

REGISTRATION FORM

REGISTRATION FEES DUE BY OCT 31:

**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
- \$195** [Register and Join AAHQ](#) (includes \$50 membership)

Download membership application at
www.arkahq.org

Name & Credentials

Title

Facility

Mailing Address

City, State, Zip

Phone

Fax

E-Mail Address

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

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

Cindy Harris
501.224.7878 charris@arkhospitals.org

PROGRAM and POSTER QUESTIONS

Lynnette Jack
501.379.8980 ljack@mqrns.net

CONTINUING EDUCATION

6.0 nursing contact hours will be awarded to nurses who sign-in at registration and attend the entire conference.

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

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

CANCELLATION & REFUND POLICY

Registrations should be received by **OCTOBER 31, 2013**. 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 ACCOMODATIONS

Rooms are available at area hotels.

Embassy Suites 501.312.9000
Wingate by Wyndham 501.227.6800
Hampton Inn and Suites 501.537.3000

AAHQ GOLD SPONSORS



Sherry Bird
501.225.5533
sbird@americandatanetwork.com



Mandy Palmer
501.375.5700
mpalmer@afmc.org

SPECIAL THANKS TO EXHIBITORS

AAHQ greatly appreciates the support of our sponsors. Their generosity helps AAHQ expose attendees to industry insights and provide a first-rate conference experience.

AAHQ Call for Poster Presentations

AAHQ encourages attendees to bring poster presentations. Awards will be presented for Best Overall, Ease to Replicate, Best Outcomes and Most Innovative.

Arkansas Association for Healthcare Quality

an affiliate of



and



proudly presents:

Quality's Expanding Role In Healthcare

Fall Conference
& Business Meeting

**November 8,
2013**

Gilbreath Conference Center
Little Rock, AR



FALL 2013 EDUCATIONAL AGENDA

Gilbreath Conference Center
Baptist Medical Center, Little Rock
(9601 Interstate 630, Exit 7)

- 7:45 a.m. Continental Breakfast & Exhibitors**
- 8:30 a.m. Welcome & Opening Remarks**
*Susan Hapner, AAHQ
President*
- 8:45 a.m. Attaining Magnet Status: Lessons Learned**
*Brenda Baird, RN, MSN, CENP
Maria Whitt, RN, BSN, MHSM, NEA-BC is
St. Vincent Health System*
- 9:45 a.m. Comprehensive Medication Management and Reconciliation: Tips on Improving the Process to Help Ensure Patient Safety**
*Gabriella Douglass, Pharm D.
Harding University*
- 10:45 a.m. Break**
- 11:00 a.m. Mortality Review Process Overhaul**
*Shannon Finley, MSN, RN
Taleda Gore-Lowe, BSHS
Joseph Jensen, MD, MBA, MHA, FACS,
FACHE
Sandra S. Bennett, BSN, RN, CPHQ
University of Arkansas for Medical
Sciences*
- 12:00 p.m. Lunch & Business Meeting**
- 1:15 p.m. Motivational Interviewing**
*Joseph Banken, PhD
Sandra R. Brown, APRN
Central Arkansas Veterans Health System*
- 2:45 p.m. Break**
- 3:00 p.m. Applying Quality Tools to Community or Non-acute Settings**
*Susan Nance, DCSW, CPHQ, CHC
Vanderbilt Stallworth Rehabilitation Hospital*
- 4:30 p.m. Evaluations & Closing Remarks**

INTRODUCING THE PRESENTERS

Brenda Baird, RN, MSN, CENP, serves as the Senior Vice President and Chief Nursing Executive for St. Vincent Health Care System located in Little Rock, Arkansas and has been with St. Vincent since 2007. She serves as a member of the senior leadership team and represents all matters pertaining to nursing and patient care delivery for the System. Ms. Baird has over 35 years of nursing experience as an RN and over 30 years in a nursing leadership position. She has implemented nursing shared governance at three hospital systems and is published in Nurse Leader. Additionally, she served as the CNO for St Vincent Infirmary through the transformation of nursing and nursing excellence journey resulting in Magnet recognition in January 2013-the first magnet recognized facility in Arkansas.

Gabriella Douglass, Pharm.D., Board Certified in Ambulatory Care Pharmacy, is an assistant professor of Pharmacy Practice in the College of Pharmacy at Harding University since August 2012. She received her pharmacy training from the University of Tennessee College of Pharmacy, and completed a post-doctoral Residency in Ambulatory Care Pharmacy Practice through Harding University and ARcare. Over the past 5 years, she has delivered clinical pharmacy services at various practice sites including Kroger Pharmacy in Memphis, Tennessee, and ARcare in Kensett, Arkansas.

Shannon Finley, MSN RN earned a Master of Science in Nursing degree from the University of Central Arkansas and Bachelor of Science in Nursing degree from Henderson State University. She began working with nursing students in 1999 as a clinical instructor at Henderson State University and has taught in nursing education until 2012 at University of Arkansas for Medical Sciences (UAMS.) One year ago, she transitioned into the Quality Management Department at UAMS where the focus of her work is on Departmental Quality and Mortality Reviews. She has done nurse consulting for two law firms for the past three years and remains an Adjunct Assistant Professor at UAMS College of Nursing.

Joseph Banken, PhD, received his doctorate of Psychology from the University of Southern Mississippi in 1988 and has served as Health Behavior Coordinator for the Central Arkansas Veterans Health System for the past three years. He previously served as an Associate Professor in Obstetrics and Gynecology at the University of Arkansas for Medical Sciences for eleven years. He is active in the field of telehealth and serves on the medical staff of eDoc America.

PRESENTERS (cont.)

Susan Nance, DCSW, CPHQ, CHC, works as Director of Quality and Risk Management at Vanderbilt Stallworth Rehabilitation Hospital, a joint venture between Vanderbilt University Medical Center and HealthSouth, in Nashville, Tennessee. She has 20 years of healthcare and quality experience in both for-profit and not-for profit settings. Susan graduated from the University of the South, the University of Tennessee and Vanderbilt Divinity School. She has worked as a licensed clinical social worker in a variety of community and hospital settings. Susan is a Certified Professional in Healthcare Quality (CPHQ) and is Certified in Healthcare Compliance (CHC).

LEARNING OBJECTIVES

1. Identify and discuss a minimum of two nursing strategic initiatives that contributed to successful achievement of ANCC Magnet standard of evidence and subsequent achievement of Magnet Recognition for St. Vincent Infirmary.
2. Discuss the nursing shared governance model implemented at St. Vincent Health System
3. Discuss methods to evaluate the effectiveness of the existing medication reconciliation process within a facility.
4. Discuss a successful approach to medication management and reconciliation that emphasizes standardization of the process for doctors, nurses, and pharmacist within a facility.
5. Propose two ways that changing the process paradigm of inpatient mortality reviews may improve healthcare quality.
6. Evaluate one way that administrative support impacts performance improvement projects
7. Describe the Spirit of Motivational Interviewing (MI)
8. Discuss the 4 elements of the Spirit of Motivational Interviewing
9. Identify how root cause analysis and failure modes effects analysis may have an impact on their work system
10. Identify three elements to consider when constructing a root cause analysis that are specific to the non-acute setting
11. Identify three elements to consider when constructing a failure modes effects analysis that are specific to the non-acute setting