



# 2021 Arkansas Quality Workshop

An Affiliate of



## AAHQ Education Virtual Workshop Quality and Innovation During a Time of COVID-19 Interruption

**May 7, 2021**

**8:30AM – 4:30 PM**

**Limited Attendance: Register Today!**



# AGENDA

<b>Time Frame</b>	<b>Topic</b>	<b>Presented By:</b>
8:30- 9:00 AM	Check-In/Virtual Breakfast/Welcome	Cindy Harris/Pam Blake
9:00- 10:00AM	How to perform a Risk Assessment and Root Cause Analysis (RCA)	Clay Leigh/Pam Cochran
10:00-11:00AM	Meaningful Metrics: Developing & Gaining Support for Improvement Indicators	Chelsey Davidson
11:00-11:15AM	Break/Networking	ALL
11:15- 12:15PM	Supporting the Well-being of Your Staff: The role of leadership in supporting staff while managing complex change.	Amanda Wyatt Hutto
12:15- 1:15 PM	Virtual Lunch: "I Need You to Sit Down"—Lessons Learned from Patient Zero	Erin Bolton
1:15- 2:15 PM	Multi-Hospital Coordination to Improve Patient Care During a Pandemic	Shanda Guenther
2:15-3:15 PM	Efficiency in Your Everyday Activities	Dalana Pittman
3:15-4:15 PM	Interoperability: Moving into the Digital Age with Health Information Exchange (HIE)	Justin Villines
4:15-4:30 PM	Closing Remarks/Evaluations	Pam Blake/ Patrice Moody



REGISTRATION FEES DUE BY May 6, 2021:

\*You MUST check a box!

- \$75 AAHQ Members
- \$115 Non Member- Register and Join AAHQ (includes \$65 membership)
- \$125 Non Members

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

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

Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

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

Email Address: \_\_\_\_\_

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

Exp. Date: \_\_\_\_ CVV Code: \_\_\_\_

Name on Card: \_\_\_\_\_

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

Credit Card Billing Address (including city, state and zip):

\_\_\_\_\_

\_\_\_\_\_ Visa \_\_\_\_\_ MasterCard (AmEx or Discover will not be accepted)

**+ 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 Contact:**

Cindy Harris, 501.224.7878,  
charris@arkhospitals.org



## Continuing Education

 **7.0 nursing contact hours** will be provided to all nurses who attend the entire virtual event, provide their name via sign-in sheet, and complete the follow-up evaluation process attesting to their attendance via survey monkey within two weeks following the event date.

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

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

### CANCELLATION & REFUND POLICY

Registrations should be received by May 6, 2021. 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.



## Objectives

- Learners will be able to state the elements of the Risk Assessment.
- Learners will gain confidence to successfully lead a Risk Assessment and identify commonly used healthcare quality improvement metrics.
- Participants will report an increase in knowledge of the Beckhard-Harris Formula for Change & how it relates to metric selection success.
- Participants will describe how to utilize the SCARF Model as a tool for overcoming resistance to change and identify strategies for improving communication.
- Identify how lessons learned could improve processes at their workplaces and identify resources to assist with preparedness.
- Learners will increase understanding in the value of a multi-hospital structure and the benefits of public reporting and healthy competition.
- Increase knowledge in how conversation and actions impact improvement and support staff well-being.
- Recognize the importance of ensuring psychological PPE and psychological safety as part of your culture to effectively support your team.
- Outline the impact of quality measurement tools and describe the use of quality tools and review the implementation and outcomes of a quality measurement process.
- Outline the importance of health information exchange in healthcare and learn why interoperability is important.
- Review the secure electronic methods of Health Information Exchange functionality and usefulness in a clinical setting to improve quality of care.

