



# 2021 Arkansas Quality Conference

An Affiliate of



## AAHQ Education Virtual Conference Improving Quality and Safety in Healthcare

**October 15, 2021**

**8:00AM – 4:30PM**

**Limited Attendance: Register Today!**



# AGENDA

Time Frame	Topic	Presented By:
8:00- 8:30AM	Business Meeting	AAHQ Board
8:30- 9:00AM	Check-In/Virtual Breakfast/Welcome	Cindy Harris/Pam Blake
9:00- 10:00AM	What the Fire Ignited: How Life's Worst Helped Me Achieve My Best"	<b>Keynote:</b> Shay Eskew
10:00-11:00AM	Healthcare Equity: Diversity, Equity, and Inclusion	Dr. Brian Gittens
11:00-11:15AM	Break/Networking	ALL
11:15- 12:15PM	Accreditation During the Pandemic	Matthew Mitchell
12:15- 1:15PM	Virtual Lunch: Joy & Wellbeing – Psychological First Aid	Dr. Patti Gibson
1:15- 2:15PM	Population Health in a Clinically Integrated Network/ACO	Bruce Shephard
2:15-3:15PM	Continuous Quality Improvement Utilizing Data and Health Information Exchange	Anne Santifer
3:15-4:15PM	COVID-19 and Moving Forward	Dr. Amanda Novak
4:15-4:30PM	Closing Remarks/Evaluations	Pam Blake/Justin Villines

**Many Thanks to our Virtual Sponsors**





**REGISTRATION FEES DUE BY October 10, 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)**

This conference is provided by AAHQ, an affiliate of AHA. Attendees must be a AAHQ member or eligible for membership due to employment by an AHA member hospital or institution. AAHQ welcomes quality professionals from organizations not eligible for AHA membership at the nonmember rate. If your facility is eligible for AHA membership but chooses to not be a member, you may not attend this event. If you have questions, please contact Justin Harris directly at 501.224.7878 Ext 145.

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](mailto:charris@arkhospitals.org)

**+Workshop Questions Contact:**

Justin Villines, 501.537.8924, [justin.villines@arkansas.gov](mailto:justin.villines@arkansas.gov)



## 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 October 10, 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 describe how to embrace adversity that defines who we are
- Identify how lessons learned could improve processes at their workplaces and identify resources to assist with preparedness
- Learners will increase understanding and identify the value of an ACO and CIN and the benefits.
- Increase knowledge in how conversation and actions impact well-being.
- Outline the importance of health information exchange in healthcare and learn why it is important.
- Recognize the importance of ensuring psychological safety as part of your culture to effectively support your team.
- Learners will identify with the COVID 19 pandemic and steps for moving forward
- Learners will identify and increase their knowledge base in that everyone has a story
- Learners will identify having Joy & Wellbeing – Psychological First Aid can improve overall health.
- Learners will identify accreditation during the pandemic and the process.
- Learners will identify potential roadblocks of accreditation and things to look out for.
- Learners will be able to describe the importance of health information exchange.
- Learners will glean insight on accountable care organizations and their place in the healthcare environment today.
- Recognize techniques to use during COVID-19 pandemic and how to small successes are important.
- Learner will identify what Healthcare Equity is.
- Learner will recognize diversity, equity, and inclusion tools to use in the workplace.





**Shay Eskew the keynote speaker** is an All American / IRONMAN All World ranked triathlete, Healthcare RCM strategist, former black bear researcher, burn survivor with scars over 65% of his body, motivational speaker, and best-selling author of “What the Fire Ignited”. At the age of 8, Shay was set afire by a neighbor’s child and credited with saving the life of his 7-year-old friend. Despite being told he’d never play sports again, enduring over 37 surgeries the last 38 years, Shay is a 35x IRONMAN/IRONMAN 70.3 athlete, 4x member of Team USA, ranked top 1% of IRONMAN worldwide past 5 years, and has competed in 11 triathlon World Championships in 7 countries on 5 continents, including the IRONMAN World Championships in Kona, Hawaii (competed at the 2019 IRONMAN 70.3 World Championship in Nice, France). Additionally, Shay is a sponsored triathlete of Newton Running and an inaugural cohort of exceptional service-oriented athletes known as the Mālama Club, long standing members of the IRONMAN Foundation ambassador team. In 2019, Shay was inducted into National Wrestling Hall of Fame under the Medal of Courage designation and into the McEachern High School Athletic Hall of Fame. Equally impressive, Shay is the proud father of 5 kids under 15. Professionally, as Chief Commercial Officer of Millennia, a patient payment and patient engagement company, Shay drives the growth strategy servicing regional and national health systems and ambulatory facilities with the company’s capabilities in payment processing, patient access and patient recovery solutions. As someone who spent his entire childhood in and out of hospitals, Eskew has a deep commitment to the healthcare community and the lives they impact. Shay received a BS (cum laude) and an MBA (finance) from the University of Tennessee. Shay’s background is heavily entrenched in finance with 8 years’ experience as a CFO prior to getting into Healthcare.



**Dr. Brian E. Gittens, Ed.D, MPA** specializes in organizational and leadership development, strategic diversity and inclusion, and change management. Brian is a diversity and inclusion executive, human resource professional, researcher, educator, and consultant with more than 30 years of operational and administrative experience. He has successfully led and collaborated on the design and implementation of organization-wide diversity and inclusion initiatives and organizational development programs. Brian is a graduate of the George Washington University (EdD and Virginia Tech (B.A. Communications and Masters in Public Administration). He is a Certified Senior Professional of Human Resources and graduate of the AAMC Healthcare Executive Diversity and Inclusion Certificate program. He has held leadership roles at the University of Virginia School of Medicine and the School of Medicine and Public Health at UW-Madison. Brian is an executive board member of the Arkansas STEM Coalition. He is currently serving as the Vice Chancellor for Diversity, Equity, and Inclusion for the University of Arkansas for Medical Sciences.



**Matthew Mitchell, BSN, MNSC, RN-BC, NE-BC** is the University of Arkansas for Medical Science’s Director of Accreditation and Regulatory Compliance since February 2020. Matt ensures that UAMS is in compliance with regulatory, accreditation, and certification standards and assures that UAMS maintains continual readiness for accreditation and regulatory surveys. Matt completed his BSN at the University of Arkansas at Pine Bluff in 2008 and was licensed in nursing the same year. He began his nursing career as a bedside nurse in UAMS’ neurology/neurosurgery unit. In 2013, he received his MNSc through UAMS. After finishing graduate school, he continued to search for ways to improve patient care. Matt left UAMS in 2015 to be the Nurse Manager of the Neurology/Neurosurgery Unit at Baptist Health Medical Center-Little Rock, where he led his unit to achieve high marks in stroke core measures and increased patient satisfaction scores. Matt returned to UAMS in October 2017 to be the Stroke Program Director for Neurosciences. Matt utilizes his extensive clinical and administrative skills in the position of Director, as well as his accreditation knowledge and experience within UAMS’ Comprehensive Stroke Certification and other certified Joint Commission programs at UAMS. Matt works closely with UAMS physician leadership and UAMS’ diverse core team of physicians, providers, nurses, and staff to build

safe and compliant programs across multiple disciplines. Matt currently resides in Little Rock, Arkansas with his wife Karen and their two wonderful children.



**Patty Gibson, MD** is a co-founder and Chief Medical Officer of Arkansas Behavioral Health Integration Network and serves as President of the Board of Directors. She is a physician, board-certified in Psychiatry, Addiction Medicine, and Anesthesiology. She has been involved in Integrated Behavioral Health since 2009. As Medical Director for the Arkansas Health Group Behavioral Health Integration Program, she was part of a CPC+ Practice Transformation Team with a focus on implementing behavioral health integration as part of population healthcare. As the leader of the Primary Care Mental Health Integration program at the Central AR Veterans Healthcare System in Little Rock, she developed a Blended Model team utilizing PCBH and the Collaborative Care Model. She has been involved in the training and education of medical students and residents as well as a speaker for local and national conferences, including the APA, CFHA, IIBHN, and HFMA. Other professional experiences including training and practice in Anesthesiology, Substance Abuse Treatment, Medical Acupuncture, and Functional Medicine.



**Bruce Shepard, MBA, B.A.** is the executive director of the Community Quality Alliance, a clinically integrated network (CIN) affiliated with Northwest Health. Founded in 2016, the Community Quality Alliance was one of Arkansas' first clinically integrated networks. In 2018, the organization launched a Medicare Shared Savings Program Accountable Care Organization (ACO), Community Health Alliance of the Ozarks. Shepard oversees both organizations. Prior to joining Northwest Health in 2016, Shepard was vice president of product strategy and implementation for Savvysherpa, Inc., where he built innovative solutions to lowering health care costs. Before that he was the director of health and wellness innovations for Walmart. His experiences also include serving as a hospital CEO in Georgia, where he was CEO for Dorminy Medical Center in Fitzgerald and Clinch Memorial Hospital in Homerville. Shepard earned a bachelor's degree in psychology from Georgia Southern University, earned a master's degree in business administration from Georgia College & State University, and served as a 1LT in the U.S. Army Medical Services Corps.



**Anne Santifer B.S.** is Director of the Office of Health Information Technology, a division of the Arkansas Department of Health that oversees SHARE (State Health Alliance for Records Exchange). Anne has over 10 years of experience in the operations, development, and policy supporting Medicaid quality improvement programs. She is experienced in program management, value-based programs and data and information technologies supporting health care and social service programs. Prior to joining OHIT, Anne served as the assistant director of health care innovations at Medicaid which included the successful Patient Centered Medical Home program.



**Amanda "Mandee" Novack, MD: Infectious Disease Physician**

Raised in Maumelle, Dr. Novack is an Arkansas native who has never strayed far from home. Graduating from Hendrix college in 2003 with a degree in biology, she then went on to medical school at the University of Arkansas for Medical Sciences and graduated with her MD in 2008. She completed her residency and fellowship at UAMS and is now board certified in Internal Medicine and in Infectious Diseases. Currently, she is working towards her master's in public health. Dr. Novack and her husband, Jon, live in Little Rock with their three children, Kya, Henry, and Annabelle, two dogs, and the occasional foster puppy.