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NAHQnext

The Leading Conference for the Healthcare Quality Profession

September 14-16, 2020
Virtual

NAHQ.ORG/NEXT2020

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VERGE® HEALTH

As NAHQ NEXT gets underway, we want you to know how much you are appreciated. We applaud the heroic work you have taken on and conquered throughout the pandemic. You have faced unprecedented challenges for much of 2020, doing an immense amount of important work that has required you to be nimble as you stood up command centers, implemented telemedicine programs and deployed administrative staff to the frontlines.

We know it's been a trying time, especially because we also know you have not lost sight of the ongoing efforts to keep up with all the day-to-day quality work. We thank you for all you have done – and continue to do – as we navigate this global crisis together.

We also thank you for joining us virtually this year at NAHQ NEXT, and we are grateful to our sponsors for supporting all of us! We are incredibly proud of this year's program and the collaborations with the Patient Safety Movement Foundation (PSMF), the Accountable Care Learning Collaborative (ACLC), the American College of Healthcare Executives (ACHE) and the International Society for Quality in Health Care (ISQua) to provide you with rich NEXT content. If there was ever a year for us to band together, it is now. NAHQ is even more committed to giving you a forum to hear insights and learn about tools to help you continue to effectively carry out your responsibilities.

Along with our NEXT faculty, you will have the chance to hear from the entire NAHQ Board of Directors as they share their insights on the impact and response to the pandemic. Join us for our COVID Town Hall – A Quality Professional's Perspective on Monday from 4:30-5:30 pm CT. Remember to visit our sponsors in the Virtual Vendor Marketplace and access our on-demand sessions, posters and HQ Showcases at your convenience. They will be available until October 23, 2020. Also, be sure to have a little fun! Take a virtual selfie to post on your social feeds using #NAHQNEXT2020 and #mynahq. We look forward to seeing your photos!

Let us make the most of our time together these next few days. Take comfort in knowing you are among peers who understand where you have been and what you are experiencing. Learn from each other. Stay well, and stay strong.

Sincerely,

Carole Guinane, RN BSBA MBA BBSS CPHQ
NAHQ President

Stephanie Mercado, CAE CPHQ
NAHQ CEO and Executive Director

DATA THAT TALKS

Information that directly impacts safety has long stayed siloed within different roles, departments, and facilities. Verge Health unites your compliance, patient and employee safety, and provider data for a **full view of risk**.

DATA THAT TELLS YOU WHERE TO FOCUS. Stay proactive and drive towards zero harm with business intelligence insights and analytics at your fingertips. Verge Health's Converge Platform® supports your quality initiatives from the front-line to the leadership team with real-time safety information. Break down organizational silos and provide crucial visibility to progress in your high reliability journey. **COMPLIANCE + SAFETY + PROVIDER**

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now more than ever.

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(CPHQ), you will possess the industry-standard credential
that allows you to showcase your preparedness for leading
transformational initiatives in your organization.**

CPHQ

Learn more at **NAHQ.ORG/CPHQ**

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3M Science.
Applied to Life.™

Connect with quality experts like you. From wherever you are.

Your work as quality professionals has never been more essential, or more challenging. You play a vital role in the financial health of your organization and the quality of care it delivers.

3M is here to support you through in-depth webinars on quality and CDI best practice, COVID-19 implications and complex quality issues.

These webinars include live Q&A and polls so you can see what your peers think. Plus, you'll receive webinar recordings, transcripts and slides—whenever you need them.

Click here to join the conversation or visit us at 3M.com/his/webinars.
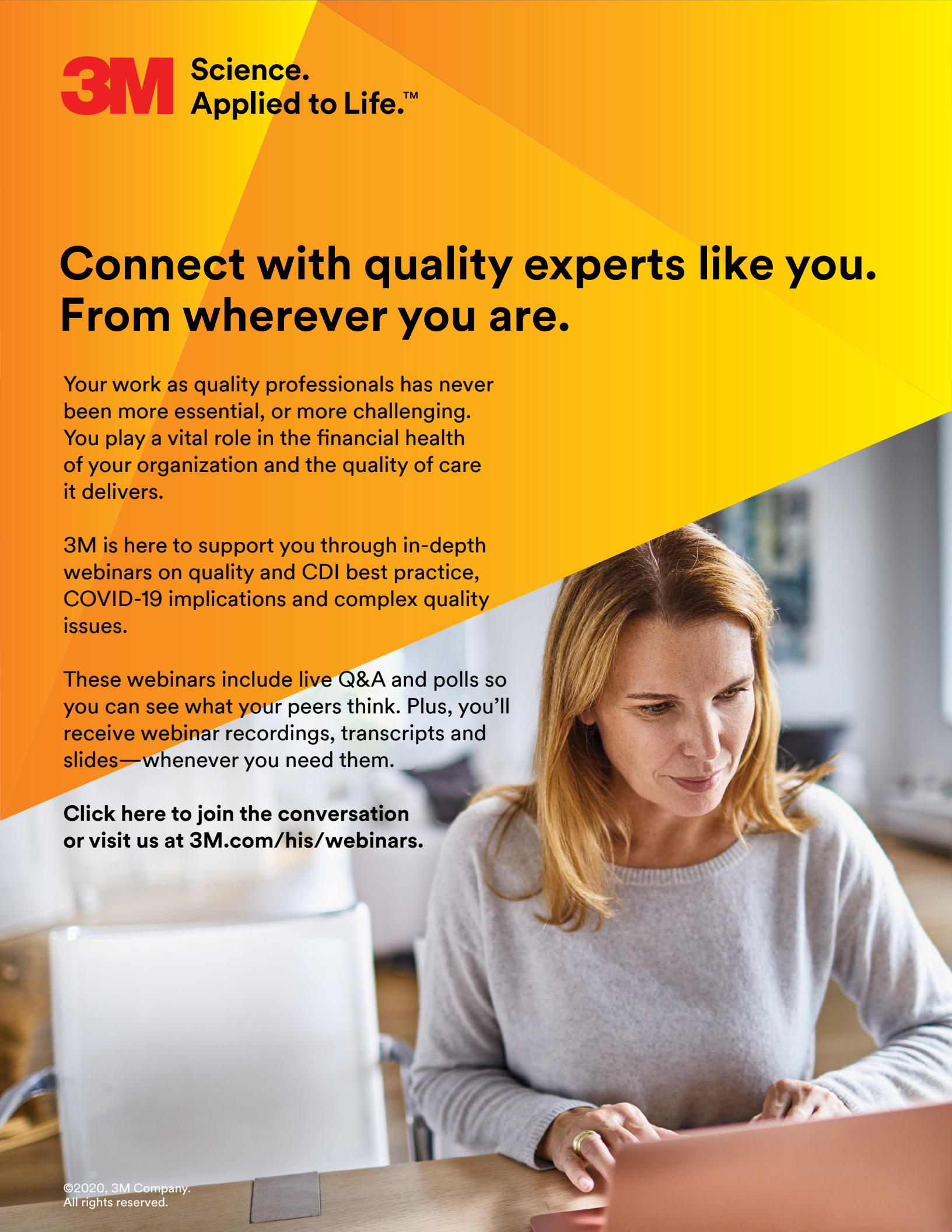
Technology Requirements

- **Test your audio and video connection** prior to Monday, September 14.
- **View the system requirements for viewing the virtual conference.**
- **If you experience any issues that you cannot resolve, contact NAHQ member services at virtual@nahq.org or 847.375.4720 for assistance.**

Logging In & Viewing the Conference

Visit this link to log in to the conference: **webcastregister.live/nahq2020/register.php**. The conference will launch at 9 am CT on Monday, September 14. You can check your start time using this **time zone converter**.

Please log in with the email address attached to your NAHQ account. You can verify your email by logging into your NAHQ profile **here**. If you experience issues after verifying your email addresses match, please contact **virtual@nahq.org** or 847.375.4720.

All live sessions may be viewed at their listed time as well as on-demand through Friday, October 23. On-demand sessions, session handouts if submitted by the speaker(s), posters and other resources will be available immediately on the NAHQ NEXT portal through Friday, October 23 as well.

Handouts

Session handouts will be provided on the website above if submitted by the speaker(s).

Q&A and Getting Involved

Submit your questions by typing them into the "Ask a Question" textbox in the lower right corner of your virtual conference screen.

Join the conversation on **Facebook**, **LinkedIn**, **Twitter** and **Instagram**. Share your experience with the hashtag **#NAHQNEXT2020** and **#myNAHQ**.

Evaluations & CE Credits

Log in to your **NAHQ account** and click "My Learning" under your My NAHQ/Personal Snapshot page to begin your evaluation, which will be available on September 14, 2020. Please submit it by October 23, 2020.
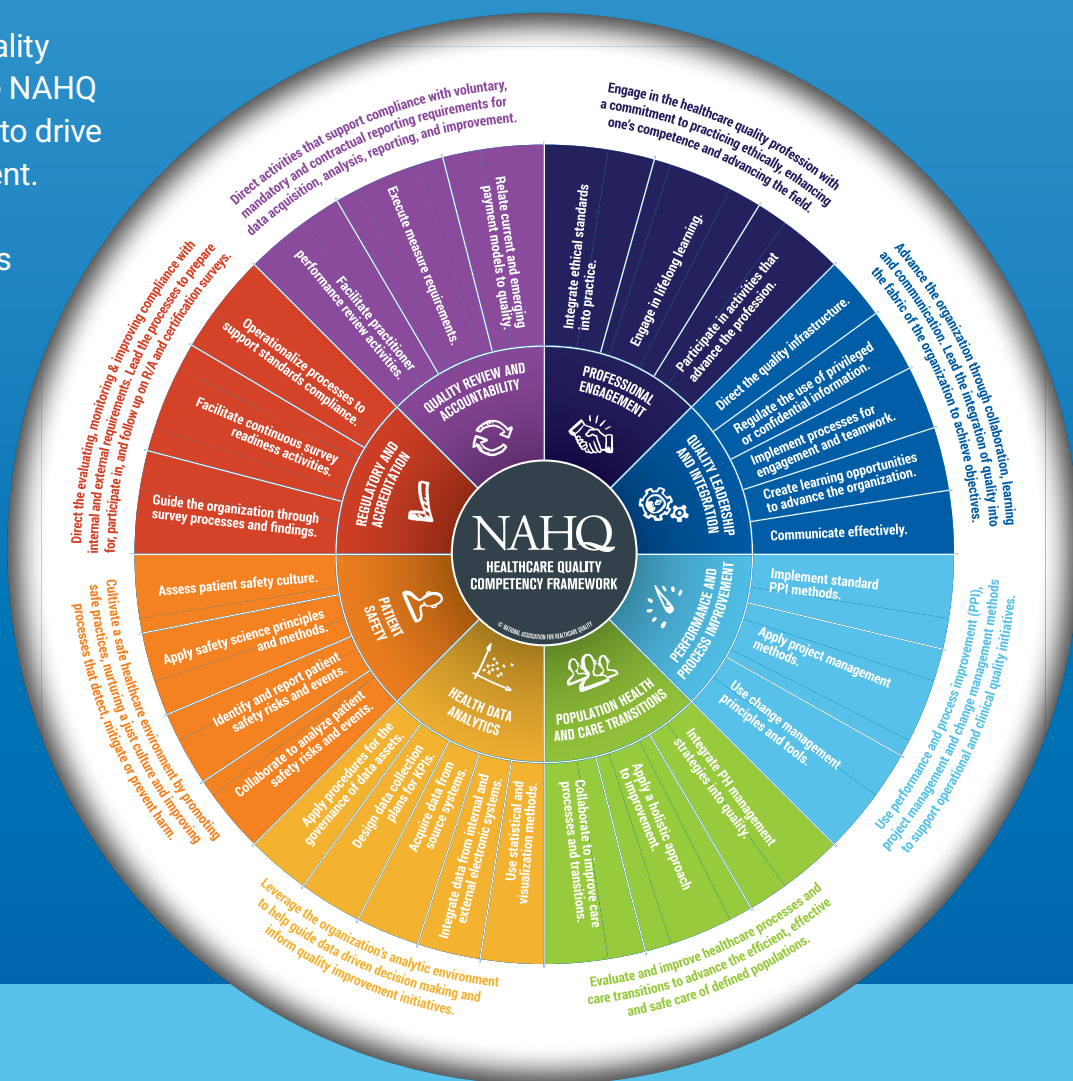
Healthcare Quality Competency Framework

Defining the Industry-Standard Healthcare Quality Competencies

In 2019, NAHQ published the first comprehensive framework of operational, managerial and executive competencies for the healthcare quality profession. NAHQ's Healthcare Quality Competency Framework sets specific job requirements and capabilities across eight dimensions, 29 competencies and 486 behavior-based skills.

Collectively, the framework describes the knowledge and skills required for developing and leading a successful healthcare quality program. All healthcare quality professionals should meet at least the novice level of capability in all eight dimensions, but it is unlikely and unnecessary that they will possess all competencies at an expert level. Instead, the spectrum should be represented across each organization's quality workforce.

Rooted in the Healthcare Quality Competency Framework, the NAHQ Self-Assessment allows you to drive your professional development. As healthcare continues to change and eventually moves into a post-COVID-19 environment, be prepared to take a leading role in achieving cost-efficient, quality care across the continuum. Identify areas for improvement with the NAHQ Self-Assessment and then plan your NAHQ NEXT 2020 experience.

NAHQ
HEALTHCARE QUALITY
COMPETENCY FRAMEWORK
© NATIONAL ASSOCIATION FOR HEALTHCARE QUALITY

QUALITY REVIEW AND ACCOUNTABILITY
- Direct activities that support compliance with voluntary, mandatory and contractual reporting requirements for data acquisition, analysis, reporting, and improvement.
- Execute measure requirements.
- Facilitate practitioner performance review activities.
- Relate current and emerging payment models to quality.

PROFESSIONAL ENGAGEMENT
- Engage in the healthcare quality profession with a commitment to practicing ethically, enhancing one's competence and advancing the field.
- Integrate ethical standards into practice.
- Engage in lifelong learning.
- Participate in activities that advance the profession.

QUALITY LEADERSHIP AND INTEGRATION
- Advance the organization through collaboration, learning and communication. Lead the integration of quality into the fabric of the organization to achieve objectives.
- Direct the quality infrastructure.
- Regulate the use of privileged or confidential information.
- Implement processes for engagement and teamwork.
- Create learning opportunities to advance the organization.
- Communicate effectively.

PERFORMANCE AND PROCESS IMPROVEMENT
- Use performance and process improvement (PPI), project management and change management methods to support operational and clinical quality initiatives.
- Implement standard PPI methods.
- Apply project management methods.
- Use change management principles and tools.

POPULATION HEALTH AND CARE TRANSITIONS
- Evaluate and improve healthcare processes and care transitions to advance the efficient, effective and safe care of defined populations.
- Integrate PH management strategies into quality.
- Apply a holistic approach to improvement.
- Collaborate to improve care processes and transitions.

HEALTH DATA ANALYTICS
- Leverage the organization's analytic environment to help guide data driven decision making and inform quality improvement initiatives.
- Use statistical and visualization methods.
- Integrate data from internal and external electronic systems.
- Acquire data from internal source systems.
- Design data collection plans for KPIs.
- Apply procedures for the governance of data assets.

PATIENT SAFETY
- Cultivate a safe healthcare environment by promoting safe practices, nurturing a just culture and improving processes that detect, mitigate or prevent harm.
- Assess patient safety culture.
- Apply safety science principles and methods.
- Identify and report patient safety risks and events.
- Collaborate to analyze patient safety risks and events.

REGULATORY AND ACCREDITATION
- Direct the evaluating, monitoring & improving compliance with internal and external requirements. Lead the processes to prepare for, participate in, and follow up on R/A and certification surveys.
- Operationalize processes to support standards compliance.
- Facilitate continuous survey readiness activities.
- Guide the organization through survey processes and findings.

NAHQ
National Association for Healthcare Quality

NAHQnext

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All times are CT and are subject to change.

9:00 AM - 9:05 AM
Welcome
Carole Guinane, RN BSBA MBA BBSS CPHQ
NAHQ President
Executive Director
Cedars-Sinai

9:05 AM - 10:00 AM
Opening Keynote: Healthcare Will Improve When We Improve: Building Workforce Capabilities and Capacity for Quality is the Path Forward: Presentation and Q&A
Stephanie Mercado, CAE CPHQ
Chief Executive Officer and Executive Director
NAHQ

10:10 AM - 10:30 AM
Leader Perspective: Hospital Health System Focus
Alexander Garza, MD MPH
Chief Medical Officer
SSM Health

10:30 AM - 10:50 AM
Leader Perspective: Health Plan Focus
Joan Gelrud, RN MSN CPHQ FACHE
Senior Vice President, Health Plan and Hospital Quality
Kaiser Permanente
Alen Vartan, MPH CPHQ
Executive Director, National Health Plan and Hospital Quality
Kaiser Permanente

10:50 AM - 11:05 AM
Q&A with SSM Health and Kaiser Permanente

11:15 AM - 12:00 PM
The Race to Value: An Overview of Industry Progress: Presentation and Q&A
Session Content Provided by the Accountable Care Learning Collaborative (ACLC)
Eric S. Weaver, DHA MHA
Executive Director
Accountable Care Learning Collaborative

12:00 PM - 1:30 PM
Break
View on-demand sessions HQ Showcases and posters,, explore the Virtual Vendor Marketplace and participate in the virtual selfie booth.

1:30 PM - 2:30 PM
Explore New Imperatives for Population Health: Presentation and Q&A
David Nash, MD MBA
Founding Dean Emeritus
Jefferson College of Population Health
Stephanie Mercado, CAE CPHQ
Chief Executive Officer and Executive Director
NAHQ

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2:40 PM - 3:40 PM   **Telehealth Beyond the Virtual Visit Remote Patient Monitoring: Presentation and Q&A**
Kari Gali, DNP APRN CPHQ
Quality Officer
Cleveland Clinic

3:50 PM - 4:20 PM   **Delivering Bad News: A Soft Skill**
Carole Guinane, RN BSBA MBA BBSS CPHQ
NAHQ President
Executive Director
Cedars-Sinai

4:30 PM - 5:30 PM   **COVID Town Hall — A Quality Professional's Perspective**

Tuesday, September 15
All times are CT and are subject to change.

9:00 AM - 9:05 AM   **Welcome**
Carole Guinane, RN BSBA MBA BBSS CPHQ
NAHQ President
Executive Director
Cedars-Sinai

9:05 AM - 10:05 AM   **Keynote: Beating the Odds: Presentation and Q&A**
Vania Deonizio
Founder and Executive Director
Dancin Power

10:15 AM - 11:00 AM   **Infection Prevention & Hospital Epidemiology During COVID-19: Presentation and Q&A**
David J. Witt, MD FIDSA CIC
Infectious Disease Specialist and Regional Hospital Epidemiologist
Kaiser Permanente

11:10 AM - 12:10 PM   **Workforce Quality and Safety Before and During the COVID-19 PHE: Presentation and Q&A**
Jean D. Moody-Williams, RN MPP
Deputy Director of the Center for Clinical Standards and Quality Acting Consortium Administrator,
Consortium of Survey and Certification and Quality Improvement
Centers for Medicare & Medicaid Services (CMS)

12:10 PM - 1:30 PM   **Break**
View on-demand sessions HQ Showcases and posters,, explore the Virtual Vendor Marketplace and participate in the virtual selfie booth.

1:30 PM - 2:30 PM   **Reporting on Safety and Quality: Applying Healthcare Quality Competencies: Presentation and Q&A**
Session Content Provided by the American College of Healthcare Executives (ACHE)
Hoyt J. Burdick, MD MMM CPHQ FACHE
Chief Clinical Officer
Mountain Health Network
Lily Jung Henson, MD MMM FACHE
Chief Executive Officer
Piedmont Henry Hospital

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2:40 PM - 3:40 PM		**Healthcare Quality Professionals: The Key to Effective COVID-19 Action and Response Activities: Presentation and Q&A** **Cathy Duquette, PhD RN NEA-BC CPHQ FNAHQ** Executive Vice President, Quality and Safety and Chief Nursing Executive Lifespan **Nidia S. Williams, PhD MBB CPHQ FNAHQ** Vice President, Quality & Safety/Operational Excellence Lifespan
3:50 PM - 4:20 PM		**Planning a Pathway for Your Healthcare Quality Career** **Sarah Pavelka, PhD MHA OTR/L CPHQ FNAHQ** MHA Academic Program Director Walden University
4:30 PM - 5:20 PM		**Patient Safety Recommendations for COVID-19 in a Time of Crisis: Presentation and Q&A** *Session Content Provided by the International Society for Quality in Health Care (ISQua)* **Peter Lachman, MD MPH MBBCh FRCPCH FCP (SA) FRCPI** Chief Executive Officer ISQua **Micaela La Regina, MD** Clinical Risk Manager and Delegate Director of Planning and Quality, Accreditation, Education Unit ASL5 Liguria

Wednesday, September 16

All times are CT and are subject to change.

9:00 AM - 9:10 AM		**Welcome** **Carole Guinane, RN BSBA MBA BBSS CPHQ** NAHQ President Executive Director Cedars-Sinai
9:10 AM - 9:25 AM		**Keynote: The Patient Safety Movement Foundation: Past, Present and Future** **Mike Ramsay, MD FRCA** Chairman, Department of Anesthesiology and Pain Management Baylor University Medical Center
9:25 AM -10:35 AM		**Building a Foundation for Safer Healthcare: Creating and Sustaining Reliability: Presentation and Q&A** *Speaker* **David Mayer, MD** Executive Director MedStar Institute for Quality & Safety *Patient Story and Panel Discussion Moderator* **Helen Haskell** President Mothers Against Medical Error *Panelists* **Dr. Michael Durkin** Senior Advisor on Patient Safety and Leadership, NIHR Imperial College Patient Safety Translational Research Centre

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	Leah Binder, MA MGA President and Chief Executive Officer The Leapfrog Group **Stephen E. Muething, MD** Chief Quality Officer and Co-Director, James M. Anderson Center for Health Systems Excellence Cincinnati Children's Hospital Medical Center Professor of Pediatrics The University of Cincinnati College of Medicine
10:45 AM - 11:55 AM	**The Impact of Effective Care Coordination on Safety Outcomes: Presentation and Q&A** *Speaker* **Donna Prosser, DNP RN NE-BC FACHE BCPA** Chief Clinical Officer Patient Safety Movement Foundation *Patient Story and Panel Discussion Moderator* **Alicia Cole** Patient Safety Consultant *Panelists* **Ronald Wyatt, MD MHA** Vice President and Patient Safety Officer MCIC Vermont **Martie L. Moore, MAOM RN CPHQ** Healthcare Consultant **Patricia Merryweather-Arges, PDG** Executive Director Project Patient Care
12:05 PM - 1:25 PM	**Engaging Patients and Families for Safer Care: Presentation and Q&A** *Speaker* **Marty Hatlie, JD** President and Chief Executive Officer Project Patient Care *Patient Story and Panel Discussion Moderator* **Vonda Vaden Bates** Chief Executive Officer 10th Dot *Panelists* **Chrissie Nadzam Blackburn, MHA** Principal Advisory, Patient and Family Engagement University Hospitals Health System **Edwin Loftin, DNP MBA RN NEA-BC FACHE** Senior Vice President, Integrated and Acute Care Services/Chief Nursing Officer Parrish Healthcare **Danielle Ofri, MD PhD** Internist Bellevue Hospital

Thank you to PSMF for collaborating with NAHQ on Wednesday's content in celebration of World Patient Safety Day 2020 on Thursday, September 17!
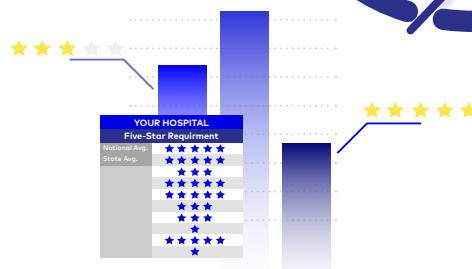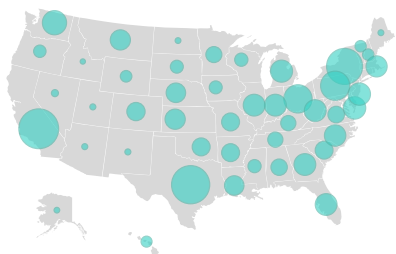
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reduction in Sepsis mortality

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reduction in Stroke Care mortality

50% ⇩
reduction in door-to-intervention CT

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reduction in door-to-intervention tPA time

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increase in market share

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Discover how Healthgrades partners make clinical quality a strategic advantage at https://hg.expert/quality

POST-CONFERENCE NEXT STEPS

The best way to maximize your conference experience is to take action after it ends!

Don't forget to:

- **Use the Action Plan** starting on page 31 to determine what you'll do next.

- **Continue referencing the on-demand content** through Friday, October 23 to ensure you take advantage of all your registration offered.

- **Make time to share** your experience and takeaways with your colleagues and supervisor.

- **Complete session evaluations** and the overall conference evaluation. Claim your continuing education credits (CE) and earn up to 39+ CE hours! Select sessions offer other types of CE hours. To claim ACHE Face-to-Face credits, **download these directions**. To claim AMA PRA Category 1 Credits and ACPE contact hours, **download these directions**.

Continue Your Learning With NAHQ

- **Identify opportunities for improvement** by taking the Self-Assessment, an online tool based on the industry-standard competencies.

- **Sign up for Learning Labs here** for up-to-the-minute education on quality topics and CE credits.

- **Access NAHQ's growing library of content** to enhance your knowledge and earn CE credits. Visit **mynahq.nahq.org/catalog**.

- **Attend Healthcare Quality Week 2020**, taking place virtually October 18-24, 2020. Watch for more details coming soon **here**!

Evolving with Care

Helping you through today and tomorrow with confidence. We're proud to support the NAHQ Next Conference and invite you to join us for an informative HQ Showcase available during this event.

HQ SHOWCASE

Emergency Management - What's required when recovering from a disaster?

— **Lisa Hardesty, MA, CHSP, CFI-I, HEM**

Principal Consultant, Joint Commission Resources

— **Susan Senecal, RN, MBA, CJCP, CPHQ**

Nurse Consultant, Joint Commission Resources

During this Showcase, you'll learn more about:

— The Emergency Management (EM) Program requirements and 4 phases of EM
— Tips on conducting an Evaluation of Emergency Response
— How to complete the After-Action Report
— Testing your updated Emergency Operations Plan

We are here to support, assist and guide health care providers just like you, both personally and professionally, through this ever-evolving environment. For more information, visit jointcommission.org

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Health Data Analytics

Control Charts and Curiosity: Taking the Fear Out of Health Data Analytics

Deborah Bulger, CPHQ
Vice President, Strategic Partners
Syntellis Performance Solutions

From Canaries to Systems Analysis: Getting From Projects to Action for Healthcare Quality Professionals

Ken Rohde
Senior Consultant
KR Rohde LLC

Integrating Data From Multiple Sources to Develop Unified Quality Metrics Dashboard

Ling Zheng
Associate Administrator
Keck Medical Center of USC
Thomas J. Bates, RN
Executive Administrator
Keck Medical Center of USC
Craig Kim, MS CHDA
Quality Analytics Manager
Keck Medical Center of USC
Liliana Jimenez
Project Manager
Keck Hospital of USC
Stephanie L. Hall, MD
Chief Medical Officer
Keck Medicine of USC

Measuring Success in Your Behavioral Health Services: Do Your Patients Improve?

Johan Smith, MBA CPHQ
Vice President, Health Informatics
Universal Health Services/HorizonHealth/Mental Health Outcome
Lisa Pappone, RHIA
Assistant Vice President, Performance Improvement
Universal Health Services

Patient Safety

Culture of Safety Survey: How the SCARF Communication Model Fuels Change Efforts

Joann Wortham, RN MSN JD CPHQ CPPS CPHRM
UCLA Health System Risk Management
UCLA

Culture – The Often-forgotten Root Cause of Healthcare Safety Events

Emily Halu
Vice President, High Reliability
RWJBarnabas Health

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Healthcare Quality and Safety Accreditation Basics

Billy Oglesby, PhD MSPH FRSPH FACHE
Associate Dean for Academic & Student Affairs
Jefferson College of Population Health

Stephanie Mercado, CAE CPHQ
Chief Executive Officer
NAHQ

Allyson Hall, MBA MHS PhD
Professor and Director, Graduate Programs in Healthcare Quality and Safety, Department of Health Services Administration
The University of Alabama at Birmingham

Annette Valenta, DrPH FACMI
Professor Emerita, College of Applied Health Sciences
Director (Retired), Patient Safety Leadership Programs, Department of Medical Education, College of Medicine
University of Illinois at Chicago

Teri Chenot, EdD MS MEd MSN RN CCE (ACBE) FNAP FAAN
Associate Professor, Keigwin School of Nursing
Department Chair, Healthcare Quality and Safety Programs
Director, QSEN Institute Regional Center
Chapter Leader/Faculty Advisory for the IHI Open School Chapter
Jacksonville University

Anthony C. Stanowski, DHA FACHE
President and CEO
Commission on Accreditation of Healthcare Management Education

Safety Management System – Development and Implementation Across a Health System

Paul Lambrecht, MJ MHA CPHQ FACHE
Vice President, Quality & Patient Safety
Inspira Health

Katherine L. Perez
Coordinator
Inspira Health

Performance and Process Improvement

Achieving High Reliability in Medical Device Reprocessing

Sharon Sutherland, MD MPH
Chair, Enterprise Reprocessing Governance Council
Cleveland Clinic

Achieving Robust OPPE – A Primer on Constructing Physician/Hospital Performance Metrics

Mark A. Smith, MD MBA FACS
Clinical Assistant Professor of Surgery
University of California, Irvine

Agile Implementation Change Methodology: Proven, Evidence-based and Specific to Healthcare

Malaz Boustani, MD MPH
Founder & Chief Innovation Officer
Center for Health Innovation & Implementation

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Bring Delirium to Light

Terri Savino, DNP RN CPHQ CPXP FNAHQ
Manager, Patient Experience and Service Excellence
Middlesex Hospital
Debbie Warzecha, DNP RN NEA-BC CEN
Director of Nursing
Middlesex Hospital
Franz Vergara, PhD DNP RN ONC CCM
Nurse Manager
Wellstar Health System

Culture of Safety Survey: How the SCARF Communication Model Fuels Change Efforts

Joann Wortham, RN MSN JD CPHQ CPPS CPHRM
UCLA Health System Risk Management
UCLA

Designing Clinical Pathways to Improve Quality, Decrease Cost and Reduce Variation

Lana Palmquist, MS Ed RN BSN CPHQ
Manager Clinical Integration
BayCare Health System

An Enterprise Approach to QAPI

Megan Turby, MS Ed CHC CPHQ
Director of Quality & Compliance
Gulfside Healthcare Services
Cristoval R. Jimenez, MBA RHIA
Vice President, Clinical Strategy & Integration
Gulfside Health Services
Ronda Velazquez, RN MSN CHPN
Quality & Patient Safety Manager
Gulfside Health Services

Improve Anything in Six Meetings or Less

Stephanie Sobczak, MS MBA
Project Manager
UW Health

Improving Lives for People with Type1 Diabetes: Lessons From a National Network

Osagie Ebekozien, MD MPH CPHQ CPHRM
Vice President, Quality Improvement and Population Health
T1D Exchange
Don Buckingham, MBOE CPHQ CLSSBB
Lead Service Line QI Coordinator
Nationwide Children's Hospital
Mary Jolly, MBA BSN RN CPHQ
Senior Clinical Quality Specialist
A7 Central and Endocrinology Clinics
Cinncinnati Children's

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Overcoming Resistance to Change

Dawn Allbee, MA
Executive Director, Customer Engagement
The Joint Commission

Population Health and Care Transitions

Designing Clinical Pathways to Improve Quality, Decrease Cost and Reduce Variation

Lana Palmquist, MS Ed RN BSN CPHQ
Manager Clinical Integration
BayCare Health System

Improving Lives for People with Type1 Diabetes: Lessons From a National Network

Osagie Ebekozien, MD MPH CPHQ CPHRM
Vice President, Quality Improvement and Population Health
T1D Exchange
Don Buckingham, MBOE CPHQ CLSSBB
Lead Service Line QI Coordinator
Nationwide Children's Hospital
Mary Jolly, MBA BSN RN CPHQ
Senior Clinical Quality Specialist
A7 Central and Endocrinology Clinics
Cinncinnati Children's

Using Innovative Tools and Effective Care Coordination to Reduce Heart Failure Readmissions

Donna Mahoney, MHCDS CPHQ
Administrative Director, Population Health Analytics
ChristianaCare
Janine Jordan, MD
Medical Director
ChristianaCare
Patty Resnik, MJ MBA RRT FACHE CPHQ CHC
Vice President
ChristianaCare

Professional Engagement

Best Practices in Presenting Data to Physicians, Executives and Board Members

Eleanor Huff, MSN RN
System Director, CV Quality & Analytics
Baylor Scott and White Health
David Coe
System Vice President, Enterprise Data & Analytics
Baylor Scott and White Health
Brett Stauffer, MD MHS FHM
Chief Quality Officer
Baylor Scott and White Health

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PATIENT SAFETY

Mark Valentine
President/CEO
Baylor Scott and White Health Hospitals
Plano McKinney, Denton Heart Hospitals

Creating Healthy Work Environments: "I Am Living in Mine"

Laure Lisk, RN MS CPHQ CPHRM
Executive Director, Quality and Regulatory Services
Kaiser Permanente Northern California

Elizabeth Scruth, RN PhD MPH CNS CCRN CCNS FCCM FCNS CPHQ
Director of Tele Critical Care Program
Kaiser Permanente

Vanessa A. Martinez, MSN MHA RN
Lead Quality Nurse Consultant
Kaiser Permanente

Quality Leadership and Integration

Best Practices in Presenting Data to Physicians, Executives and Board Members

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Bring Delirium to Light

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Creating Healthy Work Environments: "I Am Living in Mine"

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An Enterprise Approach to QAPI

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Vice President, Clinical Strategy & Integration
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Ronda Velazquez, RN MSN CHPN
Quality & Patient Safety Manager
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Improve Anything in Six Meetings or Less

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Project Manager
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Integrated Care Team Optimization: The Next Step in Integrated Care Delivery

Steve Tierney, MD
Senior Medical Director of Quality Improvement
Southcentral Foundation

Rona Johnson, RN NP
Primary Care Nurse Director
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Measuring Success in Your Behavioral Health Services: Do Your Patients Improve?

Johan Smith, MBA CPHQ
Vice President, Health Informatics
Universal Health Services/HorizonHealth/Mental Health Outcome

Lisa Pappone, RHIA
Assistant Vice President, Performance Improvement
Universal Health Services

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Safety Management System – Development and Implementation Across a Health System

Paul Lambrecht, MJ MHA CPHQ FACHE
Vice President, Quality & Patient Safety
Inspira Health

Katherine L. Perez
Coordinator
Inspira Health

Quality Review and Accountability

Johns Hopkins Health System: Ensuring eCQM Data Quality and Accuracy

Suzanne LaMarche, DHA MBA
Quality & Innovation Project Manager
Johns Hopkins Health System

Readying Your Organization for Value-based Payment Methodologies

Kristen Geissler, MS PT MBA
Managing Director
Berkeley Research Group
Beth Greskovich

Regulatory and Accreditation

Achieving High Reliability in Medical Device Reprocessing

Sharon Sutherland, MD MPH
Chair, Enterprise Reprocessing Governance Council
Cleveland Clinic

Achieving Robust OPPE – A Primer on Constructing Physician/Hospital Performance Metrics

Mark A. Smith, MD MBA FACS
Clinical Assistant Professor of Surgery
University of California, Irvine

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President
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CANDOR and Empathetic Communication in the Context of COVID-19

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Chief Patient Safety & Risk Officer
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Emergency Management – What's Required When Recovering From a Disaster?

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Lisa Hardesty, MA CHSP CFI-I HEM
Principal Consultant
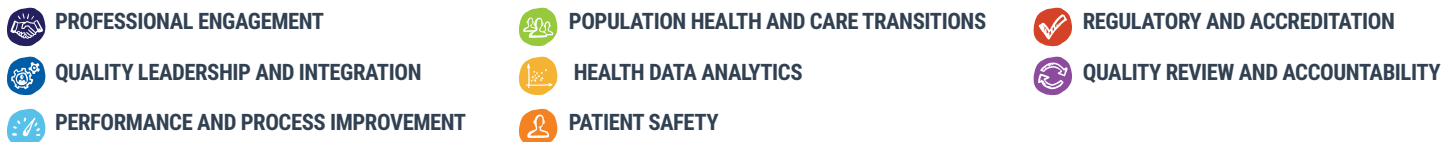Joint Commission Resources

Susan Senecal, RN MBA CJCP CPHQ
Nurse Consultant
Joint Commission Resources

A Children's Hospital's Phased Approach to Rounding Success

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Crystal Brown, BSN RN CPN HACP
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Children's Healthcare of Atlanta

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Health Data Analytics

Modifying the CAPHS Survey to Improve Feedback and Engagement for Disabled Adults

Jason Xenakis, MD DrPH
Manager of Clinical Transformation
Westchester Institute for Human Development

Patient Safety

Hand Hygiene: Getting It Right and Keeping It Right

Linda Quirici, MSN RN CCRN
Vice President of Performance Excellence
Prospect Medical Holdings

Debbie M. Berry, RN MSN CPHQ CPPS CWCN CCN
Chief Quality, Patient Safety and Clinical Excellence Officer
Prospect Medical Holdings

Implementing a Vascular Access Team: Shifting to a Proactive IV Assessment Model

Sherri L. Jones, MS MBA RDN LDN SSGB FAND
Senior Improvement Specialist
UPMC Presbyterian Shadyside

Root Cause Analysis Utilizing the Five Whys

Greg Stockslager, CPHQ CLSSBB PT
Quality Manager
VCU Health

Using CPOE System's Idiosyncrasies to Prevent Patient Harm & Adverse Drug Events

Kristin Livingston, MBA RHIA CPHQ LSGBB
Senior Project Manager
ChristianaCare

Joseph McDaniel, MBA BSN RN LSSBB CPHQ
Senior Project Manager, Patient Safety
ChristianaCare

Performance and Process Improvement

Development/Implementation of Nurse Practitioner-Led Teams to Improve Management of Septic Patients

Tarina L. Kang, MD MHA FACEP
Physician Attending, Sepsis Physician Champion
Keck Medicine of USC

Lisa Johnson, MSN RN CENP
Director-Quality & Outcomes Management
Keck Medical Center of USC

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Elopement Risk Associated with Individuals Living with Dementia

Nicole Byrnes
Plan Management Specialist
LifeCircles PACE

Hand Hygiene: Getting It Right and Keeping It Right

Linda Quirici, MSN RN CCRN
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Improving Door to Alteplase Times With Creation of Stroke Room in Radiology

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Modifying the CAPHS Survey to Improve Feedback and Engagement for Disabled Adults

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Manager of Clinical Transformation
Westchester Institute for Human Development

Quality Improvement Project: Dream Team to Improve Post-Discharge Heart Failure Appointment

Michelle Z. Antiporda, LVN BA
Senior Clinical Data Analyst
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Betty Kwong, LVN

Reducing Readmissions in the Oncology Setting Utilizing Predictive Modeling

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Root Cause Analysis Utilizing the Five Whys

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Talk the Talk and Walk the Gemba Walk: Achieving Sustainable Outcomes

Nelson Tuazon, DNP DBA RN CPHQ FACHE
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Using CPOE System's Idiosyncrasies to Prevent Patient Harm & Adverse Drug Events

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Senior Project Manager
ChristianaCare
Joseph McDaniel, MBA BSN RN LSSBB CPHQ
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Population Health and Care Transitions

Improving Patient Care and Achieving Designation Through Dementia Friendly Initiatives

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Dementia Friendly Program Coordinator, Nurse Educator
University Health System
Charles C. Reed, PhD RN CNRN
Vice President/ACNO
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Carole L. White, PhD RN
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Elma Ileana Fonseca, MPA MSM CVRN-BC
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Reducing Readmissions in the Oncology Setting Utilizing Predictive Modeling

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Kelsey Jarrold
Karen Sites, MSN RN OCN CCM
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Professional Engagement

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Quality Leadership and Integration

Driving Safety Culture in a Community Hospital: Implementation of an Organization-wide Huddle

Bert Thurlo-Walsh
Chief Quality Officer and Vice President
Milford Regional Medical Center

Talk the Talk and Walk the Gemba Walk: Achieving Sustainable Outcomes

Nelson Tuazon, DNP DBA RN CPHQ FACHE
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	TOPIC	ACTIONS	TIMEFRAME	CONSIDERATIONS
1.				
2.				
3.				

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	TOPIC	ACTIONS	TIMEFRAME	CONSIDERATIONS
1.				
2.				
3.				

I'M GOING TO **SHARE INFORMATION FROM THESE THREE PRESENTATIONS WITH MY COLLEAGUES:**

	TOPIC	INFORMATION	COLLEAGUE
1.			
2.			
3.			

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