

## REGISTRATION FORM

### REGISTRATION FEES DUE BY NOVEMBER 25th:

*\*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
- \$200** Register and Join AAHQ (includes \$50 membership)

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

Name & Credentials

Title

Hospital/Institution

Mailing Address

City, State, Zip

Phone Fax

E-Mail Address

RSVP for CPHQ Breakfast

### CHECK/MONEY ORDER PAYABLE TO:

Arkansas Association for Healthcare Quality

### SEND REGISTRATION TO:

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

### REGISTRATION QUESTIONS

Lyndsey Dumas  
501.224.7878 [ldumas@arkhospitals.org](mailto:ldumas@arkhospitals.org)

### PROGRAM QUESTIONS

Stephanie Iorio Minnis  
501.537.7942 [siorio@americandatanetwork.com](mailto:siorio@americandatanetwork.com)

## CONTINUING EDUCATION

**5.5 nursing contact hours** will be awarded to nurses attending the entire conference.

The Arkansas Hospital Association is an approved provider of continuing nursing education by Arkansas Nurses Association, an accredited approver by the American Nurses Credentialing Center's COA.

**5.5 CPHQ continuing education hours** are pending approval by the National Association for Healthcare Quality.

### CANCELLATION & REFUND POLICY

Registration forms should be received by **November 25, 2011**. Advance cancellations will be refunded at 50%. Those who cancel the day of the program, or fail to attend, are responsible for the entire fee. Alternates are acceptable, but non-member fees may apply.

### HOTEL ACCOMMODATIONS

The following hotels are located near St. Vincent Infirmiry Medical Center in Little Rock, AR.

- **Hilton Little Rock Metro Center**, 925 S. University Avenue, just off the I-630 Exit 5B. (501) 664-5020.
- **Guesthouse Inn**, 301 S. University Avenue, on St. Vincent campus. 501-664-6800.

### ASSOCIATE CONFERENCE SPONSORS



Sherry Bird  
Little Rock, AR  
501.225.5533  
[sbird@americandatanetwork.com](mailto:sbird@americandatanetwork.com)



Pamela Brown, RN  
Little Rock, AR  
501.375.5700  
[pbrown@afmc.org](mailto:pbrown@afmc.org)

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

## Arkansas Association for Healthcare Quality

an affiliate of



and



proudly presents:

## Preparing for Change: The Push for Quality, Safety and Efficiency

Winter Conference &  
Business Meeting

**December 2, 2011**

St. Vincent Infirmiry Medical Center  
(Main Auditorium)  
Little Rock, AR



## WINTER 2011 EDUCATIONAL AGENDA

**St. Vincent Medical Center— Main Auditorium**  
2 Saint Vincent Circle, Little Rock, AR

- 8:00 a.m. CPHQ “Breakfast of Champions”**  
*St. Vincent De Paul Room*
- 8:00 a.m. Continental Breakfast & Exhibitors**  
*Auditorium Foyer*
- 8:45 a.m. Welcome and Opening Remarks**  
*Lana Williams, AAHQ President*
- 9:00 a.m. A Practical Approach to Excellence in Patient Safety**  
*Shelly van’t Riet, VCU Health System*
- 10:15 a.m. Break**
- 10:30 a.m. Impact on Quality: Transition to ICD-10**  
*Cathy Munn, Cognosante*
- 12:00 p.m. Lunch & Business Meeting**  
*Mary Kallenbach, MQRS, Inc.*
- 1:30 p.m. A Surveyor’s Perspective on TJC, CMS, and DNV**  
*Russ Blackwell, Blackwell Consulting*
- 2:30 p.m. Break**
- 2:45 p.m. Is Your Facility Prepared for Value Based Purchasing?**  
*Faye Nipps, AR Foundation Medical Care*
- 3:45 p.m. Evidence-Based Leadership Model for Improving Quality & Satisfaction**  
*Amy Triplett, Medical Center of South AR*
- 4:30 p.m. Evaluations and Closing Remarks**

### CPHQ “BREAKFAST OF CHAMPIONS”

We are hosting a special, complimentary breakfast in the St. Vincent De Paul Room to honor attendees that hold the CPHQ certification. Please RSVP on your registration form and join us at 8:00 AM as we celebrate this mark of distinction within our profession. A door prize will be awarded—must be present to win.

### SPECIAL THANKS TO EXHIBITORS

AAHQ greatly appreciates our sponsors and vendors. Your generosity allows us to acquire first-rate speakers and locations, while maintaining affordable fees.

## INTRODUCING THE PRESENTERS

**Shelly van’t Riet MSHA RD CPHQ CSSB PMP** is a Performance Improvement Coordinator with VCU Health System in Richmond, Virginia. She received her bachelor’s degree in Food, Nutrition and Institution Management from East Carolina University in 1987 and her Master’s degree in Health Administration from Virginia Commonwealth University in 2006. She maintains the credentials of Certified Professional in Healthcare Quality, Certified Six Sigma Black Belt, and Project Management Professional. Shelly currently serves as the President of the Virginia Association for Healthcare Quality.

**Cathy Munn, MPH RHIA CPHQ** is a senior consultant for Cognosante, a company focused on IT solutions for federal, state and local health and human services clients. She brings over 35 years of healthcare experience in quality management and regulatory compliance. Munn holds a Masters degree from the University of Alabama at Birmingham and is a Registered Health Information Administrator and Certified Professional in Healthcare Quality. She served as President of NAHQ in 2009 and currently co-chairs their Healthcare Reform Team.

**Russ Blackwell** is the CEO of Blackwell Consulting Services, which assists healthcare organizations in survey preparation. For over 14 years, he has conducted tailored surveys across a variety of clinical settings, providing clarifications on standards, recommendations and compliance education. His vast experience encompasses The Joint Commission, Centers for Medicare & Medicaid Services, and Det Norske Veritas (DNV) Healthcare, Inc.

**Faye Nipps MBA RN CPHQ** is a Quality Specialist for the Hospital Team at the Arkansas Foundation for Medical Care. She brings over 40 years of healthcare experience in program development, patient care and administration, as well as extensive training and certification in surgery, intensive care and quality. Nipps holds a Bachelor’s of Science in Nursing and a Master’s in Business Administration, and is also a Certified Professional in Healthcare Quality.

**Amy Triplett MNSc APRN** is the Director of One Day Surgery & Float Pool and Community Cares Champion at Medical Center of South Arkansas in El Dorado. She has served in multiple capacities during her 14 year tenure, including staff nurse, Charge nurse, Health Education Director, and Director of CVICU. She

## INTRODUCING THE PRESENTERS (cont.)

graduated from Southern Arkansas University with a Bachelor’s degree in Biology, and from the University of Arkansas for Medical Sciences with both Bachelor’s and Master’s degrees in Nursing.

### LEARNING OBJECTIVES

- (1) Discuss the development of VCUHS Performance Management Decision Tree using the PDSA process.
- (2) Describe the successful model for integrating the decision tree into the safety culture.
- (3) Discuss general considerations for assessing impact of ICD-10.
- (4) Discuss the potential impact to quality reporting related to ICD-10 transition.
- (5) Discuss the need for strategic leadership in the transition process.
- (6) Discuss how to present information in a format that will validate compliance with TJC standards.
- (7) Explain what surveyors look for to demonstrate compliance with CMS Conditions of Participation.
- (8) Discuss the differences between a TJC and DNV survey.
- (9) Discuss overview of VBP program and its impact on national and state entities.
- (10) Describe potential quality improvement strategies to increase reimbursement.
- (11) Demonstrate the use of VBP calculator to identify opportunities for success.
- (12) Describe basic leadership principles essential for successfully improving quality and satisfaction in the hospital setting.
- (13) Discuss results directly associated with prescribed rounding and increased accountability.
- (14) List the essential behaviors of prescribed rounding, both leader and staff.

### SILENT AUCTION BENEFITING HQF

All proceeds from our Silent Auction are donated to Healthcare Quality Foundation, the philanthropic arm of NAHQ that provides grants supporting professional development and continued education. AAHQ is proud to support this worthwhile cause, and your generous bids can help us reach the highest donation level. To learn more about HQF’s grant opportunities, visit [www.nahq.org/hqf](http://www.nahq.org/hqf).