

Patient Safety and Quality Summit

Jan. 10-11, 2023

The Ritz-Carlton Reynolds, Lake Oconee



**Alan Kent, DHA,
FACHE**



Sarah Elliott



Matt Lyon



**Vikki Choate,
MSN, RN, NEA-
BC, CPHQ**



Carla Wilbur



Penny Ferrell



**Lauren Williams
Hopkins**



**Renee Byfield,
MS, RN, FNP,
C-EFM**

Registration Information

Register at www.gha.org/PSQS

Early Bird Member Rate - \$325

SHIP-participating hospitals will receive \$700 credit per person (up to two people) following their attendance.

Prices increase \$50 at the close of business on Friday, Dec. 2.

Refunds minus a \$50 processing fee will be accepted through Friday, Dec. 27.

Hotel Information

The Ritz-Carlton Reynolds, Lake Oconee

1 Lake Oconee Trail
Greensboro, GA 30642
706-467-0600

Room Rates - \$209/night

Once you register for the conference, a confirmation number and a link to book your room will be emailed to you. Reservations must be made by **Friday, Dec. 16**. We expect rooms to sell out fast, so we encourage you to register and book your room early.

You will be responsible for the full payment of rooms upon booking. **Refunds for rooms will be given only until Friday, Dec. 16.**



Schedule at a Glance

Tuesday, Jan. 10

- 8-8:45 a.m. Registration and Continental Breakfast
- 8:45-9 a.m. **Welcome Back! Opening Remarks**
Earl Rogers, President and CEO
Rhett Partin, SVP of Clinical Services & Public Health
Georgia Hospital Association
- 9-10 a.m. **5 Stars: The Unpredictable Journey to Ratings and High Reliability**
Alan Kent, DHA, FACHE, Managing Principal
Caldwell Butler & Associates
- 10-10:30 a.m. Break
- 10:30-11:30 a.m. **Improving Chronic Opioid Management in Primary Care - An introduction to the Six Building Blocks Program**
Carla Wilbur, Senior Consultant
Stroudwater
- 11:30 a.m.-1:30 p.m. **Awards Luncheon**
LifeLink Awards for Organ Donation
Presented by **Kim Kottemann**
Josh Nahum Award
Presented by **Armando Nahum**
GHA Patient Safety & Quality Awards
Presented by **Earl Rogers**, President, GHA and
Dan Owens, GHA Chair and CEO of Emory University Hospital
Midtown
- 1:30-1:55 p.m. Break
- 1:55-2:55 p.m. **GHA First Place Patient Safety & Quality Award Winners Panel**
GHA Patient Safety & Quality Award Winners (TBA)
Moderated by **Alan Kent, DHA, FACHE**, Managing Principal
Caldwell Butler & Associates
- 2:55-3:15 p.m. Break
- 3:15-4:30 p.m. **Employee Well-Being: Establishing an Innovative Connection Between Team Member Mental Health and Patient Quality**
Sarah Elliot, Manager Employee Wellness, Wellstar Shared Services
Penny Ferrell, Executive Director, Employee Wellness and Work-Life Services
Wellstar Health System

Wednesday, Jan. 11

7:30-8:30 a.m. Breakfast

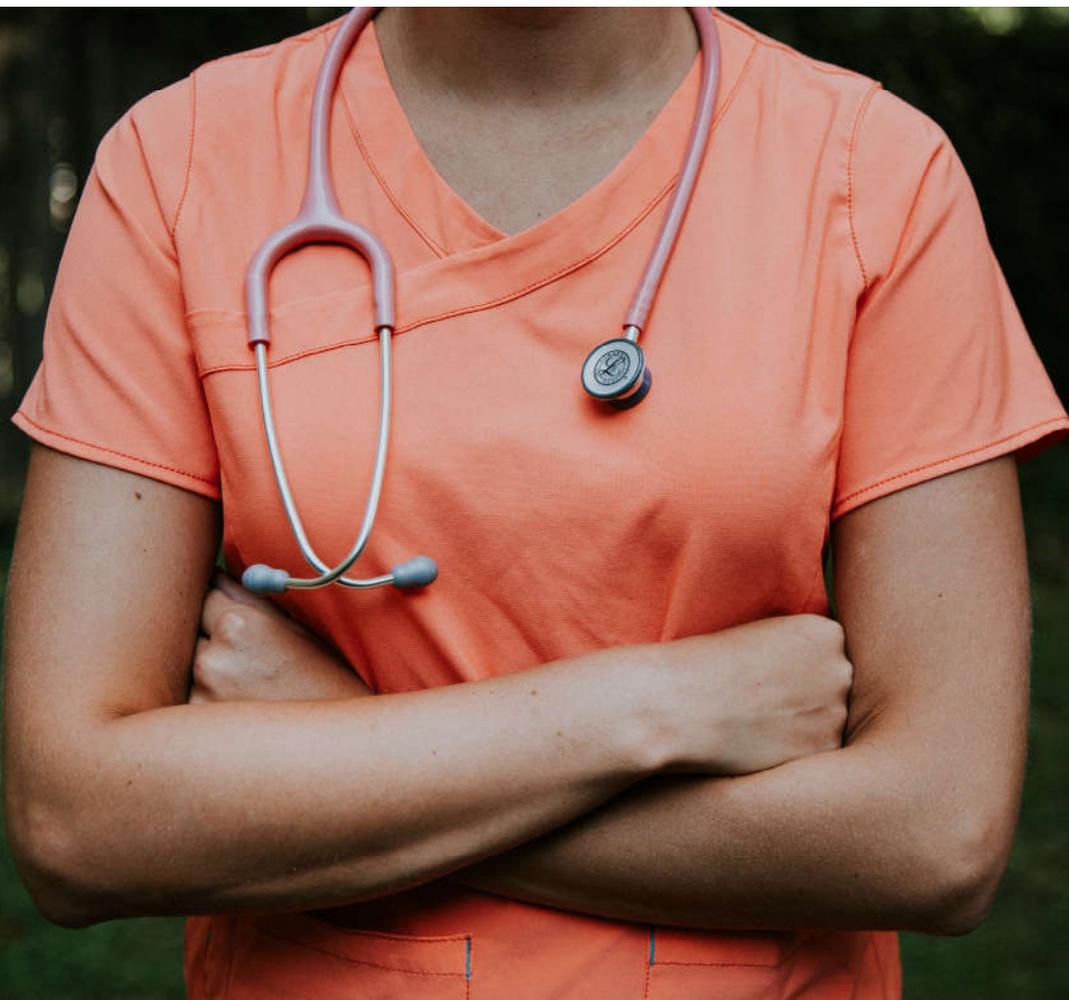
8:30-9:15 a.m. **Engaging Physicians and Physicians Leaders in the Pursuit of Improved Quality, Safety and Zero Harm**
Vikki Choate, MSN, RN, NEA-BC, CPHQ, Consultant
Huron

9:15-9:30 a.m. Break

9:30-10:15 a.m. **Improving Outcomes Through Better Care Coordination, Augusta University's use of Remote Coordination**
Matt Lyon, MD, Associate Dean for Experiential Learning
Lauren Hopkins, AVP Virtual Care and Community Engagement
AU Health

10:15-10:30 a.m. Break

10:30 a.m.-noon **GA Speaks Up for Moms and Babies**
Renee Byfield, MS, RN, FNP, C-EFM, Director, SPEAK UP Program
Institute for Perinatal Quality Improvement



Session Descriptions

5 Stars: The Unpredictable Journey to Ratings and High Reliability

Alan Kent, DHA, FACHE, Managing Principal
Caldwell Butler & Associates

While the daily commitment to quality patient care is always of paramount importance to hospital leaders and clinicians, hospital ratings garner headlines and can become the goal. The multitude of ratings agencies and organizations use different (and sometimes conflicting) criteria and formulae to determine rankings. Learn the story of one hospital's experiences and how commitment to process, measurement, and a culture of accountability impact outcomes in the journey to high reliability.

Speaker Bio



Dr. Alan Kent is the managing principal with Caldwell Butler & Associates, an innovative performance and margin improvement consulting firm. He most recently served as president and CEO of Meadows Regional Medical Center, a position he held for over 20 years.

In his more than 40 years of leadership experience, Alan has overseen hospital turnaround operations, significant on time/under budget construction projects, operational improvement and revenue growth. He has presided over a three-time IBM Watson Top 100 Hospital that also received A's from the Leapfrog Group and a CMS 5-star ranking. He is passionate about helping managers at all levels from front-line supervisors to executives, develop organizational leadership skills. Board certified as a Fellow in the American College of Healthcare Executives, Alan is a faculty member of ACHE, an adjunct faculty member in the Jiann-Ping Hsu College of Public Health at Georgia Southern University, and a frequent lecturer at Georgia State University and the Medical University of South Carolina. He holds a Bachelor of Science in Health Systems from the Georgia Institute of Technology, a Master of Health Administration from Georgia State University, and a Doctor of Health Administration from the Medical University of South Carolina.

Improving Chronic Opioid Management in Primary Care - An Introduction to The Six Building Blocks Program

Carla Wilbur, Senior Consultant
Stroudwater

Overdose deaths involving opioids, including prescription opioids, heroin, and synthetic opioids (e.g., fentanyl), have increased almost six times in the U.S. since 1999. Overdoses involving opioids killed nearly 47,000 people in 2018, and 32% of those deaths involved prescription opioids. This session will describe an evidence-based quality improvement roadmap to help primary care practices and clinics implement consistent, patient-centered care for chronic pain patients on long-term opioid therapy.

Speaker Bio



Carla Brock Wilber, an accomplished nurse administrator with an extensive background in critical care, education, and emergency services, joined Stroudwater in 2014. She previously was the director of enterprise excellence at Wake Forest Baptist Health-Lexington Medical Center where she led, facilitated, and supported the Lean transformation initiative across the continuum of care and health systems. She was also responsible for the implementation and ongoing assessment of comprehensive performance improvement and Lean redesign initiatives within the health care facility. Carla is also a seasoned clinician and worked directly with patients in the facility's outpatient surgical department as both unit coordinator and as an

endoscopy registered nurse.

Carla earned her Doctorate of Nursing Practice from George Washington University, where she was a member of the Sigma Theta Tau International Honor Society of Nursing. She holds a Master of Science in nursing leadership from East Carolina University, a Bachelor of Science in Nursing from Winston-Salem State University, and an associate degree in nursing from Davidson County Community College.



Awards Luncheon

LifeLink Awards for Organ Donation presented by **Kim Kottemann**

Josh Nahum Award presented by **Armando Nahum**

GHA Patient Safety & Quality Awards presented by
GHA Chair **Dan Owens** and **Earl Rogers**

The GHA Patient Safety and Quality Awards luncheon is a hallmark of the Patient Safety and Quality Summit, where GHA has the opportunity to recognize hospitals that have demonstrated significant patient safety and quality improvement through projects of their choosing. Hospitals nominate these projects for an award in one of six categories: Critical Access Hospitals, Hospitals with Less Than 100 Beds, Hospitals with 100–299 Beds, Hospitals with Greater Than 300 Beds, Specialty Hospitals, and Josh Nahum Award for Achievement in Infection Prevention and Control.

Additionally, hospitals that win an award this year and have won three or more Patient Safety and Quality Awards within the previous five years will receive the distinguished Circle of Excellence Award. The GHA Patient Safety and Quality Awards are presented by the current GHA chair and GHA's president and CEO.

LifeLink of Georgia will also present two hospitals with the Barbara and John Ware Donate Life Award. This award honors hospital partners who are committed to saving and enhancing lives through organ and tissue donation. Hospitals are nominated based on their demonstration of support of organ and tissue donation, including activities that the hospital participated in to increase the opportunity for organ and tissue donations.

GHA's First Place Patient Safety and Quality Award Winners Panel

GHA Patient Safety & Quality Award Winners (TBA)

Moderated by **Alan Kent**, DHA, FACHE, Managing Principal, *Caldwell Butler & Associates*

The panel will feature hospital quality representatives who will discuss their journey to success, as well as the implementation of evidence-based processes and best practices in reducing the risk of adverse outcomes and improving patient safety and quality.

Employee Well-Being: Establishing an Innovative Connection Between Team Member Mental Health and Patient Quality

Sarah Elliot, Manager Employee Wellness, Wellstar Shared Services

Penny Ferrell, Executive Director, Employee Wellness and Work-Life Services
Wellstar Health System

Discuss Wellstar Health System's innovative approach to addressing the evolving wellness needs of their workforce. You will learn how supporting the health and well-being of team members can ultimately lead to better patient outcomes.

Speaker Bios



Sarah Elliott is manager of employee wellness for Wellstar Health System. With 16 years of experience in health care, Sarah oversees a staff of wellness specialists and coaches who customize wellness programming to meet the needs of Wellstar team members and that align with the system's goals. The Wellstar Employee Wellness mission is to enhance the health and well-being of team members by cultivating a thriving environment with a focus on accessible, results-oriented workplace wellness programs that support the whole human. Sarah was instrumental in developing Wellstar's innovative Wellness Rooms in each hospital and health park. These rooms, which have gained national attention, are special spaces of respite for team members to reflect, refuel and recharge. Sarah continues to introduce

new and innovative ways to approach wellness through themes such as respect, fairness, pride, credibility, and connection.



Penny Ferrell has worked at Wellstar for 12 years and is responsible for the health system's well-being, fitness, and work-life initiatives. Over the last two years, she spearheaded a complete revamp of wellness and work-life program delivery in response to health care professionals' evolving needs during the pandemic. Notably, Penny launched a partnership with Sharecare, bringing the award-winning digital platform to Wellstar team members; she also presided over the migration to a new employee assistance program program with Spring Health. Programs imprinted with Penny's personal and responsive style include onsite community and employee fitness centers, an EatWell nutrition program, and a 12-person wellness team dedicated to integrating wellness into the work environment. Penny's latest

achievement includes establishing 15 team member wellness rooms across the Wellstar footprint. Penny's strategic oversight has been instrumental in making Wellstar a great place to work; the system has been named to Fortune's 100 Best Companies to Work For list and been consistently recognized by Working Mother as a top company for moms, dads, and multicultural women. Prior to her role at Wellstar, Penny held leadership roles at The Coca-Cola Company, DuPont, and Newell-Rubbermaid.

Engaging Physicians and Physicians Leaders in the Pursuit of Improved Quality, Safety and Zero Harm

Vikki Choate, MSN, RN, NEA-BC, CPHQ, Consultant
Huron

Full and effective engagement of physician leaders and the entire physician workforce is vital to the organization's quest for harm reduction. This session will review the primary influences on accountable physician engagement. Desired attributes of physician leaders will be discussed, and the session will review how to support their efforts to help hospital administration co-lead efforts to reduce harm. Key strategies on how to manage resistance from physicians will be shared, along with how to encourage and inspire fence-sitters to adopt and promote the organization's pursuit of zero harm.

Speaker Bio



Vikki Choate is a consultant and international speaker with more than 35 years of health care leadership experience that she uses to help clients deliver consistent results. She specializes in showing health care organizations and executives how to improve the care delivery process, enhance the patient experience, and create cultures of accountability, safety and high reliability.

Vikki leads Huron's quality, safety and high reliability work across the U.S. and in Canada. Prior to joining Huron, Vikki held leadership roles in both the payor and provider environments. She has served as a system vice president of performance improvement and a chief quality officer.

Improving Outcomes Through Better Care Coordination: Augusta University's Use of Remote Coordination

Matt Lyon, MD, Associate Dean for Experiential Learning

Lauren Hopkins, AVP Virtual Care and Community Engagement
AU Health

Telemedicine is a powerful tool in coordinating emergency care across the state, both aiding in a disaster such as the COVID-19 pandemic and during times of normal operation. In this lecture, the speakers will describe AU Health's Rural Hospital Virtual Care Network, health outcomes during the pandemic, and the power of telemedicine to influence care on the state level.

Speaker Bios



Matt Lyon, MD, is the J. Harold Harrison, MD, Distinguished University Chair in Emergency Medicine and professor of emergency medicine. He serves as associate dean for experiential learning and executive director of the Center for Ultrasound Education for the Medical College of Georgia at Augusta University. He also serves as vice chairman for academic programs and research for the department of emergency medicine and as the virtual care service chief at AU Health. Dr. Lyon is a graduate of the Georgia Institute of Technology, earning a Bachelor of Science in mechanical engineering, and of the Medical College of Georgia, earning an MD in 1999. He completed his residency in emergency medicine at the Medical College of Georgia in 2003.



Lauren Williams Hopkins, MPH joined AU Health in 2016 and leads all value-based initiatives for the provider practice plan. She is responsible for the operational performance of shared savings arrangements and incentive programs, chronic care management, transitional care management, Medicare's Quality Payment Program, program oversight of post-acute care development, community partnerships, and the newly launched quality program, GA-AIDE. Lauren manages the organization's telehealth and virtual care programs and has overseen the development of a rural tele-emergency department and critical care program, direct-to-consumer platform, and partnerships for outreach clinics. Lauren has also partnered with the Medical College of Georgia to develop a telehealth curriculum for medical students and residents.

Prior to joining AU Health, Lauren worked at Pioneer Health Services, where she held a variety of roles. Her responsibilities included managing partnerships, disseminating all reporting for the financial performance of the ACO, and helping align the strategic vision of improving rural health care in the southeastern United States.

Lauren received her undergraduate degree in biological Sciences and a Master of Public Health with an emphasis in health administration from the University of Southern Mississippi in Hattiesburg, Mississippi.

GA Speak Up for Moms and Babies

Renee Byfield, MS, RN, FNP, C-EFM, Director,
SPEAK UP Program
Institute for Perinatal Quality Improvement

A Black woman is three to four times more likely to die of pregnancy-related complications than a White woman. American Indian/Alaskan Native women are three times more likely to die of pregnancy-related complications than White women. Research shows that inequities in outcomes are often due to the difference in how pregnant people are treated by perinatal health professionals before, during, and after pregnancy based on race (racism). This less-than-ideal treatment is often hidden in plain sight. The SPEAK UP Program utilizes quality improvement methods to equip health care professionals with essential antiracist tools. SPEAK UP is an acronym and mnemonic created by the Institute for Perinatal Quality Improvement to support efforts to dismantle racism, and, most importantly, it is a call to action.

Speaker Bio



Renée Byfield is a clinical leader specializing in obstetric and newborn care. She has diverse experience in nursing leadership, management, education, perinatal patient safety and quality improvement in hospital, academia, surgical, and ambulatory settings. Renée was the 2022 Diversity Equity Inclusion Leadership Award (DEILA) recipient at the Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN) National Convention. In 2018, she was selected by the March of Dimes as a Georgia Nurse of the Year finalist. She is currently the program director and a national birth equity coach and speaker with the Institute for Perinatal Quality Improvement (PQI), SPEAK UP Implicit and Explicit Racial Bias Program. Renée advances PQI's mission by using quality improvement science to eliminate preventable perinatal morbidity and mortality and end perinatal disparities. She is dedicated to guiding perinatal professionals in establishing birth equity in their facilities and organizations and teaching them how to disrupt, dismantle, and eradicate racism.

Learning Objectives

- Differentiate between the organizations that analyze hospital performance and publish ratings, as well as the similarities and differences in their individual ratings criteria;
- Describe the history of one hospital with ratings at both extremes of rating scales;
- Recognize the importance of culture, process, and measurement in quality improvement toward the goal of high reliability.
- Discuss the benefits of implementing the Six Building Blocks program.
- Express how to listen to the voice of customers and take action.
- Summarize how to execute a wellness strategy.
- Describe the primary influences on accountable physician engagement.
- Discuss the desired attributes of physician leaders and how to support them to co-lead efforts to reduce harm.
- Apply key strategies to manage resistance and inspire fence-sitters to adoption.
- Describe how telemedicine is a useful tool in emergency patient care coordination.
- Explain how good and poor emergency patient care coordination can affect rural hospital viability in today's health care environment.
- Use telehealth concepts to decrease disparity in care across rural Georgia.
- Describe current trends in maternal and neonatal mortality and racial disparities.
- Outline factors that contribute to maternal and neonatal racial and ethnic health disparities.
- Discuss SPEAK UP Program quality improvement strategies that can mitigate factors that contribute to perinatal disparities.



Limited Table Sponsorships Available!

\$2,000

Six-foot, draped table in prominent location for the entire conference (one-and-a-half days)

- Estimated ratio of 200 participants to three sponsors
- 70+ hospitals represented
- Senior-level hospital leadership represented, including VPs, directors, and CEOs
- Participant names and contact information provided
- Sponsorship includes one free registration and three meals at the hotel.

Interested sponsors must be pre-approved. Please make inquiry or request to:

Rhett Partin,
Senior Vice President of Clinical Services and Public Health
rpartin@gha.org
229-237-3334





Georgia Hospital Association

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