

Sustainable Readiness: Regulatory, Quality & The Healthcare Environment

Quorum Conference Center, Brentwood, TN
Tuesday May 14, 2019 – Friday May 17, 2019

AGENDA Quality Track

DAY THREE: THURSDAY, MAY 16, 2019

7:30 – 8:00 a.m.	CONTINENTAL BREAKFAST	Quorum Dining Hall
8:00 – 8:30 a.m.	Welcome and Introductions	Michele Mayes Senior Vice President, Provider Solutions Quorum Health Resources
8:30 – 9:45 a.m.	Role of the Quality Leader + QI Plan <ul style="list-style-type: none"> • Roles and Responsibilities • Effective communication • Rounding • QI Plan 	Cathy Stern Manager, Clinical Operations Quorum Health Resources
9:45 – 10:30 p.m.	Organizational Quality Alignment <ul style="list-style-type: none"> • Roles in Quality: Individual, Department Leaders, Medical Staff • Use of Scorecards/Metrics • Committee Structure • Communicating with the Board 	Judy Krempin Director, Quality, Safety & Performance Improvement Quorum Health Resources
10:30 – 10:45 a.m.	BREAK	Quorum Dining Hall
10:45 – 11:45 a.m.	Patient Experience of Care <ul style="list-style-type: none"> • Understanding Needs • Best Practices 	Cathy Stern
11:45 – 12:45 p.m.	LUNCH	Quorum Dining Hall
12:45 – 2:00 p.m.	Performance Improvement Model and Infrastructure <ul style="list-style-type: none"> • Model for Improvement • Types of Problem Solving • Prioritization • Huddles/Department PI • Reporting Improvement Project Status 	Pam Wells Senior Manager Clinical & Operational Improvement Quorum Health Resources
2:00 – 2:15 p.m.	BREAK	Quorum Dining Hall

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Quality Track (Continued)

DAY THREE: THURSDAY, MAY 16, 2019 (CONTINUED)

2:15 – 3:00 p.m.	Patient Family Advisory Committees (PFAC)	Judy Krempin
3:00 – 4:15 p.m.	RCA and FMEA <ul style="list-style-type: none">• Function• Practice exercises• Group Discussion of the Challenges	Cathy Stern
4:15 – 4:45 p.m.	ED Throughput Case Study	Judy Krempin
4:45 p.m.	ADJOURN	

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AGENDA Quality Track (Continued)

DAY FOUR: FRIDAY, MAY 17, 2019

7:30 – 8:00 a.m.	CONTINENTAL BREAKFAST	Quorum Dining Hall
8:00 – 8:15 a.m.	Plan for the Day	Michael Corbett Associate Vice President, Clinical & Operational Improvement Quorum Health Resources
8:15 – 10:15 a.m.	Reducing Care Variation: Good for your Patients, Good for your Bottom Line <ul style="list-style-type: none"> • Care Variation approach • Estimating ROI for projects • Incentive payment programs (VBP, HAI, Readmissions, MIPS) • Utilization Review/Supplies/Throughput 	Michael Corbett Judy Krempin
10:15 – 10:30 a.m.	BREAK	
10:30 – 11:30 p.m.	Population Health: Design Considerations <ul style="list-style-type: none"> • Approach/Goals Over Time • Social Determinants of Health • Smart Coding 	Judy Krempin Michael Corbett
11:30 – Noon	Your Game Plan <ul style="list-style-type: none"> • Gap Assessment: What missing or needs optimization? • Prioritization • Support: Getting C-suite/Board/Medical Staff Support for Next Steps • Barriers to Success • Report to Group: Action Plan 	Judy Krempin
Noon – 12:45 p.m.	BOX LUNCH	Quorum Dining Hall

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DISCLOSURES

Successful Completion of the Continuing Nursing Education Activity:
In order to receive full contact-hour credit for this CNE activity, you must:

- Be present no later than five (5) minutes after starting time,
- Remain until the scheduled ending time,
- Sign in at the registration desk each morning, and
- Complete the program evaluation.

Conflicts of Interest

A conflict of interest occurs when an individual has an opportunity to affect educational content about health care products or services of a commercial interest with which she/he has a financial relationship. No conflict of interest has been disclosed.

Commercial Support

No commercial support

Non-Endorsement of Products

Non-applicable

Off-label Product Use

Non-applicable

Accreditation Statement

Quorum Learning Institute is an approved provider of continuing nursing education by the Tennessee Nurses Association, an accredited approver of continuing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants who attend at least 85% of the program and complete a course evaluation will earn:

Regulatory Track	up to 9.75 contact hours
Quality Track	up to 10.25 contact hours
The Healthcare Environment Track	up to 11.25 contact hours

Note: Certificates will be posted on the program website within one week of program completion