

LAHQ

Louisiana Association for Healthcare Quality

LAHQ
P.O. Box 458
Covington, LA 70434

“Parading for Quality”
Roll with The Krewe of Q
34th EDUCATIONAL CONFERENCE
April 28—30, 2010
April 28th 2010 Pre-Conference
Healthcare Quality Certification Review and Study Session

Laissez les bon temps rouler y'all!

Conference Location:



Marriot New Orleans Metairie at Lakeway
 3838 N Causeway Blvd
 Metairie, LA 70002
 1-504-836-5253 (not for reservations)

Discounted Room Rate: \$99/night.
Includes garage self-parking.

Subject to state and local taxes (currently 12.75%)

To Register call: 1-888-364-1200 and ask for the Louisiana Association for Healthcare Quality group block.

To take advantage of this rate, you MUST MAKE YOUR RESERVATION BY APRIL 5, 2010

Who Should Attend?

Leaders and Healthcare professionals in the area of: Quality Management, Risk Management, Case Management, Health Information Management, Clinical Services, HMOs, Home Health Care, Rehabilitation/SNF/Long Term Care, individuals planning on taking the CPHQ exam, and students interested in healthcare professions.

Continuing Education Hours

Certified Professional Healthcare Quality Continuing Education Hours:

This activity will be submitted to the National Association of Healthcare Quality for CPHQ CE credits. Pre-conference CE hours requested: 6.5 hrs. Conference CE hours requested: 10 hours.

Ochsner Health System Nursing Professional Development is an approved Provider of continuing nursing education by the Louisiana State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. 16.5 nursing contact hours have been applied for.

PROGRAM GOAL: To challenge the *status quo* through exploration of current and timely best practices in quality and patient safety to achieve the clinical excellence necessary to produce improved healthcare quality and patient safety outcomes.

PRE-CONFERENCE OBJECTIVES: CPHQ Review Course

1. Identify data collection methodology
2. Describe data aggregation
3. Identify methods to maintain record confidentiality
4. Identify process analysis tools to display data
5. Describe basic statistical techniques to describe and evaluate data
6. Identify steps of the strategic planning process
7. Describe process for identifying, selecting, and evaluating teams
8. Describe risk management, utilization management, and case management
9. Describe accreditation survey process
10. Identify models for creating change in an organization

CONFERENCE OBJECTIVES:

1. Describe The Joint Commission survey changes for 2010
2. Identify The Joint Commission standards that have been particularly problematic or challenging for the hospitals
3. Explain the principles of Lean and provide examples of Lean application in healthcare
4. Discuss the synergies between traditional quality models and Lean
5. Describe the impact of the national healthcare legislative priorities on Louisiana's legislative priorities relative to healthcare and healthcare reform
6. Identify three powerful guidelines for maintaining balance in and our of the workplace
7. Justify the emphasis on providing quality healthcare by demonstrating bottom line improvement
8. Describe the CMS Patient Safety and Hospital Quality initiatives, including the role of administrative and clinical leadership
9. Explain the work of the CMS Medicare Quality Improvement Organizations and the 9th statement of work
10. Discover strategies to improve your organization's compliance with the National Patient Safety Goals

AGENDA

07:15-08:00 AM	Registration
08:00-10:15 AM	Introduction and Test Taking Tips Foundation, Techniques, and Tools
10:15-10:45 AM	Break
10:45-12:00 PM	Using Data for Improvement
12:00-01:00 PM	Lunch
01:00-02:15 PM	Strategy and Leadership
02:15-03:15 PM	Continuous Readiness
03:15-03:30 PM	Break

03:30-04:15 PM	Change management and Innovation	
04:15-04:30 PM	Questions, Wrap Up, and Evaluation	
06:00-07:00 PM	Board Meeting	
<p>CE and contact hours require attendance at all presentations</p> <p style="text-align: center;">AGENDA STATE EDUCATION CONFERENCE</p> <p>Thursday April 29, 2010</p>		
07:15-08:00 AM	Registration and Continental Breakfast	
08:05-08:10 AM	President's Welcome	Steven Savant, RN, MSN, MBA, CPHQ, CCRN
08:10-08:15 AM	Pledge of Allegiance National Anthem	Loretta Heard, RN, MSA
08:15-09:15 AM	2010 Joint Commission Survey Changes	Nancy Claflin, RN, PhD, CCRN, CPHQ, FNAHQ
09:15-09:30 AM	Break	
09:30-10:15 AM	Key Learning from Recent Joint Commission Surveys	Jayne Willingham, RN, MN, CPHQ
10:15-11:00 AM	National Patient Safety Goals	Donna Saxton, MHA, MPH, FACHE
11:00-11:15 AM	Q&A Session with Panelists	Nancy Claflin Jayne Willingham Donna Saxton
11:15-12:15 AM	Lean Healthcare	Sarah Roberts, ORT/L, MHA
12:15-01:15 PM	Lunch	
01:15-02:15 PM	Highlights of the CMS 9th Scope of Work	Rebecca Hightower, MS, RN, CPHQ, CPE
02:15-03:15 PM	Quality in Telehealth and Chronic Care Management	Kendra Case, RN, BSN, MBA, CPHRM
03:00-03:15 PM	Break	
03:15-04:30 PM	State Meeting	Steven Savant Linda McNeill
06:00-07:30 PM	Welcome Reception and Second Line Jazz	

Friday April 30, 2010

07:15-8:30 AM	Registration, Breakfast View Posters	
08:30-09:45 AM	Quality and YOUR Bottom Line	Karen Wyble, BSN, CCRN, MHA
09:45-10:00 AM	Break	
10:00-11:30 AM	Health Care Reform and Its Impact on Louisiana	Ken Alexander, MS, RRT
11:30-12:30 PM	Lunch Vote on Posters	
12:30-02:00 PM	Keynote Address: A Sense of Perspective <i>Maintaining balance in and out of the workplace</i>	Edward Kesgen, PhD
02:00-02:30 PM	Program Evaluation	

CE and contact hours require attendance at all presentations

The Speakers

Kenneth E. Alexander is currently Vice president of Quality and Regulatory Activities for the Louisiana Hospital Association (LHA). His responsibilities include leading LHA's quality and patient safety initiatives, serving as LHA's liaison with state and federal regulatory agencies, educating and assisting the Louisiana legislature on healthcare policy development, and overseeing LHA's Emergency Management department. Mr. Alexander has spent most of his 30+ year career in the hospital industry. He began his career as a medical specialist in the U.S. Army and then worked in the clinical arena for many years as a respiratory therapist. His management career has ranged from department level to CEO roles in acute care and post acute care hospitals.

Kendra Case serves as the Director of Chronic Care Management at Amedisys, In this role she is responsible for the oversight of the Telehealth Programs, the Chronic Care Portal Initiative, and aspects of Disease Management. Ms. Case is a registered nurse. She earned her BSN and MBA at the University of Louisiana in Lafayette.

Nancy Claflin is currently Associate Chief, Nursing Service for Operations at the Phoenix VA Stuart Healthcare System. In this role she is responsible for Nursing Service, including Nursing Quality. She has over 25 years experience in quality. She received her CPHQ in 1997 and was named a fellow of the National Association for Healthcare Quality in 1999. She is an active member of the National Association for Healthcare Quality, serving on the Board of Directors in different roles and as President in 2004. As a NAHQ member, she served as the Alternate...*continued on page 5*

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to the NAHQ representative on the Joint Commission's Hospital Accreditation Program Professional and Technical Advisory Committee (PTAC). She also served on the Board of Directors in various roles and as the president for the Arizona Association for Healthcare Quality in 1996 and 2007. She has published in the healthcare quality field and has presented numerous lectures on healthcare quality at the local, regional, and national level.

Rebecca Hightower serves as the Quality Improvement Specialist for CMS QIO Contract Activities: Patient Safety, Hospital Data Reporting Program, Care Transitions at eQHealth Solutions (formerly Louisiana Health Care Review), the Medicare Quality Improvement Organization for Louisiana. Ms Hightower has over 23 years experience in clinical nursing practice, hospital case management, and provider and patient education. She has spoken to numerous professional association and stakeholder groups. Currently she works as a Quality Improvement Specialist for eQHealth Solutions which involves consultation, education, and support for hospitals related to the following CMS QIO contract activities: Quality improvement for hospital staff and senior leadership/Board of Directors; Reporting hospital quality data for the Annual Payment Update Program (RHQDAPU); Focused efforts toward process improvement in preventing hospital-acquired infection (HAI-MRSA) and improving care for surgical patients and those with heart failure; Care Transitions Initiative to reduce avoidable re-hospitalization through re-engineering of the discharge process and patient self-management teaching. Ms Hightower is a certified professional in healthcare quality (CPHQ) and a certified patient educator (CPE).

Edward Kesgen is an acclaimed inspirational speaker, retired university professor, interpretive naturalist, author, former therapist and US Naval Officer. He is passionately engaged in spreading a message of joy, hope, and optimism through a variety of professional appearances across the country. When not traveling, Ed resides in a cabin nestled in the Smoky mountains of North Carolina with his wife, Annette, and their Labrador lap beasts, a chocolate standard model named Daisy, and a much larger earth mover named Dozer.

Sarah Roberts is currently the Director of Medical Specialties at Ochsner Medical Center in New Orleans. In this role she serves as the Administrative Director over Inpatient and Outpatient Endoscopy and multiple medical specialty physician practices. She has also been a lean Management Engineering Leader for Ochsner Health System. She holds a BS in Occupational Therapy and a Masters in healthcare Administration from Ohio State University in Columbus, OH.

Donna Saxton is currently the Vice President of Quality and Safety for Ochsner Health System. Her responsibilities include operational oversight of seven hospital locations for quality, infection control, patient safety, and accreditation. She holds a Masters in Healthcare Administration and a Masters of Public Health with a focus in Epidemiology from Tulane University in New Orleans. Ms Saxton is member of the New Orleans Association for Healthcare Quality (Region IV). She has shared her expertise by presenting selected topics to the members on several occasions.

Jayne Willingham is currently the Vice President of Clinical Improvement for VHA Gulf States. In this role she serves as a consultant in Clinical Improvement and Joint Commission. She holds a BSN from William Carey College and a Masters of Nursing from LSU Health Science Center in New Orleans.

Karen Wyble serves as the Chief Operating Officer for Heart Hospital of Lafayette and as the Vice president of Cardiovascular Services at Our Lady of Lourdes Medical Center. Ms. Wyble is a nursing executive with over 20 years of experience in the healthcare setting, including quality management. As a passionate advocate for quality she has spoken before the Louisiana Association for Healthcare Quality and the New Orleans Association for Healthcare Quality.



The Poster Contest Returns to the LAHQ Conference!

Prizes for First and Second Place

Showcase your achievements and share your innovations with your peers

Posters must chronicle specific improvements in a topic related to healthcare quality

Contest Rules:

- Posters will be displayed on easels in or near the conference area
- Posters must be **NO LARGER** than 4 feet by 4 feet
- To be eligible for contest, poster displays need to be in place by 9:30 AM on Thursday April 29, 2010
- Contest winners will be announced prior to conference close on Thursday April 30th
- To be eligible the topic must be related to healthcare quality and needs to demonstrate specific improvements and/or innovations
- Please use process improvement methodology to display your topic. Clearly identify your goal, measures, sampling, changes implemented and your results.
- Graphic displays are good to showcase your results
- You can enter as an individual, a region, or as a team.
- Posters may not merchandise products or services
- There won't be enough space to display handouts with your poster so if you have more information to provide please attach a manila folder to the easel so participants who want more information can drop their business cards in
- Be as creative as you like—have fun with it!



Important Dates to Remember

Early Bird Hotel Discount Deadline: April 5, 2010 (see page 1 for hotel and room reservation information)

April 28-30, 2010: LAHQ Board Meeting and Symposium

Member Status	√	Event	Early Bird Fees Post-marked by 03/19/2010	Regular Fees After 03/19/2010	Your Total Conference Fees
LAHQ Members		CPHQ Review Course*	N/A	\$200	\$
		Education Conference (2 days)	\$235	\$285	\$
		Education Conference (1 day)	N/A	\$225	\$
		CPHQ Review and Education Conference	N/A	\$460	\$
Non-LAHQ Members		Join LAHQ for member pricing	\$40	\$40	\$
NAHQ Members (copy of card)		CPHQ Review Course*	N/A	\$260	\$
		Education Conference (2 days)	\$330	\$385	\$
		Education Conference (1 day)	N/A	\$285	\$
		CPHQ Review and Education Conference	N/A	\$610	\$
All Other Attendees		CPHQ Review Course*	N/A	\$280	\$
		Education Conference (2 days)	\$380	\$440	\$
		Education Conference (1 day)	N/A	\$340	\$
		CPHQ Review and Education Conference	N/A	\$680	\$
Review Course Requirement		QSolutions: Essential Resources for the Healthcare Quality Professional*	N/A	\$150	\$
				Total Fees	\$

*** Review Course registration and book required prior to March 31, 2010**

Please make check payable to LAHQ. Early Bird fees apply to registrations postmarked by March 19, 2010. No refunds payable after April 12, 2010. A 25% administrative fee for cancellations within 14 days prior to conference. Requests for cancellations must be received in writing.

**LAHQ 2010 Educational Conference, Metairie, LA: Registration Form
PLEASE PRINT**

Name: _____ Title:(i.e. RN, CPHQ)_____

Place Employed:_____ Position:_____

Address: (City, State, ZIP)_____

Work Phone:() _____ Last 4 #s of your SS#_____

E-Mail Address: _____ LAHQ Member _____ Yes _____ No

NAHQ Members who are not LAHQ members must include a copy of their NAHQ card.

*Review course registration and book required prior to March 31, 2010

[] Purchase review book at cost of \$150

LAHQ Tax ID#: 72-0967764

Date: _____ Check # _____ Amount _____

Charge \$ _____ to my [] VISA [] Master Card (available February 1—April 18, 2010

Card # _____ Expiration Date _____

Signature _____ Date _____

VISA/MASTER CARD APPLICATION MAY BE FAXED TO ANNA PRESCOTT at 985-796-0098

MAIL REGISTRATION TO LAHQ, PO BOX 458 COVINGTON, LA 70434

FOR ADDITIONAL INFORMATION CONTACT ANNA PRESCOTT, TREASURER, AT 985-796-0098

Additional membership Information:

Home Address (City, State, ZIP) _____ Parish _____

Home Phone: () _____ E-Mail Address _____

Member of NAHQ [] Yes [] No Certified CPHQ [] Yes [] No Certified Case Manager [] Yes [] No

Educational Background _____ Highest Degree _____

Please Indicate if you have special needs: _____

LAHQ Officers

April 2009—2010

Steven Savant, RN, MSN, MBA, CPHQ, CCRN,
President
Portia McDaniel, RN, BSN, Past President
Anna Prescott, RN, CPHQ, CPUR, Treasurer

Linda McNeill, RN, MS, President Elect
Andrea Fontenot, LDN, RD, MBA, CPHQ, Secretary
Kevin Haymon, RN, BSN, CPHQ, Parliamentarian

Regional Representatives

Region I: Stacy Humphrey
Region II: Melynda Boothe
Region III: Karolyn Bull
Region IV: Kelly Gilkey
Region V: Anita Jordan
Region VI: Vacant
Region VII: Kristine Like

Ad Hoc Members to the Board

Katherine Brooks, PhD, CIC, CPHQ
Rebecca Hightower, RN, MSN, CPHQ
Lori Hughes, RN, MSN, CPHQ
Ken Alexander, RRT, MBA

2010 Education Committee

Andrea Fontenot, LDN, RD, MBA, CPHQ
Anita Jordan, RN
Anna Prescott, RN, CPHQ, CPUR
Ashley Rush, RN, MSN
Elaine Ward, RN, BSN, CPHQ
Kelly Gilkey, MT(ASCP), MSHCM
Melynda Boothe, MA, CCP/SLP, CPHQ
Steven Savant, RN, MSN, MBA, CPHQ, CCRN
Linda McNeill, RN, MS, Chair

Sponsor Acknowledgement



eQHealth Solutions

The Louisiana Association for Healthcare Quality (LAHQ) is our state’s leading organization for healthcare quality professionals.

- *Founded in 1976*
- *Incorporated in 1982 as the ‘Louisiana Association for Quality Assurance Professionals’*
- *Name changed in 1995 to “Louisiana Association for Healthcare Quality (LAHQ)”*

Our Mission:

- *To promote quality healthcare in Louisiana*
- *To maintain the integrity of the practice of quality improvement*

Our purpose:

- *To support the development and professional growth of healthcare quality management professionals through education, networking, and unity.*

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Mailing Label