2018 IA Rural & CAH Conference

THE HOMETOWN HEALTH 2018
IOWA RURAL & CRITICAL ACCESS HOSPITAL CONFERENCE
MARCH 14 & 15, 2018 * COURTYARD BY MARRIOTT DES MOINES/ANKENY

A DAY IN THE LIFE OF A QUALITY DIRECTOR…
& HOW TO PREVENT BURNOUT

Funding through the “Rural Hospital Learning Opportunities Program” provided by the Iowa Department of Public Health and HomeTown Health through the HRSA Critical Access Hospital FLEX Grant 3017-2018, Iowa contract #888CA04.

AGENDA
A DAY IN THE LIFE OF A QUALITY DIRECTOR…
& HOW TO PREVENT BURNOUT

• 12:30pm - 12:40pm
  Welcome & Introductions
  Jennie Price & Kristy Thomson

• 12:40 - Quality Workshop
  Angie Charlet

• Break from 2:15-2:30

• Finish at 4:00pm
WELCOME & INTRODUCTIONS

JENNIE PRICE, DIRECTOR OF BUSINESS DEVELOPMENT &
KRISTY THOMSON, COO
HOMETOWN HEALTH, LLC

RURAL HOSPITAL LEARNING OPPORTUNITY PROGRAM

The Rural Hospital Learning Opportunities Program (RHLOP) will support Iowa’s CAHs in activities that will improve their financial and operational outcomes and the quality and patient safety due to policy implementation.

Goal of the Quality Improvement Education: Improve patient safety and health outcomes in CAHs by conducting staff and health provider education, training, workshops and, meetings specific for Iowa’s CAHs including but not limited to certification for quality improvement coordinators, integration of community health needs assessment to improve health disparities by the hospital, and leadership training. The services will help CAHs meet state and national requirements to improve hospital patient safety and improve hospital operations.
RURAL HOSPITAL LEARNING OPPORTUNITY PROGRAM

Three Online Professional Development Support Courses
- Advancing Critical Thinking Skills
- Advanced Data Driven Decision Making
- Integration of Community and Health Care Assessment Results into Decision Making

Live Meeting Training for Quality Leaders: Regional Meetings
- Today
- June 7/8, 2018 – (TBD) Live Northern Iowa location
- July 24/25, 2018 – (TBD) Online Virtual Conference Version

THE RURAL HOSPITAL LEARNING OPPORTUNITY PROGRAM

QUALITY IMPROVEMENT TEAM

Angie Charlet, Director of Quality Services - Illinois Critical Access Hospital Network (ICAHN): Angie Charlet is a Registered Nurse with over 20 years in the healthcare industry. She has a Bachelor’s in Nursing, a Master’s in Healthcare Management with a focus in performance improvement and her Doctorate Degree in Business Administration with a focus on Healthcare Management and Executive Leadership. She is certified in CPHQ, Certified in both Lean and Black Belt Six Sigma. She is employed by the Illinois Critical Access Hospital Network (ICAHN) as the Director of Quality and Education and also functions as the Quality Director and Compliance Officer for their new ACO; Illinois Rural Community Care Organization (IRCCO), which is currently implementing the Patient Centered Medical Home and Care Coordination as the foundation within the ACO. Angie provides training, education, mock surveys and resources to both critical access hospitals and RHCs. Her focus is around regulations, quality initiatives, PCMH implementation, care coordination and expanding the market share by creating a medical neighborhood. Her skill sets include demonstrated team building, network engagement, evidence-based practice, PCMH, Lean and Six Sigma along with Leadership Coaching to bring new initiatives/practice models.

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Lesa Schlatman, Care Coordination Specialist - Illinois Critical Access Hospital Network (ICAHN): Lesa Schlatman grew up in a small rural town, where she experienced the hardship of chronic illness first hand through the care of her beloved grandfather. Her passion to make a difference flourished from that point forward. She started 23 years ago as an RN, and has had a vast career in bedside nursing; Skilled Care settings; Managerial & Administrative positions; and regulatory/compliance oversight. She understands the importance of coordinated patient care, and strives to assist healthcare settings achieve this through her current position with ICAHN and IRCCO as the Care Coordination Specialist.

Kerry Dunning, Consultant - Kerry Dunning, LLC: Kerry Dunning, MHA, MSH,CPAR, RAC-CT, RSBM Program Trainer, has 25 years in health care consulting and over 30 years in the industry. She specializes in the post-acute market working with hospital based skilled nursing and swing bed programs, critical access hospitals, freestanding skilled facilities, inpatient/outpatient rehab programs, inner city teaching hospitals and rural health care systems. From the beginning of her career, Kerry has been involved in cutting edge projects – working with Yale-New Haven/Bridgeport Hospital and CMS on ED direct admits to skilled nursing (1989-91); on a team with Tulane and the World Health Organization to open the first nursing home in Russia (1997-99); as part of a start-up therapy company (1989-1993) providing services in skilled nursing with a goal of returning residents to home; providing guidance to a team from Shandong University (China) on inpatient rehabilitation services (2006-2009); and for many years providing bed need analysis, market analysis and copacetic service line development for rural healthcare and multi-faceted urban systems. Her most recent planning project analyzes the need for long term care, skilled nursing, assisted living, memory care and swing beds in 2025 and 2035 for a hospital systems. She is currently working with the Illinois Critical Access Hospital Network (ICAHN) and others to develop quality measures for CAH swing beds. Kerry has provided webinars and workshops for HomeTown Health and ICAHN for over 15 years, worked with other state associations, as an instructor at the University of North Florida, and currently is the swing bed trainer for rural health care systems and state agencies.
HomeTown Health employs a unique model with its Business Partner Program, which is a partnership model with a long-term commitment, not sponsorship of a one-time event. We value our network partners who have a proven track record and offer best practice solutions. HTH Business Partners must be invested in the success of small or rural hospitals and understand the challenges they face. HomeTown Health management selects its Business Partners based on an aggressive due diligence process that includes reference checking, performance checking, customer satisfaction, and capability to perform and communicate well in rural settings.

- Collect your “HomeTown Bucks” throughout the day from Business Partners at networking breaks and receptions
- During the Reception this evening, we’ll have announce all of the prizes and open the silent auction
- Use your “HomeTown Bucks” to bid on the prizes
- Bidding will end at the end of the reception and prizes will be distributed to the highest bidder starting
As an IACET Authorized Provider, HomeTown Health, LLC offers CEUs for its programs that qualify under the ANSI/IACET Standard. HomeTown Health, LLC is authorized by IACET to offer 0.3 CEUs/3 credit hours for this program.

In order to obtain these units, you must:
1. Attend the program in its entirety. Partial credits will not be awarded.
2. Submit the CEU Request Form for each program attended at the end of the meeting.
3. Be sure to provide a valid email address.
4. Complete the online program assessment and evaluation.

After confirming you have met all minimum requirements, Evelyn Leadbetter will email you a link to the program assessment and evaluation required to receive your CEU Credit Certificate and Transcript.

Questions about IACET CEUs?
Please contact Evelyn Leadbetter at evelyn.leadbetter@hometownhealthonline.com.
CONTINUING EDUCATION

HTHU provides over 600 courses online, over 150 Webinars a year, and various live training conference and workshops. Accredited Education from the International Association for Continuing Education & Training (IACET).

(Who accepts the IACET CEU? Full list at www.iacet.org)

- American Association of Respiratory Therapy
- American Board of Medical Microbiology
- American Society for Clinical Laboratory Science
- American Society for Quality
- American Speech-Language-Hearing Association
- Board of Certified Safety Professionals
- The Child Care Development Associate National Credentialing Program
- Clinician’s View (Occupational, Speech, and Physical Therapy)
- Federal Emergency Management Agency
- Georgia, Massachusetts and Ohio Board of Nursing
- Georgia Professional Standards Commission
- Human Resources Certification Institute (for their Professional in Human Resource Designation)
- National Association of Rehabilitation Professionals in the Private Sector
- National Association of Social Workers
- National Board for Certification in Occupational Therapy, Inc. (NBCOT)
- National Council for Therapeutics Recreation Certification
- National Registry of Emergency Medical Technology (EMT)
- National Registry of Microbiologists
- National Society of Professional Engineers
- Society for Human Resources Management
- State of Georgia, FL, and Iowa Board of Professional Engineers
- The American Association of Integrative Medicine
- The American College of Forensic Examiners Institute
- The American College of Radiology
- The American Psychotherapy Association
- The International College of The Behavioral Sciences
- The National Board for the Accreditation of Occupational Therapy (NBCOT)

EVALUATIONS

[Table with evaluation results]
To participate in live polling, you must first join our session. (If you already joined yesterday, you do not need to join again!)

Here’s how:
Send a text message to the five digit number 22333.
In the body of the message, you’ll type the keyword HTHIOWA.
You will get a confirmation message that you are now part of our session.

To vote, simply reply to that message with your response.

Note:
Standard text messaging rates apply, so it is likely free for you to participate (or up to twenty cents on some carriers if you do not have a text messaging plan.)
The service we are using is serious about privacy. We cannot see your phone numbers, and you will never receive follow-up messages outside this presentation.

Let’s test it out! Multiple Choice:
1. ENTER TEST QUESTION!
To vote, simply reply to that message with your response (A,B,C)…
LEARNING OUTCOMES

By the end of this presentation, you should be able to:

• Describe the quality dynamics and how they fit together
• Identify core elements of healthcare quality knowledge
• Identify how to use rapid tests of change on small scale
• Establish best practices for making continuous quality improvement work

DISCLOSURE OF PROPRIETARY INTEREST

HomeTown Health, LLC, ICAHN, and Kerry Dunning, LLC do not have any proprietary interest in any product, instrument, device, service, or material discussed during this learning event.

The education offered by the Quality Improvement team in this program is compensated by the HRSA FLEX Rural Hospital Opportunity Program Grant.
LET'S GET STARTED!

QUESTIONS?

Jennie Price: Jennie.price@hometownhealthonline.com
### THE HOMETOWN HEALTH 2018

**IOWA RURAL & CRITICAL ACCESS HOSPITAL CONFERENCE**

**MARCH 14 & 15, 2018 * COURTYARD BY MARRIOTT DES MOINES/ANKENY**

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>4:15pm</td>
<td>Assessing Hospital Preparedness for Transitions to Care Management and Population Health</td>
<td>Dr. Angie Charlet - ICAHN</td>
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<tr>
<td>5:00pm</td>
<td>Population Health interactive Forum</td>
<td>Jimmy Lewis - HomeTown Health, &amp; Dr. Angie Charlet - ICAHN</td>
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<tr>
<td>6:00pm</td>
<td>Opening Networking Reception &amp; Silent Auction/Prizes</td>
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Post-Reception - Optional Dinner/Entertainment with Business Partner Sponsors