

THE HOMETOWN HEALTH 2018  
**IOWA RURAL HOSPITAL LEARNING OPPORTUNITY WORKSHOP**

AUGUST 2, 2018 \* ARROWWOOD RESORT & CONFERENCE CENTER, OKOBOJI

## QUALITY AGENDA

9:00am - 10:00am - Registration Opens

### A DAY IN THE LIFE OF A QUALITY DIRECTOR... AND HOW TO PREVENT BURNOUT

10:00am - 1:00pm **QUALITY WORKSHOP**

**DR. ANGIE CHARLET - ICAHN**

This Quality workshop will provide hands-on training with the trainer on best practices for managing the day-to-day responsibilities for Quality leaders. Topics will include training and discussion will include the quality dynamics and how they fit together, core elements of healthcare quality knowledge, and how to use rapid tests of change on small scale best practices for making continuous quality improvement work. In addition, it will include quality from the eyes of a surveyor, and making sense of the reason for MBQIP measures.

**LEARNING OUTCOMES - AFTER ATTENDING THIS PRESENTATION, ATTENDEE WILL BE ABLE TO:**

- Describe the quality pieces and dynamics and how they fit together
- Identify core elements of healthcare quality knowledge
- Describe how to use rapid tests of change on small scale
- Identify best practices for making continuous quality improvement work
- Describe Quality programs from the eyes of a surveyor

11:30am-11:40am **BREAK**

11:40am -12:20pm **QUALITY WORKSHOP ACTIVITIES**

12:20pm-12:50pm **ADDRESSING BURNOUT**

**JENNIE PRICE - HTH**

The purpose of this portion will be to provide resources and tips to help to prevent burnout for participants and their peer colleagues, as well as provide networking opportunities for peer sharing among quality leaders in small and critical access hospitals.

- Differentiate "burnout" from regular stress of the day-to-day work environment
- Identify mechanisms to prevent burnout or assist others through it

12:50pm- 1:00pm **CLOSING / Q&A**

1:00pm- 1:15pm **GRAB LUNCH AND RETURN TO SESSION**



Intended for quality and clinical professionals (Offering 0.3

### POPULATION HEALTH:

### ASSESSING YOUR HOSPITAL'S PREPAREDNESS

1:15pm - 2:00pm **POPULATION HEALTH & QUALITY "TOWN HALL"** **ANGIE CHARLET & LESA SCHLATMAN**

The purpose of the Population Health session is to share feedback from participating hospitals on population health within their facilities and communities. Topics specific to Quality, such as how quality interacts with population health, community needs assessment and how it may affect quality in hospital, or how ACOs affect pop health will be included. It will also help participants in identifying a good population health model that is effective, and include a discussion on care management.

### ONE-ON-ONES FOR COHORT PARTICIPANTS

2:15pm - 5:00pm **QUALITY COHORT SMALL GROUP SESSION: A FOCUS ON DATA (& MORE!)**

In this session, the Cohort hospitals will be invited to participate in a small group discussion led by Angie Charlet and Lesa Schlatman on areas of need identified by the hospitals for training, resource sharing and networking. Shared areas of concern include collecting data, and then knowing what to do with it, and interpreting data and using it to identify projects from it (data driven decisions); and more!



## MEET YOUR WORKSHOP SPEAKERS

*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.*

*Jennie Price joined the HomeTown Health team in May 2014 with experience in healthcare risk management and marketing, and having worked with a number of member hospitals. Jennie's specialties, outside of marketing, include professional liability such as medical malpractice, and property/casualty insurance. She holds a Bachelor's degree from Berry College in Rome, GA in Communication, as well as Bachelor of Arts degree in Religious Studies. She has earned a variety of designations in the area of insurance and risk management, including the Accredited Advisor of Insurance (AAI), Registered Professional Liability Underwriter (RPLU), and Associate in Risk Management (ARM).*

*Lesla Schlattman, RN, BSN, Care Coordinator Specialist at ICAHN; Lesla 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 24 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.*



The workshop is sponsored by the Iowa Department of Public Health and HomeTown Health in part by the "Rural Hospital Learning Opportunities Program" through the HRSA Critical Access Hospital FLEX Grant 2017-2018 contract #5888CA04.

## CONTINUING EDUCATION INFORMATION

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 the Quality Leader Workshop

A full list of approved IACET organizations can be found on [www.iacet.org](http://www.iacet.org).

### Learning Outcome Conditions:

In order to obtain these CEUs, 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.

Be sure to provide a valid email address.

3. 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](mailto:evelyn.leadbetter@hometownhealthonline.com).*

