

2017 Fall  
Educational  
Conference  
and Business  
Meeting



An affiliate of



Quality Across the  
Healthcare Continuum:  
Putting the Pieces  
Together

October 27, 2017

J. A. Gilbreath Conference Center  
Baptist Medical Center  
9601 Baptist Health Drive

## CONTINUING EDUCATION

5.5 nursing contact hours will be provided to nurses who sign-in at registration and attend the entire conference.

The Arkansas Hospital Association is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

5.5 CPHQ continuing education hours have been applied for through the National Association for Healthcare Quality.

### CANCELLATION & REFUND POLICY

Registrations should be received by **October 15, 2017.**

The registration fee, less a \$25.00 service charge, is refundable if cancellation is received in writing five (5) business days prior to the date of the conference. Substitutions are permitted. Registrations that are faxed are subject to the same cancellation policy. **\*Note: All cancellations must be received in writing.**

**Approved contact hours do not constitute approval or endorsement for any commercial products by the American Nurses Credentialing Center's Commission on Accreditation.**

### HOTEL ACCOMODATIONS

Rooms are available at area hotels, such as:

#### **Embassy Suites by Hilton**

1-844-254-0530  
11301 Financial Centre Pkwy  
Little Rock, AR, 72211

#### **Residence Inn by Marriott**

1-844-254-0530  
1401 S. Shackelford Rd  
Little Rock, AR 72211

#### **AAHQ Gold Sponsors**



## REGISTRATION

### **REGISTRATION FEES DUE BY OCTOBER 15, 2017**

**\*You MUST check a box!**

- \$150 AAHQ Member
- \$125 Each additional AAHQ member from same facility
- \$200 Non-AAHQ Members
- \$175 Each additional non-AAHQ attendee from the Same facility
- \$215 Register and Join AAHQ (includes \$65 membership)

Download membership application at [www.arkahq.org](http://www.arkahq.org)

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Mailing Address & Slot # \_\_\_\_\_

City, State and Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

#### Payment Method

\_\_\_\_\_ Check/Money Order enclosed  
(Payable to Arkansas Association for Healthcare Quality)

\_\_\_\_\_ Paying by Credit Card

**(American Express and Discover are not accepted)**

Card Number: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

CVV (Code from back of card): \_\_\_\_\_

Exp. Date: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Billing Address: \_\_\_\_\_

#### Send Registration(s) by Mail or Fax to:

Arkansas Association for Healthcare Quality  
419 Natural Resources Drive  
Little Rock, AR 72205  
501.224.0519 (fax)  
ATTN: Cindy Harris

#### AAHQ Call for Poster Presentations

AAHQ encourages attendees to bring poster presentations. Awards will be presented for Best Overall and Most Innovative

Please join us for a day of learning and networking!

**Friday  
October 27, 2017**

## **Fall Conference and Business Meeting Agenda October 27, 2017**

**8:00-8:30 am**

**Continental Breakfast and Exhibitors**

**8:30-8:45 am**

**Welcome/Opening Remarks**

*Teresa Jeffus, BSN, RN, CPHQ, CPPS-AAHQ President*

**8:45-9:45 am**

**Miracle Journey: A Patient's View**

*Shanon Hull, RN; CHRISTUS Health-Clinical Informaticist*

**9:45-10:00 am**

**Networking Break with Exhibits**

**10:00-11:00 am**

**Arkansas Trauma Registry: Using Data to Drive Process Improvement across the Continuum of Care**

*Britni L. Lee, MPH, CHES-Trauma Registry Specialist; Jana Jacobs, NREMT-P, MAEd, MPH(c)-Trauma Registry Section Chief; Arkansas Department of Health*

**11:00 am-Noon**

**Medication Safety throughout the Care Continuum and Introduction to the TMF Quality Innovation Network**

*Niki Carver, PharmD, CPPS; Director of Pharmacy, Arkansas Continued Care Hospital and Pharmacy Consultant to TMF Quality Innovation (QIN)*

**Noon-1pm**

**Lunch Provided (Business Meeting)**

**1:00-2:00 pm**

**Shared Governance: The Pieces Come Together to Make the Big Picture Better**

*C.J. Newton, MSN, RN; Conway Regional Medical Center*

**2:00-2:30 pm**

**CPHQ Certification and Quality Perspectives**

*Lynnette Jack, MLIS, CPHQ; Correctional Health Care Consultant*

**2:30-2:45 pm**

**Networking Break**

**2:45-3:45 pm---Electronic Health Information: Rapid Fire Sessions**

2:45-3:05 pm: **State Health Alliance for Records Exchange (SHARE)**

*Justin Villines, MBA, Health Information Technology Policy Integrator; SHARE*

3:05-3:25 pm: **UAMS MyChart: Improving communication**

*Amy Durham, PMP; Sandy Bennett, BSN, RN, CPHQ; & Traci Sheridan, PMP; University of Arkansas for Medical Sciences*

3:25-3:45 pm: **Arkansas Care Transitions (ACT) Coalitions Update: Quality over Quantity in Healthcare IT**

*Melodie Zipfel, MSN, RN; Outreach Specialist, AFMC*

**3:45-4:15 pm**

**Evaluations and Closing Remarks**

*Shannon Finley, MSN, RN, CPHQ*

### INTRODUCING THE PRESENTERS

**Shanon Hull, RN**, has worked as a Clinical Informaticist at CHRISTUS Health in Texarkana, AR since 2010. He served from 1988 to 2004 as a Flight Medic in the US Army and Army National Guard. He is a Veteran of Operation Iraqi Freedom. He has held many titles but one of his most important titles is that of Cancer Survivor. Shanon will share his patient care experiences before, during and after the diagnosis of Glioblastoma (brain tumor). He will describe how encounters with care givers can positively and/or negatively impact health system attempts at reaching the Institute for Healthcare Improvement (IHI) Experience of Care goals for the Triple Aim.

**Britni Lee, MPH, CHES**, is a Trauma Registry Specialist and **Jana Jacobs, NREMT-P, MAEd, MPH (c)** is a Trauma Registry Section Chief with the Arkansas Department of Health. They will discuss ways in which the Arkansas Trauma Registry (ATR) uses data to identify and drive process improvement activities to reduce injury and death rates.

**Niki Carver, PharmD, CPPS**, is the Pharmacy Director for Arkansas Continued Care Hospital and a Pharmacy Consultant to the Texas Medical Foundation (TMF) Quality Innovative Network. Dr. Carver will explain safety initiatives currently occurring across the state of Arkansas. She will discuss ways to improve medication safety and communication during care transitions. Dr. Carver will also offer the audience an introduction to the Texas Medical Foundation (TMF) Quality Improvement Network (QIN) and offer implications that cross-over to Arkansas.

**C.J. Newton, MSN, RN**, is the Director of Education and Magnet Program Director for Conway Regional Health System in Conway, AR. C.J. has worked in professional development for over 25 years. She led the implementation of the Professional Clinical Shared Governance structure at Conway Regional and serves as the facilitator. C.J. is a Senior Examiner and serves on the Training Committee of the Arkansas Governor's Quality Award Program.

**Lynnette Jack, MLIS, CPHQ** is Consultant with MQRS, Inc. and holds the distinction of being the first second generation Certified Professional of Healthcare Quality (CPHQ.) She serves on the AAHQ board, NAHQ's Conference Planning Team and as a Governor's Quality Award Examiner. She will speak about the CPHQ certification and the resources available for obtaining this important professional certification.

**Justin Villines, MBA**, is a Health Information Technology (HIT) Policy Integrator for the Arkansas Office of Health Information Technology which operates State Health Alliance for Records Exchange (SHARE). This program is Arkansas' statewide Health Information Exchange. It allows clinics, hospitals and outpatient settings to improve transitions of care.

**Amy Durham, PMP**, is a Senior Project/Program Director at University of Arkansas for Medical Sciences (UAMS). **Sandy Bennett, BSN, RN, CPHQ**, is the Director of Quality Management at UAMS. **Traci Sheridan, PMP**, is a Project/Program Director in Information Technology at UAMS. This interprofessional team works with "MyChart" which is a confidential internet based service used to improve communication and improve patient satisfaction during care transitions.

**Melodie Zipfel, MSN, RN**, is a Quality Outreach Specialist with AFMC and is active across the state in building/sustaining communities of providers/consumers focused on reducing readmissions/adverse drug events.

## OBJECTIVES

**At the end of these sessions, audience participants will be able to:**

1. Infer how communication during a patient's journey throughout the continuum of care could impact utilization within healthcare systems.
2. Explain a medication safety initiative occurring across the state of Arkansas.
3. Discuss ways to improve medication safety and communication during care transitions.
4. Discuss ways in which the Arkansas Trauma Registry (ATR) uses data to identify and drive process improvement activities to reduce injury and death rates.
5. Outline how incorporating shared governance can impact quality care outcomes within an organization.
6. List ways that shared governance impacts workforce satisfaction and patient care transitions across the continuum.
7. Explain the process for obtaining the Certified Professional in Healthcare Quality (CPHQ) Certification and identify resources in preparing for the exam.
8. Outline how the utilization of three different health information management systems can impact transitions of care for Arkansans.
  - a. Explain ways that utilization of Arkansas' Health Information Exchange (HIE) System, known as the State Health Alliance for Record Exchange (SHARE), can improve transitions of care
  - b. Show how the utilization of "MyChart", a confidential internet based health information management system, impacts quality by improving communication during care transitions
  - c. Explain how the Arkansas Care Transitions (ACT) Coalition is using *Healthcare IT*, a health information management system, to guide initiatives for improving health outcomes for Arkansans.

**Thank you to our vendors!**

## DIRECTIONS

**J. A. Gilbreath Conference Center  
Baptist Medical Center  
9601 Baptist Health Drive, Little Rock, AR  
72205**

### **From Bill and Hillary Clinton National Airport:**

Take I-440W from Airport Road for 0.9 mile. Take I-630W for 11.0 miles to Exit 7. Turn onto Baptist Health Drive. Drive to Parking Deck and follow signage to J.A. Gilbreath Conference Center.

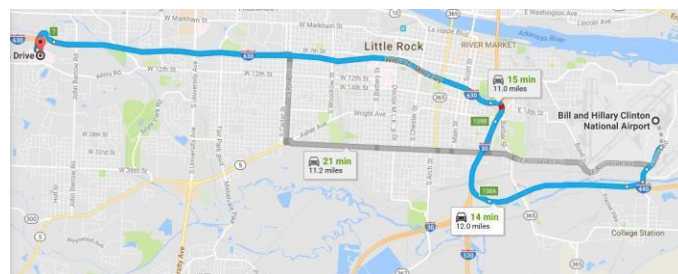
Parking is free of charge.

### **From I-430:**

Take I-430 N to Baptist Health Drive. Take I-630 exit from I-430 N. Look for signage

Please go to:

<http://www.arkahq.org/membership/> then click on Quality Across the Healthcare Continuum: Putting the Pieces Together under **Upcoming Events** for a more detailed map



## **REGISTRATION QUESTIONS**

**Cindy Harris**  
501.224.7878  
[charris@arkhospitals.org](mailto:charris@arkhospitals.org)

## **PROGRAM or POSTER QUESTIONS**

**Shannon Finley**  
501.337.6428  
[sfinley@uams.edu](mailto:sfinley@uams.edu)