

## LAHQ 2019 Summit on Transforming Care

Our 2019 Annual Conference features speakers who will inspire and engage you with their vision of how to transform patient care and improve population health. Sessions will deliver information and solutions to common struggles healthcare professionals encounter including social determinants, perinatal care and healthcare costs.

Join our National Keynote speakers from the National Patient Safety Movement and the Hospital Quality Institute to gain insights into patient safety and engagement and infusing joy in our healthcare teams to drive the best experience and care.

**Who Should Attend:** RNs, LPNs, RRTs, Social Workers, Case Managers, Healthcare Leaders and anyone interested in quality healthcare

**Early Bird Discount of \$25 is available if payment is received by March 15, 2019.**

**When: April 12, 2019**

**Where: Louisiana Hospital Association**

**2334 Weymouth Dr. | Baton Rouge, LA 70809**

**Price: \$125 LAHQ Member      \$200 LAHQ Non-Member**

**Register: <https://www.lahq.org/event-3271699>**

**For more information: Call Megan Olsen at (504) 207-2516 or [lahqboard@gmail.com](mailto:lahqboard@gmail.com)**

### AGENDA

Presentations will include keynote speech, PowerPoint presentations and interactive discussions with attendees.			
8:00 a.m. - 8:15 a.m.	Registration/Breakfast	12:15 p.m. - 1:00 p.m.	Lunch / Door Prize
8:15 a.m. - 8:30 a.m.	<b>Introduction/Welcome</b> Todd Fletcher, LAHQ President	1:00 p.m. - 2:00 p.m.	<b>Changing Care Delivery: Addressing Social Determinants of Health</b> Dennis P.H. Mihale, MD, MBA
8:30 a.m. - 9:30 a.m.	<b>Keynote Speaker: Drivers of Patient Safety and Engagement</b> Martin J. Hatlie, JD, The Patient Safety Movement	2:00 p.m. - 3:00 p.m.	<b>Reducing Maternal Harm: Leveraging Partnerships to Change Systems through the LPQC</b> Amy Zapata, MPH
9:30 a.m. - 10:30 a.m.	<b>Building a Continuous Survey Readiness Program</b> Liz Goforth, MPH	3:00 p.m. - 3:15 p.m.	Break / Door Prizes
10:30 a.m. - 10:45 a.m.	Break/Door Prize	3:15 p.m. - 3:45 p.m.	<b>Preparing for the Future: Raising Awareness of Healthcare Costs and Patient Affordability</b> Jan Takewell, RRT, CPHQ
10:45 a.m. - 11:45 a.m.	<b>Maternity Care Improvement: The California Experience</b> Julie Morath, RN, MS, CPPS, President & CEO of Hospital Quality Institute	3:45 p.m. - 4:30 p.m.	<b>Keynote Speaker: Infusing Joy and Meaning for Teaming, Best Experience, Best Care</b> Julie Morath, RN, MS, CPPS, President & CEO of Hospital Quality Institute
11:45 a.m. - 12:15 p.m.	<b>National Quality Forum Contraceptive Provision Measures</b> Dr. Melissa Goldin-Evans	4:30 p.m. - 4:45 p.m.	<b>Evaluation/Certificates</b> Todd Fletcher, LAHQ President

**OBJECTIVES:**

<ul style="list-style-type: none"> <li>Understand healthcare policy and payment vectors now driving patient safety in the U.S. healthcare system</li> <li>Discuss the growing movement to engage patients and families as partners outcomes, culture and transparency</li> </ul>	<ul style="list-style-type: none"> <li>Identify key strategies for ongoing survey readiness</li> <li>Review and highlight challenging Joint Commission standards for 2019</li> </ul>
<ul style="list-style-type: none"> <li>Define the social determinants of health (SDoH)</li> <li>Describe how SDoH relates to behavioral health and physical health</li> </ul>	<ul style="list-style-type: none"> <li>Map key clinical, team, and leadership drivers needed to ensure high-quality, consistent perinatal care in Louisiana birthing facilities</li> <li>Identify barriers to implementation at the facility and system-level</li> </ul>
<ul style="list-style-type: none"> <li>Identify two areas for priority in practice improvement</li> <li>Identify the power of aligned measures and multi-stakeholder collaboration for change</li> </ul>	<ul style="list-style-type: none"> <li>Recognize the importance of value-based conversations in controlling facility and patient costs</li> <li>Discuss the phases of transitioning to cost awareness and high-value care</li> </ul>
<ul style="list-style-type: none"> <li>Describe NQF-endorsed contraceptive provision measures using Louisiana Medicaid data</li> <li>Understand the current practice of immediate postpartum insertion of long-acting reversible contraceptives following delivery and Louisiana Medicaid reimbursement</li> </ul>	<ul style="list-style-type: none"> <li>Identify how respect for people is a gateway practice for joy in the workforce</li> <li>Identify the connection between joy, meaning and quality care</li> </ul>

**Nursing:** 7.00 contact hours will be awarded for this offering by the Louisiana Hospital Association for complete attendance and evaluation of the program. The Louisiana Hospital Association is approved by the Louisiana State Board of Nursing- CE provider #39.

**CPHQ:** This program has been approved by the National Association for Healthcare Quality for 6.75 CPHQ continuing education credits.

CE awarded to participants attending entire conference and completing post conference evaluation.

Presenters have declared no conflict.

Cancellation must be submitted by March 29, 2019 in order to receive a refund. After March 29 no refund is available. This course is in compliance with the Americans with Disabilities Act.

Thank you to our co-sponsor, LHA Management Corporation

**About the speakers:**

**Martin J. Hatlie, JD**

Marty Hatlie is co-director of the Med Star Institute for Quality & Safety, which integrates open and honest communication strategies, person and family engagement, and high-reliability organization principles into safety and quality improvement. He also serves as president and CEO for Project Patient Care, the Chicagoland safety and quality improvement coalition, which is dedicated to using the voice of the patient to improve care. Hatlie is active in U. S. federal health system transformation work as a consultant on several projects funded by the Centers for Medicare and Medicaid Services, the Agency for Healthcare Research and Quality, and the Patient Centered Outcomes Research Institute.

Hatlie is a former litigator, with a background in civil rights and medical liability defense work early in his career. In the 1980s and early 90s, Hatlie was a lobbyist for the American Medical Association (AMA) focused on tort reform. He coordinated the AMA's launch of the National Patient Safety Foundation in 1997 and served as its founding Executive Director from 1997-99. He currently serves on the Boards of Directors of the Leapfrog Group, the Alliance for Integrated Medication Management, and MacNeal Hospital. He is a principal for H2PI – the Healthcare Patient Partnership Institute. He also serves on patient safety advisory boards for AHRQ, the Joint Commission, the National Quality Forum and the World Health Organization Patients for Patient Safety Program. Previously, Hatlie served on the Boards of Directors of the Anesthesia Patient Safety Foundation, the Physician Insurers Association of America and the American Tort Reform Association.

## **About the speakers:**

### **Dennis P.H. Mihale, MD, MBA**

Dennis Mihale started his undergraduate career at State University of New York at Buffalo with a BS in Aerospace Engineering, before obtaining his MD at the University of Miami, School of Medicine, and finally receiving his MBA at the University of South Florida. He is board certified in Medical Examiners and Emergency Medicine.

He has been CEO and/or chief medical officer of several institutions including the VA. His most recent appointment is as chief clinical officer for Behave Care, with offices in New Orleans, Providence, and Philadelphia. He has presented more than 80 times and is the author of seven publications. His awards include CEO of the Year: Tampa Bay Forum; Entrepreneur of the Year: USF College of Business Administration; Physician Business Leader of the Year: Medical Business Journal; and the Fellow, National Science Foundation.

### **Julie Morath, RN, MS, CPPS**

Julie Morath serves as president and CEO of the Hospital Quality Institute (HQI), a collaboration of the California Hospital Association and the Regional Hospital Associations supporting more than 400 hospitals and health systems in California. Morath is the inaugural recipient of the John Eisenberg Award for Individual Lifetime Achievement in Patient Safety and was named by Becker Hospital Review as one of the top 50 experts leading patient safety.

She is a founding and current member of the Lucian Leape Institute of the National Patient Safety Foundation at the Institute for Health Improvement and completed a term as elected member of the Board of Commissioners of The Joint Commission. Morath is a distinguished advisor to the National Patient Safety Foundation, and serves on multiple boards including the Board of Directors of the Virginia Mason Medical Center and Health System.

She has more than three decades of executive and academic experience in healthcare. Her work is distinguished through translating research into practice and building cultures of safety and operational excellence. Before joining the Hospital Quality Institute, Morath served as chief quality and patient safety officer for Vanderbilt University Medical Center. Her work as chief operating officer of Children's Hospitals and Clinics of Minnesota has been recognized in HBS Case Studies and was featured by USNWR. Her current focus is healthcare reliability, joy and meaning in the work of healthcare, and understanding the selection and impact of meaningful measures.

She is an author of "Do No Harm" and "The Quality Advantage". She is frequently published and is a recognized presenter in the field of safety, quality, reliability and leadership.

### **Dr. Melissa Goldin-Evans**

Dr. Melissa Goldin-Evans obtained a Bachelor of Science in Exercise Physiology in Boston, a Master of Public Health from Tulane and a PhD in Public Health with a concentration in Community Health Sciences from LSU. Her dissertation is entitled, "Patient, provider, and policy factors associated with the uptake of most and moderately effective methods (MMEMs) of contraception among the Louisiana Medicaid population at risk of unintended pregnancy, with a special focus on the utilization of long-acting reversible contraceptives among those using MMEMs."

She has worked for the Office of Population Affairs/CDC Task Force where she contributed to the design of national contraceptive performance measures for women at risk of unintended pregnancy to submit to the National Quality Forum (NQF) for endorsement. One measure is for the general population and the other measure is specific to postpartum women. The postpartum measure was tested for reliability and validity using Louisiana Medicaid data. NQF endorsement for both measures was received in November 2016.

Her recognitions include the Board of Regents Fellow, Louisiana State University, 2012-2016; and, the Albert Schweitzer Fellow, 2013-2014. She has three public presentations, is the author of three publications, and provides editorial services for "Women's Health Issues."

## **About the speakers:**

### **Liz Goforth, MPH**

Elizabeth Goforth is the system director for continuous survey readiness for the Ochsner Health System. She has had direct oversight of Accreditation and Regulatory requirements for more than 5 years, and has been a Certified Joint Commission Professional (CJCP) since 2013. She established an ongoing program of regulatory readiness across the health system, which has resulted in many highly-successful Joint Commission and Louisiana Department of Health surveys.

### **Amy Zapata, MPH**

Amy Zapata currently serves as the director of the Bureau of Family Health in the Louisiana Department of Health's Office of Public Health. Over the past several years, Zapata has been working to integrate many of the state's public health programs serving women, children and families under a single department. Through cross-cutting teams, the Bureau is working to advance health through clinical and supportive services, community engagement, data to action, workforce capacity building and policy development.

### **Jan Takewell, RRT, CPHQ**

Takewell is a performance improvement specialist for eQHealth Solutions, the Louisiana Quality Improvement Organization under contract with CMS. In her role with eQHealth, she works with healthcare facilities statewide to facilitate quality improvement priorities such as value-based care, antimicrobial stewardship, opioid use disorder and patient harm reduction. She frequently speaks to associations across Louisiana, and provides webinars for Quality Insights, the Quality Improvement Network/Quality Improvement Organization (QIN/QIO) for Louisiana, Delaware, New Jersey, Pennsylvania and West Virginia.

Until her retirement in 2014, she was the performance improvement director of a major health system in Louisiana. She has twenty plus years of experience in healthcare quality improvement, and is skilled in integrating quality, financial, and safety data into daily operations, value-systems planning and healthcare affordability. Her degree is in Respiratory Therapy, and she is a Certified Professional in Healthcare Quality (CPHQ), a Team STEPPS Master Trainer and LEAN. She is also currently pursuing her green belt in Six Sigma. She has served as a Baldrige Examiner for the Louisiana Quality Foundation, has consulted with facilities regarding Joint Commission preparation, and has promoted education of health care professionals as an affiliate faculty member for cardiopulmonary and respiratory therapy programs in Louisiana and Arkansas.

Her passion for healthcare has resulted in volunteer service throughout her career to state and national organizations. She was a member of the House of Delegates for the American Association of Respiratory Care and held numerous positions with the Arkansas Association for Respiratory Care. She is currently a Board member for the Louisiana Association for Healthcare Quality.