

National Association for Healthcare Quality[®]

2023 NAHQ next Program Book



sept. 11-13
2023

Be ready for what's next in
healthcare quality & safety.

NAHQ
next[™]

“Being a CPHQ means that I am equipped with the knowledge and skillset necessary to optimize my organization’s performance.”



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CPHQ since 2018

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Welcome Message

Welcome to NAHQ next 2023! Thank you for joining thousands of your peers to be informed, inspired, and energized during these 2½ days of thoughtfully curated content. This week we will address the most urgent and important issues facing healthcare today. But we won't just explore subjects at a high level; we'll dive deep into how we can address the challenges facing healthcare quality and safety. You'll come away with actionable content, tangible how-tos and the information you need to help develop sustainable solutions for your organization and take your own career to the next level.

We are grateful to the visionary speakers and presenters who will share their insights, success stories and expert advice. All sessions are organized around the expert-created, twice-validated NAHQ Healthcare Quality Competency Framework®. This ensures the content links to the now industry-standard skills and competencies you need to advance your career and the quality agenda.

Please be sure to join us on Wednesday to hear the NAHQ Board of Directors share their vision for the future of healthcare and NAHQ's roadmap to advance the workforce and the profession.

This year's content is robust and valuable! We offer 32 live and on-demand sessions, 44 poster sessions with recorded commentary and 14 toolkit presentations. Remember that you can continue to access all NAHQ next content through Dec. 31, 2023.

Along with access to outstanding content, NAHQ next offers you the chance to broaden your professional network. You can leverage your customizable personal profile to engage and connect through a variety of mediums with other registrants, including speakers. You can also share insights and engage with attendees and NAHQ staff in real time with the live interactive online chat feature.

There's room for fun in the agenda, too! Be sure to join in on the "Dueling Pianos Lunch Break" on Monday at 12:05 p.m. CT and again on Tuesday at 12:15 p.m. CT.

Are you ready to get started? We hope in the next 2 ½ days you come away with new solutions, new ideas, and new energy to join the quest for quality. Armed with the right insights and information, there is so much we can accomplish together.

Thank you for joining us.

Sincerely,

Nidia Williams, PhD, MBB, CPHQ, FNAHQ, NAHQ President

Stephanie Mercado, CAE, CPHQ, NAHQ CEO/Executive



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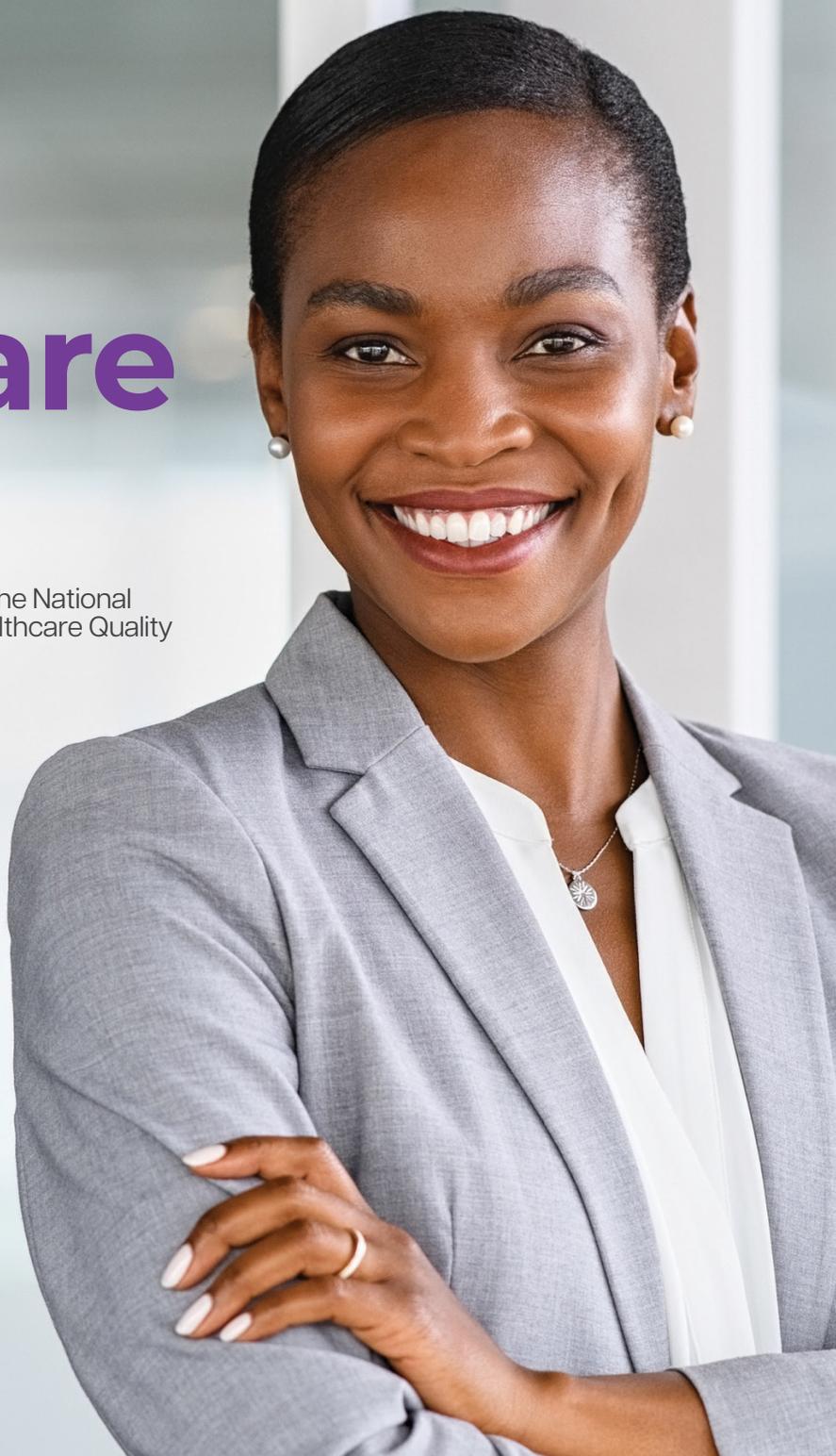
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NAHQ®

Healthcare Quality week™

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Association for Healthcare Quality



SAVE THE DATE
OCT. 15-21

Join NAHQ for a week of celebration, education and motivation for the quality and safety workforce

- Complimentary daily webinars
- Free educational resources
- Gift bags to celebrate with your team

See the daily schedule and visit the store at [HQW.NAHQ.org](https://www.HQW.NAHQ.org)

Prepare



Technology Requirements

- **Test your audio and video connection** prior to Monday, Sept. 11.
- **View the system requirements** for viewing the virtual conference.
- If you experience any issues that you cannot resolve, contact NAHQ member services at info@nahq.org or 847.375.4720 for assistance.

Logging in & Viewing the Conference

Visit the **[virtual platform to the conference](#)**. Beginning at 7 a.m. CT on Monday, Sept. 11, you will have access to the on-demand sessions. The live portion of the conference kicks off at 10:00 am CT. You can check your start time using this **[time zone converter](#)**.

Please log in with the email address attached to your NAHQ account. You can verify your email by logging into your NAHQ profile **[here](#)**. If you experience issues after verifying your email addresses match, please contact info@nahq.org or 847.375.4720.

All live sessions may be viewed at their listed time as well as on-demand through Dec. 31, 2023. On-demand sessions, session handouts if submitted by the speaker(s), posters and other resources will be available immediately on the NAHQ next portal through Dec. 31 as well.

Handouts Session handouts will be provided on the virtual platform if submitted by the speaker(s). Handouts are not required for sessions. It is the presenter's decision whether or not to provide handouts.

Q&A and Getting Involved

Submit your questions by typing them into the "Ask a Question" textbox in the lower right corner of your virtual conference screen. Join the conversation on **[Facebook](#)**, **[LinkedIn](#)**, **[Twitter](#)** and **[Instagram](#)**. Share your experience using hashtags #NAHQNext2023 and #mynahq.

Evaluations & CE Credits

Log in to your **[NAHQ account](#)** and click "My Learning" under your My NAHQ/Personal Snapshot page to begin your evaluation, which will be available on Sept. 11, 2023. Be sure to evaluate all sessions you attended before submitting the evaluation no later than Oct. 2, 2023.

Navigate Your Virtual Event

- Create and publish your attendee profile (if you choose to do so) in order to connect with fellow attendees.
 - Watch on-demand sessions: 60-minute presentations, HQ Best Practice Tools and poster presentations Remember you have access to all conference content through Dec. 31, 2023.
 - Attend the social events:
 - Dueling Pianos Monday, Sept. 11 at 12:05 pm CT
 - Dueling Pianos Tuesday, Sept. 12 at 12:15 pm CT
- More details can be found in the "Activities & Resources" area of the virtual platform.

Healthcare Quality Competency Framework™

Defining the Industry-Standard Healthcare Quality Workforce Competencies

In 2019, NAHQ published the first comprehensive framework of foundational, proficient and advanced competencies for the healthcare quality profession. NAHQ's Healthcare Quality Competency Framework sets specific job requirements and capabilities across eight domains, 29 competencies and 486 skill statements.

Collectively, the NAHQ Competency Framework describes the knowledge and skills required for developing and leading a successful healthcare quality program. All healthcare quality professionals should meet at least the foundational level of capability in all eight domains, but it is unlikely and unnecessary that they will possess all competencies at an advanced level. Instead, the spectrum should be represented across each organization's quality workforce.



Learn more about NAHQ's industry-standard Healthcare Quality Competency Framework at [NAHQ.org/competencies](https://www.nahq.org/competencies)



How can teams achieve quality excellence? Together.

Organizational membership subscriptions help prepare your workforce to do their best work.



Today, there is simply too much variability in skills and competencies around quality and safety. NAHQ offers your organization a variety of effective all-in-one tools that provide consistent standards and training across your workforce.

All content is organized around the NAHQ Healthcare Quality Competency Framework™, created and validated twice by experts.

Find the right organizational membership subscription for you at [NAHQ.org/subscriptions](https://www.nahq.org/subscriptions)

Agenda

NAHQ next sessions are designed to be competency-based and aligned to the Healthcare Quality Competency Framework. [Click here](#) for a key to the below icons.

Monday, Sept. 11

10:00 a.m. – 10:05 a.m. CT: Welcome

Nidia Williams, PhD, MBB, CPHQ, FNAHQ
Vice President, Quality and Safety
Lifespan



10:05 a.m. – 10:50 a.m. CT: Rebranding Quality

Stephanie Mercado, CAE, CPHQ

Chief Executive Officer
NAHQ

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan



11:00 a.m. – 12:00 p.m. CT: Chief Quality Officers:

Preparing the Healthcare Workforce to Lead

Bert Thurlo-Walsh, MM, RN, CPHQ

Chief Quality Officer
Milford Regional Medical Center

Randy Harmatz, MBA, CPHQ

Chief Quality Officer
Nicklaus Children's Health System

Rollin J. (Terry) Fairbanks, MD, MS

SVP and Chief Quality & Safety Officer
MedStar Health

Moderator: Stephanie Mercado, CAE, CPHQ

Chief Executive Officer
NAHQ

12:05 p.m. – 12:50 p.m. CT: Dueling Pianos Lunch Break



1:00 p.m. – 1:50 p.m. CT: Ethical Leadership: Creating Psychological Safety at all Levels of the Organization

Carole S. Guinane, RN, BSBA, MBA, CPHQ, FNAHQ, BBSS

Executive Director
Cedars Sinai Health

Robin Betts, RN, CPHQ, MBA-HA

Vice President of Safety, Quality and Regulatory Services
Kaiser Permanente Health Plan and Hospitals, Northern California

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan



2:00 p.m. – 2:50 p.m. CT: Reflections on New Frontiers in Quality

Margaret O'Kane, MPH

Founder and President
National Committee for Quality Assurance

Moderator: Esther Emard, RN, MSN, MSLIR, CPHQ

Graduate Faculty
The George Washington University



3:00 p.m. – 4:00 p.m. CT: Making the Transition to Digitally-Sourced Measures: Is It Finally Within Reach?

Aneesh Chopra, MPP

Co-Founder and President
CareJourney

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan



4:10 p.m. – 5:10 p.m. CT: NAHQ Update

Patricia Kirkpatrick, MJ, RN, CPHQ

Executive Director, Clinical Transformation and Delivery
UnitedHealthcare Community & State, Tennessee Health Plan

Stephanie Mercado, CAE, CPHQ

Chief Executive Officer
NAHQ

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

Tuesday, Sept. 12



9:00 a.m. – 10:00 a.m. CT: Quality Leaders Take the Helm

Airica Steed, Ed.D, MBA, RN, CSSMBB, FACHE, IASSC

Chief Executive Officer and President
The MetroHealth System

Carol Gomes, MS, CPHQ, FACHE

Chief Executive Officer/Chief Operating Officer
Stony Brook University Hospital

Maulik Joshi, DrPH

President and CEO
Meritus Health

Moderator: Stephanie Mercado, CAE, CPHQ

Chief Executive Officer
NAHQ



10:10 a.m. – 11:00 a.m. CT: Work in Action: Rural Healthcare Defying the Odds

Alan Morgan, MPA

Chief Executive Officer
National Rural Health Association

Mashekia Jones Slack, DNP, MHS

Vice President of Quality
UK King's Daughters

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan



11:10 a.m. – 12:10 p.m. CT: Keys to Eliminating Errors: Focusing on Quality & Patient Safety to Reduce Harm

David Bates, MD, MSc

Chief of the Division of General Internal Medicine and Primary Care

Brigham and Women's Hospital

Sherri Hobbs-Messick, MSM, MSN, RN, CPHQ, CPPS, SSG

Vice President, Chief Quality Safety and Experience Officer

UM Shore Regional Health

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

12:15 p.m. – 12:55 p.m. CT: Dueling Pianos Lunch Break



1:00p.m. – 1:50 p.m. CT: Work in Action: Creating ROI and Aligning Payment Models to High Quality Care

Shital Tanna, MD

Regional Medical Director for Population Health
Advocate Health

Moderator: Richard Bobos

Senior Vice President, Organizational Workforce Solutions
NAHQ

Agenda

2:00p.m. – 2:50 p.m. CT: CMS Update: Implications and Opportunities for Healthcare Quality

Michelle Block Schreiber, MD

Deputy Director / Director
CMS / Quality Measurement and Value-Based Incentives Group

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

3:00p.m. – 3:50 p.m. CT: Peer Review Best Practices: Getting the Most Out of Practitioner Review Activities

Carole S. Guinane, RN, BSBA, MBA, CPHQ, FNAHQ, BBSS

Executive Director
Cedars Sinai Health

Michael Freidman, MD, CPHQ

Anesthesiologist
Hospital for Special Surgery

Moderator: Emmett T. Ervin, DHA, MPA, CPHQ

Vice President of Clinical and Regulatory Compliance
University of Maryland Medical System

4:00p.m. – 5:00 p.m. CT: Work in Action: The Ultimate Partnership: Payors and Providers Collaborating to Reshape Healthcare Delivery

Kelly Glass, MS

Vice President of Enterprise Clinical Quality
Highmark

Roy Schwartz, MBA

Vice President of Payer Strategy
Penn Medicine

Sidney “Beau” Raymond, MD, MMM, FACP

Chief Medical Officer
Ochsner Health Network

Moderator: Josh Berlin, JD

Chief Executive Director
Rule of Three

Wednesday, Sept. 13

9:00 a.m. – 10:00 a.m. CT: Champion Mindset: Overcoming Adversity & Tenacity During Challenging Times

Chaunte Lowe

Olympic Medalist, 4-Time Olympian and Breast Cancer Survivor

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

10:10 a.m. – 11:00 a.m. CT: Leveraging Your Power and Influence to Advance Quality and Safety

Kristine Groves, BSN

Executive Director
Veterans Health Administration Office of Quality Management

LeWanza Harris, MD, MPH, MBA, MS

Vice President of Quality and Regulatory Affairs
Mount Sinai Health System

Moderator: Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

11:10 a.m. – 12:05 p.m. CT: Rising Stars: Advancing the Quality Agenda

Adam Harris, PharmD, MBA, BCPS, CPHQ, CCMSCP

Manager of Accreditation
Alaska Native Medical Center

Al’Asia Powell, MPH, CPHQ

Director of Quality and Patient Safety
Inspira Health LIFE

Katelyn Blair Craig, MHA, CAPM

Population Health Manager
Ochsner Health System

Moderator: Terri A. Savino, DNP, RN, CPHQ, CPXP, FNAHQ

Director, Service Excellence and Patient Experience
Middlesex Hospital

12:15 p.m. – 1:15 p.m. CT: Where Do We Go From Here? Board Members Discuss NAHQ’s Future Vision and Plans to Advance the Workforce and the Profession

Anthony Warmuth, MPA, FACHE, CPHQ, CPPS

Executive Director of Clinical Transformation
Cleveland Clinic

April M. Taylor, MS, MHA, FACHE, CMQ/OE, CLSSBB, CPPS, CPHQ

Vice President, Quality and Patient Safety
The Johns Hopkins Hospital

Deirdre McCaughey, PhD, MBA, CPHQ, PT

Associate Professor
Cumming School of Medicine, Department of Community Health Sciences

Patricia Kirkpatrick, MJ, RN, CPHQ

Executive Director, Clinical Transformation and Delivery
UnitedHealthcare Community & State, Tennessee Health Plan

Patricia Resnik, MJ, MBA, RRT, FACHE, CPHQ, CHC

Vice President, Center for Virtual Health
ChristianaCare

Emmett T. Ervin, DHA, MPA, CPHQ

Vice President of Clinical and Regulatory Compliance
University of Maryland Medical System

Esther Emard, RN, MSN, MSLIR, CPHQ

Graduate Faculty

The George Washington University

Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

Moderator: Stephanie Mercado, CAE, CPHQ

Chief Executive Officer
NAHQ

1:15 p.m. – 1:20 p.m. CT: Closing Remarks

Nidia Williams, PhD, MBB, CPHQ, FNAHQ

Vice President, Quality and Safety
Lifespan

Post-Conference Next Steps

The best way to maximize your conference experience is to take action after it ends!

Don't Forget To:

- Use the Action Plan starting on page 19 to determine what you will do next.
- Continue referencing the on-demand content through Sunday, Dec. 31, 2023, to ensure you take advantage of all your registration offered.
- Make time to share your experience and takeaways with your colleagues and supervisor.
- Complete session evaluations and the overall conference evaluation. Claim your continuing education credits (CE) and earn up to 40+ CE hours by submitting your evaluation by Oct. 2, 2023!

Continue Your Learning With NAHQ:

- Identify opportunities for improvement by taking the NAHQ Professional Assessment, an online tool based on the industry-standard competencies, which can be accessed through your **NAHQ account**. CPHQs receive a complimentary annual subscription to the Professional Assessment.
- Sign up for **learning labs here** for up-to-the-minute education on quality topics and CE credits.
- Access NAHQ's growing library of content to enhance your knowledge and earn CE credits. Visit **mynahq.nahq.org/catalog**.
- Participate in **Healthcare Quality Week 2023**, taking place virtually Oct. 15-21, 2023.



On-Demand Sessions

60-Minute Presentations

Health Data Analytics

Getting your Incident Reports, Dashboards, Tracers and Audits to all Dance Together

Ken Rohde

President at KRohde LLC, Sr. Consultant in Clinical Compliance & High Reliability – Chartis Clinical Quality Solutions

Patient Safety

A Patient's Guide to Strengthening Diagnostic Excellence Across a Health System

Raashmi Krishnasamy, MPH

Osteopathic Medical Student at A.T. Still University of Health Services

Implementing a Crisis Prevention Response Team in an Inpatient Psychiatric Hospital

Christopher Green, PhD, NHA, CPHQ

Director of Quality Management at Eastern State Hospital

Laura Lancaster, MS, CCC-SLP

Quality Assurance and Performance Improvement Specialist at Eastern State Hospital

Thomas Porter, MS, CPHQ, RHIT

Director of Regulatory Compliance at Eastern State Hospital

Performance and Process Improvement

Early Mobilization in Post-Operative Orthopedics: Improving Quality Outcomes while Decreasing Length of Stay

Cathy Snapp, PT

Orthopedic Program Administrator at Norman Regional Health System

Quality Prioritization-Selecting the Right Project & Lean Six Sigma Practitioner

Kelly Hill, RN, BSN, MBA, CLSSBB, CPHQ

System Director of Quality Improvement at Memorial Health

Lance Millburg, MBA, CLSSBB

System Administrator of Quality and Performance Improvement at Memorial Health

Systems Redesign & Improvement Advisor Academy (IAA)

Cary West, PT, DPT

Chief Strategic Analytics and Performance Integration at Department of Veterans Affairs

Kay Calloway, MS, BSN, RN, CHPN, Lean MBB, LSSBB, PMC, IA

Director of Process Improvement and Leading Organizational Excellence at Department of Veterans Affairs

Population Health & Care Transitions

A Community-Based Telehealth Approach to Transitions in Care to Decrease Acute-Care Utilization

Michelle Elsener, MBA, BSN, RN-BC, CPHQ

Clinical Quality Nurse at White Plains Hospital

Decreasing Hospital Readmissions: Addressing SDoH and Disparities in the Behavioral Health Population

Chinwe Ogedegbe, MD, MPH, FACEP

Research Director at HMM

Jazmin Cascante, MSN, RN, APN-BC

Clinical Lead Manager at HMM

Jenny Bernard, DNP, MSN, AGNP-BC, RN-BC

Director of Community Health Quality Improvement at HMM

Victor Carrillo, PhD, MBA, MPA

Senior Vice President and Associate Chief Quality Officer at HMM

Putting Joint Commission Accreditation Requirements into Practice: Implementing Processes to Drive Change and Advance Health Care Equity

Christina Cordero, PhD, MPH

Project Director for Healthcare Standards Development at The Joint Commission

William Trick, MD

Co-Director of the Center for Health Equity & Innovation at Cook County Health

On-Demand Sessions

60-Minute Presentations

Professional Engagement

Adapting to a Dynamic Workforce Environment: How Higher Education Meets the Challenges of Healthcare Quality and Safety

Aarti Raghavan, MD, FAAP, MS (PSL)

Associate Professor Clinical Pediatrics Medical Director - Neonatal Intensive Care Unit Director - Quality and Safety Pediatrics Program Director - Patient Safety Leadership Programs - Department of Medical Education Division of Neonatology, Department of Pediatrics at University of Illinois at Chicago

Allyson Hall, PhD

Director, Graduate Programs in Healthcare Quality & Safety at Department of Health Services Administration School of Health Professions University of Alabama at Birmingham

Anthony Stanowski, DHA, FACHE

President & CEO at Commission on Accreditation of Healthcare Management Education

Carole Hemmelgarn, MS, MS

Senior Director, Executive master's program for Clinical Quality, Safety & Leadership Graduate School of Arts & Sciences Biomedical Graduate Education at Georgetown University

Frances Cornelius, PhD, MSN, RN-BC, CNE, ANEF

Assistant Dean for Teaching, Learning and Engagement, Clinical Professor, Office of Teaching, Learning and Engagement (OTLE), College of Nursing and Health Professions at Drexel University

Jennifer Myers, MD

Professor of Clinical Medicine, Director at Center for Health Care Improvement and Patient Safety School of Medicine University of Pennsylvania

Kathryn Farrell, EdD, MSN, RN

Assistant Clinical Professor, Quality, Safety, and Risk Management Track Director at Drexel University

Mary Reich Cooper, M.D., J.D.

Program Director, Healthcare Quality and Safety Program Director, Operational Excellence Associate Professor, Population Health Jefferson College of Population Health at Thomas Jefferson University

Sabrina Figueiredo, PhD

Program Director for Health Care Quality Assistant Professor of Clinical Research and Leadership at School of Medicine & Health Sciences George Washington University

Strategies to Enhance Well-Being at Work

Ronald Menaker, EdD, FACMPE, MBA, CPA

Administrator at Mayo Clinic

Regulatory & Accreditation

Swimming in the Abyss: Preparing for Unannounced Accreditation, CMS, or State Surveys

Ellen Evans, RN, MSN, MPH, CPHQ, CJCP, CPPS

Director of Accreditation and Patient Safety at Northside Hospital

Quality Leadership and Integration

The Behavioral Health Chartbook: Insights to Celebrate, Inspire, and Lead

Johan Smith, MBA, CPHQ

Vice President Health Informatics at Mental Health Outcomes

Quality Review & Accountability

Continuous Compliance and Survey Readiness

Megan Turby, M.S.Ed, CHC, CPHQ

Vice President of Compliance, Quality & HIM at Gulfside Healthcare Services

Quality Review and Accountability: Building Value into Healthcare

Mary Reich Cooper, M.D., J.D.

Program Director, Healthcare Quality and Safety Program Director, Operational Excellence Associate Professor, Population Health Jefferson College of Population Health at Thomas Jefferson University

The Philosophy of Shoes: Infusing Conventional Wisdom into Healthcare Quality

Deborah Bulger, CPHQ

VP, Strategic Sales Programs Syntellis Performance Solutions

On-Demand Sessions

HQ Best Practice Tools On-Demand



Health Data Analytics

Advancing High Reliability Across the Veterans Health Administration

Leigh Starr, MHA, FACHE, LSSBB, CMP

Director at VHA High-Reliability Enterprise HRO Support Team Department of Veterans Affairs

Visual Storytelling: Correctly Using Run Charts to Translate Your Learning and Improvement

Maureen Walsh Koricke, PhD

Assistant Professor of Health Administration at Queens University of Charlotte

Sarah Mabus, MLA

Project Manager at Atrium Health Levine Children's



Patient Safety

Development of an Algorithm to Prevent Hospital-Acquired Pressure Injuries

Melanie Cariker, DNP, RN, CPHQ

Director of Patient Safety; Patient Safety Officer at Keck Medicine of USC

Monthly Safety Rounds in the Ambulatory Setting

Mary Harnish, MSN, RN

Director of Patient Safety (Ambulatory) at Penn Medicine Lancaster General Health



Performance and Process Improvement

Does Focusing on Early Mobility Improve ICU Patient Outcomes?

Jacquie DeMellow, PhD, RN, CPHQ, CCNS

Director of Quality at St. Joseph's Medical Center

Driving Hospital-Wide Performance Improvement Through Improve North Occurrence Reporting Platform

Jessica Nassar, MHA

Senior Manager of Quality Improvement at North Shore University Hospital

Kerilyn Bartoloma, RN, MSN, CCRN

Clinical Quality Improvement Specialist at North Shore University Hospital - Northwell Health

HRO Culture Communication – Cascading 8-Step A3s for Multi-level, Multi-organizational Improvement

Elaine Huggins, RN, MSN, CPHQ, L/SS

Lead Principal Consultant of High-Reliability at Kaiser Permanente Program Office

Pamela Leonard, RN, MS, CPPS, CPHQ

Senior Director at Kaiser Permanente Program Office

Impact of Pediatric Minor Head Injury Guidelines on Head CT Utilization

Angela Skinner, BSN, RN, CPEN

Risk and Quality Program Lead at Emergency Care Specialists

Christopher Port, MD, FACEP

Chief Medical Officer at Emergency Care Specialists

Mitchell Van Overloop, BSN, RN, CEN

Quality Program Clinical Manager at Emergency Care Specialists

Stephanie Mullennix, MSN, RN, AGCNS-BC, CEN, CPHQ

Director of Quality of Practice and Integration at Emergency Care Specialists

Implication of Lean Kanban Pull Methodology for Improving Patient Experience, Quality of Care and Reducing Waste of Appointment in The Diabetes Clinics

Ahmed Newera, MBBS, DTQM, CPHQ, FISQua, MPH

Public Health Registrar at Prince Sultan Armed Force Hospital Taif

Mahmoud Osama

Family Medicine Specialist at Prince Sultan Armed Force Hospital Taif



Population Health & Care Transitions

Coordinated Approach to Increased Engagement and Shared Decision-Making for Heart Failure Patients

Jalisa Powell, MS

Director of IMPLEMENT-HF at American Heart Association



Quality Leadership and Integration

Creating and Deploying a Cascading Improvement Framework

Debbie Fernandez, MS, MHSA, LMLP, CPHQ

Director of Quality, Oncology Service Line at University of Kansas Health System

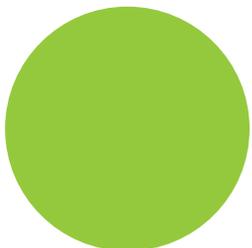
Marc Hoffmann, MD

Associate Professor; Medical Director of Quality Improvement at University of Kansas Health System

Improving Coordination with Quality Improvement Through Creation of a Virtual Quality Board

Rebecca Palmer, RN, MSN

NICU Quality Program Manager at Children's Health Dallas



On-Demand Sessions

HQ Best Practice Tools On-Demand

Regulatory & Accreditation

C-Qual Site Visits- Internal Site Visits to Improve Process and Practice

Angela Hurley, CPHQ

Director of Operations at Virginia Garcia Memorial Health Center

Sarah Deines, PharmD, BCACP, CPHQ

Director of Quality at Virginia Garcia Memorial Health Center

Peel Packs: Achieving High Reliability Through a Best Practice Tool

Richard Schule, MBA, BS, FAST, FCS, AAMIF

Senior Director Enterprise Reprocessing at Cleveland Clinic

Sharon Sutherland, MD, MPH

Chair, Enterprise Reprocessing Governance Council at Cleveland Clinic

On-Demand Sessions

Poster Presentations

Health Data Analytics

Building a Single Health Data System Across Disparate Sources

Laura Morris, MS, CPHQ

Director of Data Analytics at Adirondacks ACO

Predictors of Inpatient Charges and Readmissions in CMS Cardiac Care Bundle Patients

Gaither Horde, MD

Resident Physician at University of Alabama at Birmingham

Improving Inpatient Outcomes: An Interrupted Time Series Analysis on Fall Reduction Interventions

Georgia McIntosh, MD

Associate Chief Quality and Safety Officer at Virginia Commonwealth University Health

Rachel Pryor, MPH, BSN, RN

Business Intelligence Analyst III at Virginia Commonwealth University Health

The Collaborative Approach: Decreasing Surgical Supply Variation and Improving Outcomes

Kayla Godfrey, CPHQ

Senior Decision Support Analyst at MultiCare Health System

Patient Safety

A RCA on Vulnerabilities of Insulin Naïve Patients in Preventing Sentinel Events

Christine Salonga, MSN, RN

Patient Safety Clinician at STXVHCS

Coming Out of the Commotion: Resilient Operating Procedures to Improve Resuscitation Quality

Olivia Lounsbury, MS

Quality and Safety Program Coordinator at Johns Hopkins Children's Center

Peter McCulloch, MD

Professor of Surgical Science & Practice at University of Oxford

Saydia Wesley, PhD

Human Factors Research Fellow at University of Oxford

FMEA: Failure of Automatic Doors in ER and Pharmacy

Mario Noli Legarde, MSN, MBA-HCM, RN, NEA – BC

Patient Safety Clinician at South Texas Veterans Health Care System

Model For Reducing Patient Falls in Hospitalized and Long-Term Care Center Patients

Amit Kothari, MD, MBA, CPPS

Deputy Chief of Staff at US Department of Veterans Affairs

Marites D. Sewell, PhD, MSN, FNP, CCRN-K

Nurse Manager at US Department of Veterans Affairs

Moving the Culture of Patient Safety Needle, Despite Challenges of the Pandemic

Ellen Evans, RN, MSN, MPH, CPHQ, CJCP, CPPS

Director of Accreditation and Patient Safety at Northside Hospital

Quality Improvement: Achieving Zero HAIs for over 750 Days

Jodi Swain, DNP, RN, MBA, CPPS

Manager at McLaren Medical Group

Leslie Hazle, MSN, RN, CPHQ

Director of Clinical Operations at McLaren Medical Group

Quality and Safety in Clinics for Procedures Historically Performed in Hospitals

Harry Walk, MSN, RN-BC, NE-BC, CPHQ

Director at HCA

RCA on Pulmonary Artery Catheter Related Injury/Sentinel Event in Intensive Care Unit

Mario Noli Legarde, MSN, MBA-HCM, RN, NEA – BC

Patient Safety Clinician at South Texas Veterans Health Care System

Reducing Vulnerabilities and Incidence of Elopement or Wandering for At-Risk Patients

Catrina Rodriguez, BSN, RN

Patient Safety Clinician at Audie Murphy Veterans Hospital

Marion Baldemor, RN

Patient Safety Clinician at Audie Murphy Veterans Hospital

Performance and Process Improvement

Addressing Workplace Violence: Healthcare Staff Safety – A Culture of Caring

Jessica Nassar, MHA

Senior Manager of Quality Improvement at North Shore University Hospital

Ross Feinman, MSN, RN, EMT-P

Senior Manager of Quality Management and Performance Improvement at North Shore University Hospital

Adolescent Medicine Nutritional Rehabilitation Pathway Cared Model Project

Derek Klingman, MHA

Enterprise Improvement Advisor at Children's Hospital of Philadelphia

Jonathan Pletcher, MD

Madeline Hendsey, RN

A Multidisciplinary Fall Prevention Approach on a 42-bed Acute Care Unit

Linnea Gingerich, MSN, RN

Clinical Quality Specialist at UCHealth

Increasing Preventative Screening Access: Reducing Wait Times for Mammography Screenings

Brianne M. Holmes, MSN, RN, LSSGB

Kelly Hill, RN, BSN, MBA, CLSSBB, CPHQ

System Director of Quality Improvement at Memorial Health

Improving Awareness of Unmet Needs With a Screening Tool for Pediatric Oncology

Lauren Stilwell, MPH

Performance Improvement Coordinator at Atrium Health

On-Demand Sessions

Poster Presentations

It's In the Bag: A CLABSI QI Project in the Medical ICU

Heather Starbuck, MSN, RN, CMSRN

Assistant Nurse Manager at Atrium Health Wake Forest Baptist

Lauren Beck, MSN, RN, CSSBB, CPHQ

Nursing Clinical Quality Data Analyst at Atrium Health Wake Forest Baptist

Lauren Robbins, MSN, RN, CCRN

Clinical Nurse Educator at Atrium Health Wake Forest Baptist

Scott West, MHA, BSN, RN, CCRN

Nurse Manager at Atrium Health Wake Forest Baptist

MH RRTP – IMPROVING THE ADMISSION PROCESS: Rapid Process Improvement Workshop (RPIW)

Deborah Owens, PhD

Chief, MH Residential Rehabilitation Treatment Program at Veterans Health Administration

Tertiary Academic Hospital Length of Stay Reduction Using a Short Stay Unit

Kelly Hill, RN, BSN, MBA, CLSSBB, CPHQ

System Director of Quality Improvement at Memorial Health

Lance Millburg, MBA, CLSSBB

System Administrator of Quality and Performance Improvement at Memorial Health

Morgan Savage, MHA

Administrative Fellow at Memorial Health



Population Health & Care Transitions

A Multidisciplinary Team Approach for Decreasing Multi-Visit Patient Readmissions

Jodi Mullen, MS, RN-BC, CCRN-K, CCNS, ACCNS-P, FCCM, CPHQ

Senior Quality Improvement Specialist at UF Health

Applying Quality Tools to Reduce Overcooling for Neonates Actively Cooled on Transport

Charla Parkinson, MSN

Laura Selway, MSN, PCNS-BC, RNC-NIC

NICU CNS at Johns Hopkins Children's Center

Olivia Lounsbury, MS

Quality and Safety Program Coordinator at Johns Hopkins Children's Center

Extending Emergency Care Beyond Discharge: Virtual Emergency Department After-Care Visits

Trevor Cummings, MD, FACEP

Physician, Director of Informatics at Emergency Care Specialist

Fit For God's Holy Use: Health Promotion Among a Fellowship of Churches

Chisa Parker, DNP, MS, RN

Primary Investigator at New Beginnings Fellowship of Churches

High Reliability to Improve Outcomes for Women Veterans

Nicole McCune, MSN, RN

Women Veteran Program Manager at VA Pittsburgh Healthcare System

Implementation of the Hypertension Practice Guideline in the Department of Veterans Affairs

James Sall, PhD

Director of Evidence-Based Practice at Department of Veterans Affairs

Jennifer Ballard-Hernandez, DNP, FNP-BC, RN

Acting Deputy Director of Evidence-Based Practice at Department of Veterans Affairs

Improving Follow-Up Care in Populations at High Risk for Readmission

Alex Batten, MBA, CLSSBB, PMP

Quality Improvement Engineer at Memorial Health

Lance Millburg, MBA, CLSSBB

System Administrator of Quality and Performance Improvement at Memorial Health

Improving the Throughput Performance of the Emergency Department

Gregg Miller, MD, FACHE

What are we doing? Where are we doing it? Is it working?

Geoffrey Lake, MBA, MSW, LISW-S

Quality Improvement Specialist at Cleveland Clinic



Professional Engagement

Integrating Front-Line Wellness Support Into a Quality Strategy for Emergency Medicine Clinicians

Christopher Port, MD, FACEP

Chief Medical Officer at Emergency Care Specialists

Deborah Stowie, MA, LLC

Independent Wellness Consultant at Emergency Care Specialists

Stephanie Mullennix, MSN, RN, AGCNS-BC, CEN, CPHQ

Director of Quality of Practice and Integration at Emergency Care Specialists



Quality Leadership and Integration

Don't Shoot the Messenger, Utilizing Data to Engage Surgeons in VTE Prevention

Barbara Cheney, BSN, RN

RN Clinical Quality Specialist at Keck Medicine of USC

Tusdi Rodriguez, MSN, RN, PCCN

Manager of Quality and Outcomes at Keck Medicine of USC

Measuring Committees Effectiveness: A Scoring System to Evaluate Committees

Vidya Mani, BSc., PGDHRM., MBA (Hospital Management)

Head of Quality at Fortis Healthcare Ltd. Chennai

Organizational Benefits of Implementation of a QI Elective for Medical Students

Anne Brittain, PhD, RT(R)(M)(QM), CPHQ, FASRT

Director of Quality Improvement and Outcomes at Inova Health System

Chalapathy Venkatesan, MD, MS

Chief Quality and Safety Officer at Inova Health System

On-Demand Sessions

Poster Presentations

Promoting Employee Wellness Through Rounding

Keith LaChance, PT, MBA, CPHQ

Manager of Outpatient Quality at Memorial Hermann Health System

QI Curators: Building Tailored Scorecards to Foster Engagement and Drive Improvement

Amber Stanley, BSPH

Project Manager at Atrium Health

Ben Masten, MHA, MBA, CPHQ, CAPM

Outcomes Specialist at Atrium Health

Restructuring Nurse Leaders to Improve Outcomes: A New Approach to Quality Work

Brittney Anderson, DNP, CPNP, CPHQ

Director of Clinical Quality at CHOC Children's Hospital

Juleah Walsh, MSN, RN, PCNS-BC, CPHQ

Manager of Clinical Quality at CHOC Children's Hospital

Utilization of the TAP (Targeted Assessment for Prevention) Strategy for CAUTI AND CLABSI Reduction

Isis Lamphier, MPH, CIC

Infection Preventionist at Moffitt Cancer Center

Utilizing a Multi-Disciplinary Approach to Reduce Overall Harm Events

Anne Hoblik, MS-HSM

Ellen Klink, MD, MPH

Hospitalist & Inpatient Medical Director at IU Health

Lauren Fogt, DNP, RN, CPHQ, CPN

Director of Quality and Safety at IU Health

What Monetary Benefits Do National, Cardiac Quality Registries Bring?

Julie Merz, BSE

Quality Manager at Rush University Medical Center

Leslie Klemp, MS, RN, NE-BC

AVP Quality Analytics at Rush University Medical Center

Quality Review & Accountability

How UM-Upper Chesapeake Health Digitized and Visualized Medical Peer Review to Improve Efficiency, Effectiveness, and Quality

Abdel Latif Marini, RN, MSN, CPHQ, CPPS

Director of Quality Management at University of Maryland Upper Chesapeake

Amanda Moxey, RN, BSN

Quality Management Specialist at University of Maryland Upper Chesapeake

Integrating Safety, Quality and Experience into a QAPI Program that Works

Bonnie Gregson, RN, MSN, MBA, CPHQ

Senior Clinical Operations Manager at Intermountain Health

Danny Barker, MBA, RCP

Clinical Operations Manager of Quality at Intermountain Health

Redesigning Auditing Tools to Increase Practitioner Engagement and Identify System Errors

Jasmine Hickman, RN, BSN, MHA

Senior Manager of Care Delivery Quality & Safety at Roman (Ro)

We Found a Pulse: Mortality Screening Tool Revives the Quality of Physician Peer Review

Lisa Johnson, DNP, RN, CENP, CPHQ

Executive Administrator at Keck Medicine of USC

Tarina Kang, MD, MHA, FACEP

Physician Attending, Sepsis Physician Champion at Keck Medicine of USC

Tusdi Rodriguez, MSN, RN, PCCN

Manager of Quality and Outcomes at Keck Medicine of USC

Regulatory & Accreditation

Implementing Monitoring Tools in the Electronic Health Record (EHR) to Improve Nursing Care Plan Documentation

Ruth Merenguelli, MSN, RN, CV-BC, CMSRN

Clinical Nurse Informatics Specialist at Yale New Haven Hospital

The SAFER™ Matrix Experience: Regulations and Standards Compliance in Ambulatory Practice

Ana Esteban, MPH, BSN, RN, PCCN-K, CCRN-K, CPHQ

Director, Quality Improvement and Regulatory Compliance at ColumbiaDoctors

Carlota Asencio, RDMS, BS

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Christian Aguiar, MSN, RN-BC

Nurse Manager, Quality Assurance at ColumbiaDoctors

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Tamara Seney, MSN, RN

Quality Improvement and Regulatory Compliance Specialist at ColumbiaDoctors

Action Plan

I'm going to take these three steps to expand my healthcare quality knowledge:

Topic	Actions	Timeframe	Considerations
1.			
2.			
3.			

Action Plan

I'm going to take these three steps to lead and further advance my organizations' quality initiatives:

Topic	Actions	Timeframe	Considerations
1.			
2.			
3.			

Action Plan

I'm going to share information from these three presentations with my colleagues:

Topic

Actions

Timeframe

Considerations

1.

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2.

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3.

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Thank You and See You in 2024!

Thank you for joining us this year!
Remember, you have access to all
content through Dec. 31, 2023.

NAHQ next 2024 dates will be
announced soon. Keep an eye
out for your invitation to our 2024
registration pre-sale!