

# Nebraska Critical Access Hospitals CONFERENCE on QUALITY

Achieving the Triple Aim: Better Healthcare  
Quality, Better Population Health & Lower Costs



**October 27-28, 2016**

Younes Conference Center  
416 W. Talmadge Road  
Kearney, Nebraska

The Midwest Multistate Division  
is accredited as an approver of  
continuing nursing education by the  
American Nurses Credentialing Center's  
Commission on Accreditation.

**NHA** Nebraska  
Hospital  
Association

# Agenda

Thursday, October 27, 2016

8:00 am Registration

8:50 am Welcome

9:00 – 10:00 am **The Triple Aim Journey: Better Care and Better Health**  
Leslie Porth, RN, BSN, PhD  
Missouri Hospital Association

Objectives:

- Describe how population health can be developed as a strategy for critical access hospitals; list opportunities for CAHs to align population health and quality improvement; list examples of how information from a community health needs assessment can be incorporated into the hospital quality improvement strategy.

10:00 – 10:50 am **The Federal Update**  
*Medicare Quality Reporting* – Janet Endorf-Olson, BSN, RN, CPHQ,  
LSSGB - Great Plains QIN  
*FLEX Grant* – Margaret Brockman, RN, MSN - Department of Health  
& Human Services

Objectives:

- Describe changes to Medicare Quality Reporting requirements; summarize Medicare Quality Reporting data; describe new measures and outcomes for MBQIP reporting; integrate best practices into the critical access hospitals.

10:50 – 11:50 am **Steps for Success: MACRA Quality**  
Alysen Ficklin, RN, BHA - Wide River, LLC

Objectives:

- Understand the basic history of regulatory reporting and the current state of PQRS reporting; identify ways to participate in MACRA and quality requirements for MIPS; recognize how the rural health space is affected by MIPS; apply the first steps toward successful MIPS reporting.

11:50 – 1:00 pm **Lunch**

1:00 – 2:15 pm **Breakout Sessions A-C (Choose one)**

**Session A** **Moving Beyond Direct Patient Care: An Expanded Role for Physical Therapy in Inpatient Fall Risk Reduction**  
Errin Nelson, PT, DPT - Lexington Regional Health Center  
Dawn M. Venema, PT, PhD - UNMC

Objectives:

- Explain the rationale for the use of a multi-team system to decrease inpatient fall risk in health care organizations; identify how the knowledge and skills of physical therapists and physical therapy assistants can be integrated across components of the multi-team system to decrease inpatient fall risk; evaluate your organization's training program for safe transfers and mobility.

**Session B**

**Using Data to Influence Care: Making a Difference with Data**

Jayne VanAsperen and Stephanie Hollman, Crete Area Medical Center

**Interdisciplinary Care Coordination in a CAH**

Nicole Thorell, RN, MSN, CEN - Lexington Regional Health Center

Objectives:

- Identify different ways to utilize data in your organization; choose the best method to present performance metrics; demonstrate an actual application of care coordination practices.

**Session C**

**Antimicrobial Stewardship**

Karen Spenner, RN, CIC, St. Francis Memorial Hospital

Kim Bentjen, PharmD, RP, Providence Medical Center

Objectives:

- Recognize the benefits of implementing a formalized antimicrobial stewardship program in the rural hospital setting; summarize a model for operationalizing an antimicrobial stewardship program in a Critical Access Hospital; identify sources of external support for a small facility implementation.

2:15 – 2:30 pm **Break/transition to next sessions**

2:30 – 3:45 pm **Breakout Sessions A - C (repeated)**

3:45 – 4:00 pm **Break**

4:00 – 5:00 pm **Nebraska Legislative Update**  
Andy Hale, MPA - Nebraska Hospital Association

Objectives:

- Understand Nebraska’s legislative priorities; learn how to be an advocate for your health care organization.

5:00 pm **Adjourn for the day**

## Friday, October 28, 2016

8:30 – 9:45 am **Delivery System Reform Facilitates Quality Improvement**  
Keith Mueller, PhD - College of Public Health, University of Iowa

Objectives:

- Understand the reasons quality measures are being used in payment redesign; understand how to participate in initiatives that meet policy goals of better patient experience, smarter spending and better health of populations.

9:45 – 10:00 am **Break**

10:00 – 10:50 am **Community Paramedicine Program**  
Misti Soderlund RN, BSN, EMT; Becky Mai, CSW, Julie Wilhelmson RN, BSN - Community Hospital; and Chief Marc Harpham - McCook Fire Department

Objectives:

- Integrate a Community Paramedicine program that fits their population/area needs; describe tools for the use of community paramedicine; identify the level of collaboration needed to work across the multiple entities; summarize the positive benefits a Community Paramedicine program can have across the health care continuum.

10:50 – 11:45 am **Transitional Care Model**  
Heather Jensen, RN, BSN - Great Plains Health

Objectives:

- Define transitional care; identify patients that are appropriate for a transitional care program; understand how to interpret statistical data to determine success of a transitional care program.

11:45 am - noon **Wrap up and adjourn**

## Lodging

A block of rooms has been reserved under the name of the Nebraska Hospital Association at the Fairfield Inn, 510 W. Talmadge Road in Kearney, NE, at a rate of \$99.95/night plus tax. Please make your reservation by October 3, 2016. Call the Fairfield Inn at (308) 236-4200.

## Nursing Contact Hours

*This activity has been submitted to the Midwest Multistate Division for approval to award nursing contact hours. The Midwest Multistate Division is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.*

For more information regarding contact hours, contact Monica Seeland (402) 742-8152.

Successful completion requirements: Individuals must attend all sessions to receive certificate and contact hours.

No Conflicts of Interest have been identified.

# Presenter Biographies

## Keynote Presenters

**Leslie Porth, RN, BSN, MPH, PhD**, is Senior Vice President of Strategic Quality Initiatives for the Missouri Hospital Association. Prior to joining MHA in 1999, she worked in a mid-Missouri hospital as a nurse in critical care and emergency care units, and in an administrative position. Today at MHA, she is responsible for a wide range of population- and hospital-based strategies to implement the Triple Aim to improve the quality outcomes provided in Missouri hospitals, as well as the health and safety of Missourians. Dr. Porth has served as adjunct faculty for the University of Missouri - Columbia. She holds a Bachelor of Science in Nursing, Master of Public Health and Doctor of Philosophy in Public Policy.

**Keith J. Mueller, PhD**, is Gerhard Hartman Professor and Head, Department of Health Management and Policy, College of Public Health at the University of Iowa. He is also the Director of the Rural Policy Research Institute Center for Rural Health Policy Analysis. He has served as President of the National Rural Health Association and as a member of the National Advisory Committee on Rural Health and Human Services. He also served on the Advisory Panel on Medicare Education for CMS. He currently serves on the Advisory Committee to the Agency for Health Care Policy and Research. He has published more than 60 scholarly articles in health services research and policy, and received awards recognizing his research contributions from NRHA, RUPRI and the University of Nebraska. Dr. Mueller has directed major health services studies funded by the U.S. AHRQ, the Federal Office of Rural Health Policy and the Robert Wood Johnson Foundation. He has testified on numerous occasions before committees of Congress and in other forums, including the Institute of Medicine and the Medicare Payment Advisory Commission.

## Breakout Session Presenters

**Dawn M. Venema, PT, PhD**, is an Assistant Professor in the Division of Physical Therapy Education at the University of Nebraska Medical Center. She has both clinical and research experience in fall risk reduction for older adults. Dr. Venema is a co-investigator on CAPTURE (Collaboration And Proactive Teamwork Used to Reduce) Falls, a study funded by the Agency for Healthcare Research and Quality that involves the implementation of interprofessional teams within a multi-team system to address inpatient fall risk reduction in Nebraska hospitals. She has been the recipient of the 2013 Nebraska Physical Therapy Association Achievement in Education Award and the 2015 Academy of Geriatric Physical Therapy Excellence in Geriatric Research Award.

**Errin Nelson, PT, DPT**, is a physical therapist at Lexington Regional Health Center, a CAH licensed for 25 beds in central Nebraska. Dr. Nelson has seven years of clinical experience in the areas of acute care, outpatient care with interest in manual therapy and orthopedics, home health care and pediatrics, all in rural Nebraska. She became a member of her organization's interprofessional inpatient fall risk reduction coordinating team in 2012, when they began collaborating with the University of Nebraska Medical Center on the CAPTURE Falls study. As a member of the fall risk reduction team, Dr. Nelson has been involved in hospital staff training for safe mobility and transfer techniques, community education for fall risk reduction, and the integration of physical therapy knowledge when analyzing fall event data.

**Jayne VanAsperen, RN**, has 32 years of experience as a registered nurse. She has been in nursing administration since 2000, which included the role of quality. In 2010, she transitioned to the Director of Quality and Organizational Improvement at Crete Area Medical Center. Ms. VanAsperen continually uses data to analyze and communicate performance of clinical and outcome measures. She provides a 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 to population/community health.

**Nicole Thorell, MSN, CEN**, is the Chief Nursing Officer at Lexington Regional Health Center in Lexington. She has been at Lexington Regional for 10 years and has been in this position for three years. Prior to this, Ms. Thorell was a staff nurse and Director of Nursing Quality in the facility. She received her nursing diploma from Bryan College of Health Sciences, and her Bachelor of Science in Nursing and Master of Science in Nursing from Kaplan University.

**Stephanie Hollman, LPN, BS**, is the Outpatient Clinical Officer at Crete Area Medical Center. She provides oversight to the physician practice, lab, radiology, rehabilitation and patient access services. As part of that role, Ms. Hollman has been strategic in helping obtain and maintain recognition by the National Committee for Quality Assurance (NCQA) as a Patient Centered Medical Home since 2010. Her background is in nursing, health information management and health care administration.

**Kim Bentjen, PharmD, RP**, received her BS in chemistry from Wayne State College in 1991 and a Doctor of Pharmacy Degree from the University of Nebraska Medical Center in 1995. She has practiced in many different pharmacy areas including acute care, home infusion, long-term care, hospice, community, retail, academia, LTAC and Critical Access. Ms. Bentjen has been at Providence Medical Center (PMC) as director for nine years. She is involved in the Pharmacy and Therapeutics Committee and the Infection Control Committee at PMC. She works collaboratively with the providers and other departments at PMC to optimize the use of antibiotics and infection prevention in our population.

**Karen Spenner, RN, CIC**, has been employed by St. Francis Memorial Hospital for 44 years. She worked as a staff nurse for 19 years and for 20 plus years has served in the role of infection control/employee health. She obtained her certification in Infection Control in 1997 and has been a member of APIC since 1992.

### General Session Presenters

**Janet Endorf-Olson, BSN, RN, CPHQ, LSSGB**, has worked in health care quality improvement since 1989. Her background includes clinical experience in critical care nursing, facilitation of clinical process improvement teams, consultation in Lean thinking, and management, all with an emphasis on delivery of high quality cost effective services. She is a Certified Professional in Healthcare Quality (CPHQ), certified TeamSTEPS® Master Trainer and certified Lean Six Sigma Green Belt. Ms. Endorf-Olson's current role is Director of Quality Improvement for CIMRO of Nebraska, Great Plains Quality Innovation Network. Provides leadership and guidance on the 11<sup>th</sup> SOW task orders while interacting with staff and community stakeholders in developing and implementing work plans to ensure project goals and objectives are met.



**Margaret Brockman, MSN, RN**, received her associate, bachelor and master's degrees in nursing. She has practiced in rural and urban hospitals as a staff nurse since 1979. She is currently employed at the Office of Rural Health as FLEX coordinator and administrator. Her responsibilities include managing the Rural Hospital Flexibility grant and the State of Nebraska's Office of Rural Health grant. She also serves as faculty and adjunct faculty in numerous academic institutions.

**Andy Hale, MPA**, is Vice President of Advocacy for the Nebraska Hospital Association. He works with member hospitals' staff in crafting responses to proposed legislation. He brings the unique experience of having worked in the judicial, legislative and executive branches of federal government. He has over 15 years of experience in public policy and government relations. He is responsible for federal and state related policy issues that impact Nebraska's hospitals and health systems. Mr. Hale received his Master of Public Administration from Grand Valley State University.

**Heather Jensen, RN, BSN**, is the nursing educator at Great Plains Health. She received her AND in 2005 from Morgan Community College and her BSN from Fort Hays State University in 2015. At Great Plains Health, she has served in the roles of ICU Charge Nurse, ED RN, Transitional Care RN and AHA Regional Faculty PALS and ACLS. She helped design and establish the Transitional Care Program for Great Plains Health in 2015.

**Alysen Ficklin, RN, BHA**, has a number of years of experience in health care. She brings the background of an active floor nurse paired with advanced education in health care administration. She has experience with implementation and strategic planning of comprehensive patient portal solutions, including direct messaging, billing and mobile app components. Alysen excels at clinician engagement and change acceleration, using her personal strengths to facilitate excitement and excellence in the field of patient care.

**Misti Soderlund, RN, BSN, EMT**, has worked as an RN for 20 years and has worked in EMS for 25 years. During that time, she worked at Sargent District Hospital and Community Hospital in McCook as an RN. She was a staff nurse that cared for medical surgical and swing bed patients, as well as working in the ED at both Sargent and McCook. At Community Hospital, she also held the jobs of Head Night Supervisor, followed by Assistant Director of Nursing and then Director of Nursing, which is now called the Director of Inpatient Services. She served on the Oxford Volunteer Fire Department and Beaver Valley Fire and Rescue as an EMT.

**Julie Wilhelmson, RN, BSN**, has worked in McCook as an RN for 15 years, experiencing rural and critical access patient care. During this time, she worked first as a staff nurse, caring for patients in the ED, as well as for medical surgical and swing bed patients. She was the ER Coordinator for two years, followed by Assistant Director of Nursing, and now currently as the Director of Emergency and Mother Baby Services. She has a Bachelor's of Science in Nursing.

**Marc Harpham** has served as the City of McCook Fire Department's Chief since 2001. He provides leadership to 9 career and 24 paid-on-call personnel and a \$1.1 million dollar budget. Chief Harpham supervises fire prevention, emergency medical services delivery system, Community Paramedic Program, fleet maintenance, fire operations, public education/fire investigation and juvenile firesetter program. Marc's educational background includes an Associate Degree in Fire Science Technology, Associate Degree in Emergency Medical Services and several certifications as an instructor for various disciplines. Marc has been an EMT since 1986 and a Nationally Registered Paramedic (NREMT-P) since 1990. Marc was the recipient of the Nebraska Rural Health Association Outstanding Rural Health Achievement Award in 2001.

**Becky Mai, CSW**, has been Social Worker Supervisor at Community Hospital for almost 17 years. She has been a part of the process-based management team that worked to reduce 30-day all-cause readmissions. The Community Paramedicine program was developed as part of this initiative.