewide STEMI system of care.

Objectives:

- Understand the Mission: Lifeline Nebraska statewide initiative for the system of care for STEMI patients.
- Gain knowledge to identify and implement evidence based practice regarding the statewide STEMI system of care in their own facilities.
 - a. First Medical Contact by EMS to hospital care (Critical Access Hospital or PCI Capable)
 1. Primary Care Practitioners guidelines for care.
 - b. First Medical Contact by EMS to PCI capable facilities. Review and differentiate data from the statewide and national data reporting software Action Registry.
 - c. Identify data elements.
 - d. Understand validation process for the hospitals.
 - e. Identify opportunities for improvement in outcomes for patients.

Thursday, November 13, 2014

8:30 – 9:30 am

Improving Care Transitions by Infusing True Person and Family-Centered Care

Eric Coleman, MD, MPH, professor of medicine and head of the Division of Health Care Policy and Research at the University of Colorado Anschutz Medical Campus; director of the Care Transitions program; and executive director of the Practice Change Fellows program

Dr. Coleman will share a multifaceted approach to improving quality and safety that includes meeting patients at their level, engaging family caregivers, aligning financial incentives, improving cross setting collaboration and communication, building professional competencies and ensuring accountability.

Objectives:

- Identify the central goal of transitional care.
- Describe how changing the national health policy landscape support efforts to improve care transitions.
- Discuss the role of the transitions coach and how this role differs from a case manager or home health RN.
- Elaborate on a six-prong approach to improving quality and safety during care transitions.
- Participate in group discussion and sharing of best practices.

9:30 – 11:00 am

Nebraska Showcase of Quality - A panel of best practices to include:

MBQIP ED Transfer Project: Lessons Learned - Randy Boltz, CMCO

Tell Me Something Good: Bedside Reporting - Holly Tracy, RN, BSN

HCAHPS Improvement: One Hospital's Story - Kermit Moore, RN, BSN

Electronic Systems & Patient Safety: Medication Use Evaluation -

Katie Fleischmann BSN, MHA; Leanne Bewley LPN-C, PhT

Objectives:

- Provide reproducible models of best practices that have proven effective in Critical Access Hospitals.
- Discuss the MBQIP ED Transfer Project and describe how one facility used the data captured to improve communication between hospitals for patient safety.
- Describe how bedside reporting can enhance the overall patient experience.
- Understand how the HCAHPS scores reflect the patient care environment at their individual hospitals and innovative strategies for impacting HCAHPS scores.
- Demonstrate methods to reduce medication errors while increasing quality measure outcomes.

11:00 – 11:15 am **Break**

11:15 – 12:15 pm **A Nebraska Health Care Legislative Update**

Senator Mike Gloor

Objectives:

- Understand the issues facing Nebraska regarding Medicaid expansion, medical homes and redesigning the health care system, and their implications on the Critical Access Hospital.

12:15 pm

Closing Remarks

Presenter Biographies

Keynote Presenters

Steve Siemens, CSP, is CEO/head people builder of Siemens People Builders located in Des Moines, Iowa. Mr. Siemens “builds” people in a variety of settings. He has spoken in every state in the U.S. and in 22 countries. Mr. Siemens has been labeled as one of the best professional speakers in the nation. He is the author of three books, *Together We Can*, *Together We Will*, *Together We Did*; *Give Stress A Rest* and *Push-Ups For People*. He was awarded the Certified Speaking Professional (CSP) designation by the National Speakers Association. It is the highest designation given by NSA. He is one of only 10 percent of professional speakers worldwide who has met the rigorous standards. Mr. Siemens is a past college president and has served as a professor in three other colleges.

Eric Coleman, MD, MPH, is professor of medicine and head of the Division of Health Care Policy and Research at the University of Colorado Anschutz Medical Campus. Dr. Coleman is the director of the Care Transitions program, aimed at improving quality and safety during times of care “hand-offs”. He is also the executive director of the Practice Change Fellows program, designed to build leadership capacity among health care professionals who are responsible for geriatric programs and service lines.

Breakout Session Presenters

Joseph A. Allen, PhD, is an assistant professor, I/O Psychology, University of Nebraska at Omaha. Dr. Allen is a premier expert on huddles and debriefs, including recent publications in *Accident Analysis and Prevention*, as well as the *Journal of Applied Psychology*. Dr. Allen is an investigator on the CAPTURE Falls program with particular focus on post-fall huddles. The purpose of this project is to use inter-professional teams, organizational learning and a culture of safety to decrease the risk of falls in Critical Access Hospitals.

Leanne Bewley LPN-C, PHT, is a 2002 nursing graduate from Colby Community College in Kansas. She received her LPN-C from Central Community College. She joined Harlan County Health Services in 2004. She is registered as a pharmacy technician and has focused on pharmacy services for the last two years. She received training from Omnicell and is a Certified Omnicell System Administrator. She was previously employed as a floor nurse at Norton County Hospital in Kansas.

Presenter Biographies

Randy Boltz is quality/safety/infection control coordinator and compliance officer at Howard County Medical Center in St. Paul. He has been at HCMC since December 2009. He has been in health care for 27 years, mostly at Critical Access Hospitals. For over 20 years, he has worked as a radiology, CT and MRI technologist. Through those years, he has had different positions that led to him becoming more involved in the ever-changing world of hospital quality, safety and emergency preparedness.

Margaret Brockman, RN, MSN, is director of the Office of Rural Health. As a registered nurse, she has been employed in both rural and urban hospitals. She has experience in Medicaid, Patient Centered Medical Homes, nursing education, commercial insurance, workers compensation and as a private business owner of a health care consulting firm. She is a Certified Case Manager and a Certified Occupational Health Nurse. She also serves as adjunct nursing faculty at Nebraska Wesleyan University in Lincoln.

Marty Fattig, CEO, MHA, has been involved in health care for over 35 years. He began his career as a bench medical technologist. He is currently the CEO of Nemaha County Hospital in Auburn. He earned a bachelor's degree in medical technology and a master's degree in health care administration. Mr. Fattig is active in numerous associations and boards including the Nebraska Rural Health Association, Nebraska Hospital Association Issue Strategy Group on Workforce Shortage, Southeast Nebraska AHEC, Region 2 Trauma Advisory Board, and he is the chairman of the Rural Health Advisory Commission. He was recently appointed to the Region 6 Regional Policy Board of the American Hospital Association. He also serves as a member of the HIT Policy Committee Meaningful Use Workgroup, being appointed by the Office of the National Coordinator.

Katie Fleischmann BSN, MHA, is director of nursing at Harlan County Health Services in Alma. In this role, she is responsible for the management of nursing, pharmacy, care management and purchasing. She received her BSN from Clarkson College in Omaha and her master's degree in healthcare administration from Bellevue University. In addition to her work experience at Harlan County, she has previous experience working on a general med/surg unit.

Ted Fraser, MS, holds the position of vice president, QIO Programs for CIMRO of Nebraska, the state's Medicare Quality Improvement Organization. His experience includes more than 18 years of research and statistical analysis, utilizing numerous data sources including clinical, quality and claims databases, measuring performance across health care settings. Mr. Fraser has a master's degree in clinical psychology with a focus in rehabilitation neuropsychology.

Senator Mike Gloor serves Nebraska's 35th District. He serves as the chair of the Banking, Insurance & Commerce Committee and is a member of the Health & Human Services Committee. He served as president and CEO of Saint Francis Medical Center in Grand Island for several years. He received his bachelor's degree from Hastings College in 1972, a master's degree from the University of Utah in 1976 and a MHA from the University of Minnesota in 1987. Senator Gloor also served in the U.S. Air Force.

Katherine Jones, PT, PhD, is an assistant professor in physical therapy education at the University of Nebraska Medical Center in Omaha. Dr. Jones is the principal investigator for an AHRQ-funded Partnerships in Implementing Patient Safety II grant – CAPTURE Falls. The purpose of this project is to use inter-professional teams, organizational learning, and a culture of safety to decrease the risk of falls in critical access hospitals.

Victoria Kennel, MA, is a research associate at the University of Nebraska at Omaha's Center for Collaboration Science. She is a graduate research associate for an AHRQ-funded Partnerships in Implementing Patient Safety II grant, supporting the CAPTURE Falls program. The purpose of this project is to use inter-professional teams, organizational learning and a culture of safety to decrease the risk of falls in critical access hospitals. Ms. Kennel's research interests are in organizational culture, leadership, teamwork and organizational learning in health care settings.

Shirley Knodel, RN, MS, is responsible for setting the direction of patient care delivery at Regional West Medical Center. She has held many key leadership positions at health care facilities including administrative director, patient care at Rapid City Regional Hospital and director of nursing at Freeman Community Hospital. She earned her master's degree in administrative studies, health care administration from the University of South Dakota, and her bachelor's degree in nursing from South Dakota State University. She is currently enrolled in the Master of Nursing program at the University of Nebraska Medical Center.

Shari Michl, RN, has 34 years of experience in a variety of settings, including home health/hospice, nursing home and hospital. Her current position is at Fillmore County Hospital in Geneva, Nebraska where she serves as director of quality. Her primary duties include performance improvement, infection prevention and emergency preparedness.

Kermit Moore RN, BSN, is chief operating officer/chief nursing officer for Nemaha County Hospital in Auburn. He is responsible for all clinical/patient care areas of the hospital, as well as HIS, dietary and facilities management. Mr. Moore graduated from the University Of Alabama in Huntsville. He served in the U.S. Army as an Airborne/Air Assault Artillery Officer, serving on three continents. He has worked as an intensive care nurse and as a nurse manager for a PACU in a surgery center.

John Roberts, MA, received his designation as Lean Sigma Black Belt in 2009. He serves as a Lean coach to the Nebraska Lean Collaborative, supporting clients through the implementation of the Lean concepts and tools in health care settings. Mr. Roberts has developed leaders and managers in Lean management concepts and tools, including the development and delivery of education, and training to hospitals staff. He earned a bachelor's degree from the University of Nebraska Medical Center in health services administration and a master's degree from Liberty University in leadership development.

Julie Smith, RN, BSN, MHA, is a mastered prepared RN and is currently the director of Mission: Lifeline Nebraska through the American Heart Association. She has over 25 years of experience in health care, and she has worked in both urban and rural settings. In her current position as director, she coordinates the activities of the statewide initiative and is a facilitator between the stakeholders. These include physicians, nurses, EMS Services and personnel, Critical Access Hospitals and percutaneous coronary

interventional capable hospitals across the state. Ms. Smith has been active with the Rural Nebraska Regional Ambulance Network since 2008 and is currently a board member. She has spoken nationally and internationally, working with other entities focused on systems of care and utilization of community paramedics and rural health care providers to improve care and patient outcomes.

Holly Tracy RN, BSN, is director of nursing at Avera St. Anthony's Hospital in O'Neill, Nebraska. She has been the director since April 2006. Prior to that, she was the ER clinical manager for three years and nursing supervisor for 12 years. She graduated from the University of Nebraska Medical Center – Kearney in December 1990 with her BSN. She has also worked at Columbus Community Hospital in Columbus, Nebraska.

Paul Utemark, IV, MBA, has been the CEO at Fillmore County Hospital for the past six years. He has over 30 years of experience in executive leadership in a variety of industries from agribusiness to education to health care. Prior to becoming CEO of Fillmore County Hospital, Mr. Utemark served as CEO of the Nebraska Educational Service Unit Cooperative Statewide Group Purchasing Program. Prior to that, he worked for over 20 years in domestic and international agribusiness. Mr. Utemark received his master's degree in business administration from the University of South Dakota and his bachelor's degree from the University of Nebraska-Lincoln majoring in finance and accounting. He is a mentor in the Fillmore County Teammates organization, and he is also a member and past president of the Geneva Rotarian Club.