

Iowa Healthcare Collaborative

# PATIENT SAFETY CONFERENCE

NOVEMBER 16, 2022

## AGENDA + INFORMATION

The Meadows Events and Conference Center | Altoona, IA



# The **Facts**

**400,000**

deaths occur in the United States each year as a result of errors or preventable harm.

(Institute for Healthcare Improvement, 2022)

**50%**

of medication harm cases are preventable.

(World Health Organization, 2022)

**\$42 billion**

goes towards medical harm cases every year.

(World Health Organization, 2022)



## OVERVIEW

This conference highlights best practices and innovations for healthcare quality improvement and patient safety. Conference presenters will share best practices that have directly impacted outcomes in patient safety and equity for patients in Iowa and across the nation.

The goal of the conference is to educate and inspire the healthcare community to engage in quality activities that improve patient safety and quality across the healthcare continuum.



## TARGET AUDIENCE

The Iowa Healthcare Collaborative (IHC) Patient Safety Conference will benefit physicians, nurses, hospital care teams, clinicians, quality teams, infection preventionists, CNO's and community organizations.



## REGISTRATION

The cost to attend this event is \$150.00 per person. Please use the QR code or link below to access materials and register for the event.



[www.ihconline.org/  
IHCPatientSafetyConference](http://www.ihconline.org/IHCPatientSafetyConference)  
(Link)

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Agenda | **Conference Opening**

8:45 - 11:20 AM

#### **7:30 - 8:45 AM | Patient Safety Award Award/Poster Symposium Judging**

**Note:** Registration and Continental Breakfast will begin at 7:45 AM.

#### **8:45 - 8:55 AM | Welcome**

*Tom Evans, MD | President and CEO | IHC*

#### **8:55 - 9:50 AM | Patient Story | The Journey to Patient-and Family-Centered Care**

*Caroline DeLongChamps | Manager of Patient-and Family-Centered Care | The Medical University of South Carolina Health System*

Based on her experience in the pediatric intensive care unit (ICU) with her infant son, Caroline DeLongchamps became a patient and family advisor and ultimately a healthcare professional. She started as a volunteer at The Medical University of South Carolina Health System and now she speaks to organizations across the country promoting partnerships among patients, families and providers.

Objectives:

- + Discuss "My story"
- + Define patient and family centered care
- + Illustrate the benefits of creating partnerships among patients, families and healthcare staff in the planning, delivery and evaluation of care

#### **9:50 - 10:50 AM | Keynote Presentation | #NoMatterWhat - 5 Practices to Unlock Your Potential, Unleash Unstoppable Growth and Produce Breakthrough Results in an Increasingly Uncertain World**

*Sterling Hawkins | CEO and Founder | Sterling Hawkins Group*

The world of constant change today requires a critical new competency for leaders: getting comfortable with the uncomfortable. There are 5 mission-critical practices that anyone can grab onto and use to build the necessary courage to take intelligent risks, declare big visions and unlock their potential, regardless of the circumstances. Sterling will share research, case studies and a very personal experience working with a multi-billion-dollar startup collapse and what it takes to come back to thrive, #NoMatterWhat.

Objectives:

- + Mobilize into a change agent with the 5 #NoMatterWhat practices to create meaningful growth regardless of the circumstances
- + Lean into the transformation illuminated by the latest brain science behind this radical new approach
- + Find the presence, peace and authentic connection behind the discomfort of the unknown

#### **10:50 - 11:20 AM | Patient Safety Award/Poster Symposium Fan Favorite Judging**

## Breakout Track Guide

**A: Patient Safety**

**B: Behavioral Health**

**C: Health Equity**

**D: Workforce**

### Breakout Session 1A | Culture of Safety

*Marie Cleary Fishman, BSN, MS, MBA, CPPS, CHCQM | Vice President of Clinical Quality | American Hospital Association*

Explore the idea of culture, its impact on quality and safety in healthcare and strategies for positive impact.

Objectives:

- + Explore the concept of culture and how it impacts healthcare
- + Explore how COVID has impacted culture within your healthcare organizations
- + Identify strategies/tools that can positively impact healthcare culture

### Breakout Session 1B | How to Manage Hold Periods in Small Hospitals

*Tracey Hall, RN, BSN | Emergency Department Director | Pella Regional Health Center*

The presentation will cover how Pella Regional Health Center has worked on multiple fronts to better equip the organization for the increasing number of patient holds in the emergency department.

Objectives:

- + Implement strategies for increasing the patient sitter pool
- + Navigate how organizations can work with community partners to find placement
- Explore the idea of investing in staff to combat aggressive behavior

## **PATIENT SAFETY CONFERENCE**

### Agenda | **Breakout Session 1 (Continued)**

11:20 AM – 12:10 PM

#### **Breakout Session 1C | Basic Knowledge to Fill Gaps**

*Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ | Academic Program Director |  
Master of Healthcare Administration*

As quality organizations and professionals, it is our duty to provide high quality, safe, and effective care, but where does equity fit in to the care? Clinicians are learning more about what it means to provide “equity” in care and the role that quality plays in such delivery. In this presentation attendees will explore the duty of healthcare organizations and professionals to provide high quality in all of these areas, including equity. Sarah will also share some techniques that strategies that can be implemented for more equality in services that will enhance the aims of better care, better health in the population and lower costs of care.

#### Objectives:

- + Summarize the role of healthcare quality and health equity in delivering better care
- + Review how health equity is already part of healthcare's quality journey
- + Illustrate how to improve health equity in your communities by using quality techniques and strategies, such as data analysis

#### **Breakout Session 1D | Employee Retention in Healthcare, Ways to Keep Your Best and Brightest**

*Penny Bellville, MS-HRD, SHRM-SCP, CCP, SPHR | Director of Human Resources and Education |  
Mary Greeley Medical Center*

*Cory Geffre, MSMSL, BSN, RN | Vice President and Chief Nursing Officer | Mary Greeley Medical Center*

Learn about practical tools to use in recruiting, supporting and retaining your best and brightest talent.

#### Objectives:

- + Re-imagine the recruitment and hiring process
- + Eliminate the term “short staffed” from their vernacular
- + Develop effective staffing algorithms involving front line staff
- + Transform the employee experience through career development and recognition

**12:10 - 1:10 PM | Lunch + Poster Symposium**

## Breakout Track Guide

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**B: Behavioral Health**

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**D: Workforce**

### **Breakout Session 2A | Transitional Care Management to Reduce Readmission**

*Kim Werkmeister, MS, RN, CPHQ, CPPS | Senior Vice President | Cynosure Health*

*Panel Members:*

*Tory Schrock, MPA, LSS GB | Director of Organizational Excellence | Pella Regional Health Center*

*Jennifer Arp, RN, BSN, CPHQ | Director of Performance Improvement | Cass Health*

Are patients that readmit to hospitals just non-compliant? Or is there something that can be learned from transitions of care practices to help the patients served to be successful in the next level of care? This session will discuss the impact of standardizing what is "standardizable", as well as individualizing what is "individualizable" in care settings with an approach that helps hospitals to identify the specific patient populations most in need of something more and what success looks like for them.

Objectives:

- + Discuss the impact of readmissions and failed care transitions on patients, families, hospitals and other care providers
- + Describe the key drivers for improvement in readmissions rates
- + Analyze local data to inform improvement efforts for patients at high risk for readmission

### **Breakout Session 2B | Crisis Stabilization Services in Collaboration with Emergency Departments**

*Becky Shelton | Director of Crisis Services | Infinity Health Access Center*

*Heidi Lane, ARNP FNP-BC, PMHNP-BC | Mental Health Nurse Practitioner | Infinity Health*

*Jennifer Robbins, MSP | CEO | South Central Behavioral Health Region*

A review of crisis services offered by Infinity Health's Access Center.

Objectives:

- + Describe the mobile response services and direct impact on mental health patients in the emergency department
- + Identify emergency mental health crisis services offered

**Breakout Session 2C | How to Incorporate DEI Into Your Strategic Plan**

*Anthony B. Coleman, DHA | President and Chief Executive Officer | Broadlawns Medical Center*

Healthcare organizations have a moral obligation to improve diversity, equity, and inclusion (DEI) efforts not only for their employees, but also to better serve patients and their families. DEI has been a recent focus for businesses and organizations across the world, but perhaps none stand to make a greater impact than the healthcare industry, as it directly affects health equity and quality outcomes.

Objectives:

- + Demonstrate the need for inclusivity and cultural competence among healthcare providers
- + Explain the importance of DEI as a strategic imperative
- + Interpret the correlation between diverse teams and improved quality outcomes

**Breakout Session 2D | Safety Huddles – How They Have Changed Since COVID – Sharing of Best Practices**

*Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ | Academic Program Director | Master of Healthcare Administration (MHA)*

Local Speakers:

*Anna Anderson, MM, RN | Director of Quality Management | Van Diest Medical Center*

*Denise Helmick, RN | Clinical Reimbursement Specialist | Van Diest Medical Center*

Many things have changed since COVID but not the focus on safety and the actions taken to keep healthcare organizations running effectively. Safety Huddles were a focus prior to COVID and during the pandemic healthcare providers leaned on these types of tools to keep things moving in the right direction. However, what is happening now? Should clinicians return to pre-pandemic practices or continue with the techniques used since the start of the pandemic? This session will explore the change in safety huddles and what can be done to make them even “safer.” Attendees will also learn about effective and efficient best practices for huddles.

Objectives:

- + Summarize how the best practices learned during COVID have made safety a focus and priority with efficiencies
- + Review common practices and techniques used in Safety Huddles both pre- and post-pandemic
- + Discuss how safety huddles can become more than just something clinicians do, and instead something clinicians WANT to do

## Breakout Track Guide

**A: Patient Safety**

**B: Behavioral Health**

**C: Health Equity**

**D: Workforce**

### **Breakout Session 3A | A Flywheel Approach to Addressing All-Cause Harm in the Hospital Setting**

*Kim Werkmeister | Senior Vice President of Improvement and Implementation | Cynosure Health*

Hospitalized patients are at risk for multiple types of errors and hospital-associated conditions. In today's healthcare environment of patient surges, staffing shortages, and responding to ever-changing conditions, an approach to patient safety must be effective AND efficient. Can healthcare providers drive improvement across multiple conditions with innovative cross-cutting approaches? Healthcare organizations also know that we can't improve what we don't measure. This session will discuss the implementation of cross-cutting strategies that are practical and sustainable in today's environment, as well as strategies for measuring success that do not depend on waiting for reports from data warehouses or the collection of extensive data from medical record review.

Objectives:

- + Discuss the impact of all-cause harm in hospitals
- + Describe a practical, cross-cutting approach that may be implemented locally to address all-cause harm
- + Implement an approach to measuring all-cause harm that is practical, sustainable and does not require extensive staff to support

### **Breakout Session 3B | Ending the Opioid Crisis: A Road Map for Hospitals and Clinicians**

*Don Stader, MD, FACEP | Section Chair of Emergency Medicine and Associate ED Medical Director | Swedish Medical Center*

Dr. Stader will examine a proven framework to systematically address the treatment of pain and opioid use disorders through opioid stewardship, alternatives to opioids, harm reduction and medication for addiction treatment. Identifying how hospitals and clinicians can take concrete steps to assure the best care for their patients. He will include real world examples from his work in Colorado where the Colorado Alternatives to Opioids (aka ALTO Project) has helped transform the treatment of pain in emergency departments across the state and indeed across the nation. He will also share his experience in advancing addiction treatment through implementation of Medications for Opioid Use Disorders (MOUD) in rural and urban communities. Lastly, he will educate on the role of harm reduction and naloxone in improving the health and safety of patients who use both licit and illicit drugs. Together, armed with knowledge and a clear roadmap, we can help bring the opioid epidemic to an end.

Objectives:

- + Diagram a roadmap for hospitals and clinicians to reduce the opioid crisis in rural and urban communities
- + Examine a proven framework to systematically address the treatment of pain and opioid use disorders
- + Discuss the role of harm reduction and naloxone

**Breakout Session 3C | Unintentional Bias – Tools and Resources**

*Dr. Dawn Bowker, RN, ARNP-BC, CNE, SANE | Director of Nursing Education and Assistant Clinical Professor of Nursing | Iowa State University*

Unintentional bias adversely affects workplace productivity and negatively impacts healthcare outcomes. This session will define unintentional bias, present examples where unintentional bias directly affected healthcare outcomes, and provide strategies, tools and resources to reduce individual and collective unintentional biases within your organization.

Objectives:

- + Define unintentional bias.
- + Explain why unintentional bias can negatively impact health outcomes.
- + Identify tools and resources for clinicians to use to reduce unintentional bias in the workplace.

**Breakout Session 3D | Navigating the Pandemic as an Independent Critical Access Hospital**

*Samantha Cocking, RN, BSN | Quality Education Manager | Regional Medical Center*

*Heather Ries, DNP, RN-BC, CENP | Chief Nursing Officer | Regional Medical Center*

During the pandemic many hospitals faced challenges along the way. Regional Medical Center brought a unique and creative touch to handling staffing challenges, burnout and different approaches to treat our patients.

Objectives:

- + Discuss incident command membership and decision-making process
- + Describe Regional Medical Center's cross-training efforts and implementation of the Respiratory Infusion Center
- + Identify creative ways to help with employee burnout
- + Discuss medication and supply shortage mitigation strategies

**3:10 - 3:30 PM | Patient Safety Award Ceremony**

**3:30 - 4:15 PM | Courageous Leadership for the Post-Pandemic World**

*Joe Tye | CEO and Head Coach | Values Coach*

The pandemic has left in its wake an array of challenges including severe staffing shortages, unprecedented mental and emotional health problems, eroded trust and for many a loss of hope. This is an age of anxiety that is perhaps nowhere more clearly reflected than in healthcare. In this presentation, Joe Tye will explain why healthcare organizations need to shift their culture focus from accountability to ownership and share practical strategies for promoting courageous leadership at every level of the organization.

Objectives:

- + Preparing and caring for healthcare's emotional long haulers, and differentiating between burnout, post-traumatic stress disorder and moral injury.
- + Why we must assure emotional safety as well as psychological safety, why they require different approaches and practical strategies for fostering a more emotionally safe workplace
- + Why we need leadership in every corner and not just in the corner office as well as strategies for fostering a more positive culture of ownership.

**4:15 PM | Adjourn**

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### Additional Details



#### Location

This event is taking place at the Meadows Events and Conference Center located at 1 Prairie Meadows Dr, Altoona, IA 50009. A discounted guestroom rate has been secured at the Prairie Meadows Hotel (connected to The Meadows Event and Conference Center). Limited rooms are available. Please call the Prairie Meadows Hotel at (515) 967-1000 to make a reservation and let them know your reservation will be under the IHC room block. In order to receive the discounted rate, reservations must be made before October 14, 2022.



#### Notes

This in-person event will occur in Central Time (CT). Participants must check-in at the entrance of the conference where name tags will be provided.



#### Videos

Registration and participation in the IHC Patient Safety Conference constitute an agreement by the registrant to IHC's use and distribution (now and in the future) of the registrant or attendee's image or voice in photographs, video, electronic reproductions and audio recordings of such events and activities.



#### Handout Information

IHC will not be providing paper handouts to attendees. Registrants will be contacted via e-mail by the IHC Education team when presentation handouts and resources are available on the event webpage prior to the event.



#### ADA Policy

IHC does not discriminate in its educational programs on the basis of race, religion, color, sex or handicap. IHC wishes to ensure no individual with a disability is excluded, denied services or segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you need any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this conference, please call 515-288-1955 connect with the Education Department at IHC [education@ihconline.org](mailto:education@ihconline.org) (e-mail).



#### Cancellation Policy

No-shows will be billed. Cancellations and substitutions welcome anytime. All cancellations and substitution requests must be sent to Amber Rizzo at [rizzo@ihconline.org](mailto:rizzo@ihconline.org) (e-mail). A full refund will be given to all cancellations received 10 or more business days prior to the conference. A \$50.00 administrative fee will be charged to all cancellations received six to nine business days prior to the conference. No refunds will be given to cancellations received five or fewer business days prior to the conference. Refunds will be calculated by the date received and the IHC business days remaining prior to the conference. IHC reserves the right to cancel the conference due to insufficient enrollment, in which case pre-registered participants will be notified and full refunds provided.

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## PATIENT SAFETY CONFERENCE

### Continuing Education Information



#### Continuing Medical Education

**Accreditation:** This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of HCA Healthcare Continental Division and Iowa Healthcare Collaborative. HCA Healthcare Continental Division is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

**Credit Designation:** HCA Healthcare Continental Division designates this live activity for a maximum of 5.0 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity. The American Academy of Nurse Practitioners Certification Board, The American Nurses Credentialing Center and The American Academy of Physician Assistants (AAPA) accept *AMA PRA Category 1 Credit™* issued by organizations accredited by the Accreditation Council for Continuing Medical Education (ACCME) toward recertification requirements. \*We suggest that learners check with their state licensing board to ensure they accept reciprocity with *AMA PRA Category 1 Credit™* for re-licensure.

**Commercial Support:** This Activity was developed without support from any ineligible company. \*The ACCME defines ineligible companies as those whose primary business is producing, marketing, selling, reselling, or distributing healthcare products used by or on patients. Note: The ACCME does not consider providers of clinical service directly to patients to be commercial interests – unless the provider of clinical services is owned, or controlled by, and ACCME defined ineligible company.

**Disclosure:** HCA Healthcare Continental Division is committed to providing CME that is balanced, objective, and evidenced-based. In accordance with the Accreditation Council for Continuing Medical Education Standards for Integrity and Independence all parties involved in content development are required to disclose all conflicts of interest with ACCME defined ineligible companies. The HCA Healthcare Continental Division has identified, reviewed, and mitigated all conflicts of interest that speakers, authors, course directors, planners, peer reviewers, or relevant staff disclose prior to the delivery of any educational activity. The CME planning committee who are in a position to control the content of this CME Activity, have no relevant financial relationships with ineligible companies to disclose.

#### Nursing Continuing Education:

5.0 Nursing Contact Hours will be awarded for this conference by IHA Iowa Board of Nursing, provider #4. Contact hours will be available during this conference to participants who attend sessions in their entirety. Partial credit for individual sessions will not be granted. NOTE: To receive CEUs or a certificate of attendance, you are required to attend the entire session that credit is being requested for. No partial credit will be granted.

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Speakers

#### **Tom Evans, MD | President and CEO | IHC**

Tom Evans has been resident and CEO of the IHC since 2005. Dr. Evans received a bachelor and master of arts degree from Drake University. He received his medical degree from the University of Iowa in 1983 and completed his Family Medicine residency at Broadlawns Medical Center in 1986. He practiced family medicine for 13 years before serving as chief medical officer for the Iowa Health System from 1999 to 2005. Dr. Evans has served as President of both the Iowa Medical Society and the Iowa Academy of Family Physicians. He has also served on the delegations for both the American Medical Association (AMA) and the American Academy of Family Physicians. Dr. Evans is a faculty member with the Institute for Healthcare Improvement, the College of Medicine at Des Moines University and the College of Public Health at the University of Iowa. He also serves on the Board of Trustees for Bethel University in St. Paul, Minnesota.

#### **Caroline DeLongChamps | Manager of Patient-and Family-Centered Care | The Medical University of South Carolina Health System**

It started out simply as a tugging at her heart. Not long after her experience in the pediatric ICU with her son, Caroline went back to the hospital where she would spend time with children whose parents were unable to be there. She had a family, a community and plenty of resources to guide her through the most terrifying moments of her life. She recognized that not every family has those resources, so volunteering in the Children's Hospital was one way she could give back. Volunteering led to her service on the Family Advisory Council and then to numerous medical conferences around the country learning about Patient-and Family-Centered Care.

Today, she is a speaker at many of those conferences she attended years ago. She is the recipient of the Lewis Blackman Patient Advocate Award and received a pillar award as a quality and safety leader. Caroline is the manager of Patient-and Family-Centered Care for The Medical University of South Carolina Health System. She is collaborating with others to help transform the organization to a system that honors and respects partnerships with patients and families. Leadership has engaged Caroline and other families on quality and safety initiatives, including safety rounds and root cause analyses.

#### **Samantha Cocking, RN, BSN | Quality Education Manager | Regional Medical Center**

Samantha Cocking has been a nurse for over eight years with a variety of experience working on the medical-surgical floor, surgery and procedure center. During the pandemic she served as a procedural nurse and medical surgical nurse. She is currently the quality education manager at Regional Medical Center.

#### **Sterling Hawkins | CEO and Founder | Sterling Hawkins Group**

Founder of the #Nomatterwhat Movement and author of best-seller *Hunting Discomfort*, Sterling Hawkins is out to break the status quo. He believes that we can all unlock incredible potential within ourselves, and he's on a mission to support people, businesses and communities to realize that potential regardless of the circumstances. Sterling takes his past experiences working with over fifty organizations, multi-billion-dollar startups and investments to assist with helping C-level teams from some of the largest organizations and serves as a public speaker on stages around the world to provide listeners with guidance and insight. Today, Sterling serves as CEO and founder of the Sterling Hawkins Group, a research, training and development company focused on human and organizational growth. He has been seen in publications like *Inc. Magazine*, *Fast Company*, *The New York Times*, and *Forbes*.

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Speakers (Continued)

#### **Marie Cleary Fishman, BSN, MS, MBA, CPPS, CHCQM | Vice President of Clinical Quality | American Hospital Association**

Marie Cleary-Fishman has been the vice president of clinical quality for the American Hospital Association (AHA) since March of 2014. Currently, she is responsible for leading the strategy and operations for the Funded Partnerships and Performance Improvement areas. A diverse portfolio of federally and privately funded work currently includes healthcare worker suicide prevention, vaccine confidence, healthcare associated infections, Living Learning Network and Project Firstline for the Centers for Disease Control and Prevention. She has also contributed work towards emergency preparedness for the Administration for Strategic Preparedness and Response organization as well as age friendly health systems for the John A. Hartford Foundation.

Her background includes positions as a staff nurse, nursing education instructor, director of quality improvement resources, director of medical practice development and senior vice president for ambulatory and home health services. Marie has also served as the senior vice president for Performance Distinction. That responsibility included corporate-wide performance improvement, patient safety, and case management activities for five acute care facilities, a long-term acute care facility, a variety of nursing homes, retirement centers, ambulatory and home care.

Marie received her Bachelor of Science in Nursing degree from North Park College, a Master of Science in Nursing Education degree from DePaul University and a Master of Business Administration degree from North Park College. She is a certified professional in patient safety as well as healthcare quality and management.

#### **Dr. Dawn Bowker, RN, ARNP-BC, CNE, SANE | Director of Nursing Education and Assistant Clinical Professor of Nursing | Iowa State University**

Dr. Bowker is the director of nursing education and assistant clinical professor of nursing at Iowa State University. She obtained a PhD in Nursing Science with a dual focus on nursing education and health disparities from New Mexico State University and a master's degree in Transcultural Nursing and Community from Augsburg College in Minneapolis. Dr. Bowker is a Women's Health Nurse Practitioner with three decades of clinical experience. Dr. Bowker has worked as a transcultural clinician and a consultant on cultural discordance issues in the delivery of healthcare. Dr. Bowker is passionate increasing awareness of the impact of social determinants of health on health disparities and health outcomes.

Dr. Bowker has been active in public policy with Nurses Associations for thirty-five years holding various board positions advocating for the profession and at-risk populations. Dr. Bowker was honored as one of Iowa's Great 100 Nurses in 2013. Recently, she has received the College of Human Sciences for Inclusive Excellence Award from Iowa State University for her work on diversity, inclusion and service efforts outside of her compensated responsibilities.

#### **Tory Schrock, MPA, LSS GB | Director of Organizational Excellence | Pella Regional Health Center**

Tory Schrock has thirteen years of healthcare experience specifically focused on process improvement, patient satisfaction and quality. In her role as director of organizational excellence, Tory leads a team responsible for quality, service, patient safety, infection prevention and process improvement at Pella Regional Health Center. She has had extensive experience leading teams through continuous improvement efforts to improve outcomes for patients and earned a Lean Six Sigma Green Belt in 2017. Prior to working in healthcare, Tory earned a Master of Arts in Public Administration and worked for the city of Tucson and town of Oro Valley, Arizona.

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Speakers (Continued)

#### **Tracey Hall, RN, BSN | Emergency Department Director | Pella Regional Health Center**

Tracey Hall is a highly qualified nurse with over twenty-five years of experience and a trained emergency medical technician. Tracey also has ICU, obstetrics and emergency room nursing experience. During her twenty year career at Pella Regional Health Center, Tracey has served in several roles including staff nurse, nursing educator, emergency department (ED) team lead and most recently, ED director. In addition to her leadership role, she has been a leader of all emergency preparedness efforts as part of the COVID-19 pandemic response.

#### **Sarah Pavelka, PhD, MHA, OTR/L, CPHQ, FNAHQ | Academic Program Director | Master of Healthcare Administration**

Sarah Pavelka has over twenty years of experience leading and coaching in organizational performance and continuous improvement in business, industry, education and healthcare. Sarah is currently the academic program director for the Master of Healthcare Administration and obtained her Bachelor of Science in Health Management from Walden University. Dr. Pavelka has extensive professional experiences including being a subject matter expert for the National Association for Healthcare, thirteen year faculty member for the Master's in Healthcare Administration program at Des Moines University, improvement faculty member for the IHC and director of the Occupational Therapy department for Pella Regional Health Center in Pella, Iowa. In these roles, Sarah was one of the first leaders to bring Lean/Toyota Manufacturing techniques into healthcare organizations across the United States and Canada. Dr. Pavelka's extensive volunteer experiences include being a five-time national baldrige examiner, seven-year state examiner for the Iowa Baldrige Program, director-at-large for the National Association for Healthcare Quality Board and a task force member for the Iowa Hospital Association.

Sarah earned her Bachelor of Science in Biology and Psychology from Luther College, Bachelor of Science in Occupational Therapy from Concordia University-Wisconsin, Master of Healthcare Administration degree from Des Moines University and PhD from Walden University. She is a Fellow for the National Association for Healthcare Quality (FNAHQ), Certified Professional in Healthcare Quality (CPHQ), has credentials in occupational therapy, ergonomics and is Lean Six Sigma Black Belt certified.

#### **Anna Anderson, MM, RN | Director of Quality Management | Van Diest Medical Center**

Anna Anderson has practiced nursing in her current position as director of quality management at Van Diest Medical Center in Webster City since 2017. She has been a registered nurse for ten years and at the bedside providing patient care for thirteen years. Her primary areas of practice are in quality, process improvement, nursing leadership, medical-surgical nursing and behavioral health. Prior to her current role, she practiced nursing at Mercy Medical Center in Cedar Rapids and the University of Iowa Hospitals and Clinics. Nurse leaders in critical access hospitals have the opportunity to gain primary experience in a variety of areas and specialties. In her role at Van Diest Medical Center, she provides leadership in quality/process improvement, policy, risk, regulatory (survey preparedness) and emergency management. She has additionally been a conference and educational presenter and panelist on topics relating to quality, process improvement and patient safety, mental health/addiction and opioid stewardship for the Central Iowa RSVP, the Van Diest Medical Center Substance Use and Mental Health Seminar and Iowa State University Extension/Prosper Rx program.

#### **Jennifer Arp, RN, BSN, CPHQ | Director of Performance Improvement | Cass Health**

Jennifer Arp is the director of performance improvement at Cass Health. She has worked at Cass Health over thirty years and has over twenty years of experience in quality. In 2020, she received the IAHQ Quality Professional Award. She has been the leader of the Community Care Transition Team since 2014 with a focus on reducing readmissions. This team includes members from our local nursing homes, assisted living, home care etc.

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Speakers (Continued)

#### **Kim Werkmeister | Senior Vice President of Improvement and Implementation | Cynosure Health**

Kim Werkmeister is a nurse leader and national expert in the reliable implementation of patient safety and process improvement strategies in healthcare. She has led numerous national collaborative healthcare improvement initiatives for Cynosure Health, the Hospital Quality Institute, Health Research and Educational Trust at AHA, the California Maternal Quality Care Collaborative, and Health Services Advisory Group. Her areas of expertise include overall healthcare improvement and patient safety implementation strategies, patient and family engagement strategies, the reduction of hospital acquired harm such as venous thromboembolism, adverse drug events, readmissions, healthcare-associated infections, sepsis mortality, failure to rescue as well as maternal, mortality and Morbidity. She has developed numerous patient safety and quality improvement toolkits, virtual educational series, quality and patient safety certification courses and is a frequent speaker to hospitals and health systems as a subject matter expert.

Kim was formerly a director of quality and patient safety at two California hospitals, as well as the leadership development chair on the board of directors for the California Association for Healthcare Quality. She has been a registered nurse for over twenty-five years and holds specialty certifications as a CPHQ, Certified Professional in Patient Safety, and has a Master of Science in Patient Safety Leadership from the University of Illinois. She also currently volunteers as chair for the Patient and Family Advisory Council at Mission Hospital in California.

#### **Becky Shelton | Director of Crisis Services | Infinity Health Access Center**

Becky Shelton earned a Bachelor of Science in Human Services from Buena Vista University in 2008 and has been working in human services for the last eighteen years. Much of Becky's work has been in case management, advocacy, out-patient community based and crisis services. She is currently the director of crisis services for Infinity Health's Access Center. In this role, she oversees crisis residential services, crisis community based services, twenty-three hour observation, subacute, mobile response and crisis line services.

#### **Denise Helmick, RN | Clinical Reimbursement Specialist | Van Diest Medical Center**

Denise Helmick is the clinical reimbursement specialist at Van Diest Medical Center in Webster City, Iowa. She has been a registered nurse for thirty-three years with clinical experience in medical/surgical, emergency room and cardiac rehabilitation. For the last thirteen years, she has been working in the quality department overseeing hospital utilization and reimbursement. She is directly involved in leading initiatives to prevent hospital readmissions and improve transitional care for patients throughout the healthcare system. She serves as the lead for the Readmissions Prevention Team and the Continuity of Care Team.

#### **Heather Ries, DNP, RN-BC, CENP | Chief Nursing Officer | Regional Medical Center**

Heather Ries has been the chief nursing officer at Regional Medical Center (RMC) for eight years. She has been a nurse for over twenty years working in both large and small facilities. During the pandemic, Heather served as co-incident commander of RMC's incident command team.

#### **Heidi Lane, ARNP FNP-BC, PMHNP-BC | Mental Health Nurse Practitioner | Infinity Health**

Heidi Lane has been a nurse for over twenty years and a psychiatric mental health nurse practitioner working in rural communities for over a decade. She has been the lead provider at the Osceola Access Center for the last year and is a great believer in the Access Center model of care. She enjoys the opportunity to develop relationships with EDs and community relationships in order to connect people with the services that best meet their needs.

# Iowa Healthcare Collaborative

## PATIENT SAFETY CONFERENCE

### Speakers (Continued)

#### **Anthony B. Coleman, DHA | President and Chief Executive Officer | Broadlawns Medical Center**

Anthony (Tony) Coleman enlisted in the United States Navy, serving onboard warships in the Persian Gulf and the Gulf of Oman. After completing two full sea tours, Tony was commissioned as a Naval Officer. While in graduate school, Tony worked in a rural South Carolina hospital where he discovered his passion for eliminating health disparities among vulnerable populations. During his tenure as a naval officer, Tony served in various roles of increasing responsibility. These roles include being the department head, medical administrative officer onboard USS HARRY S. TRUMAN (CVN 75) and CFO and executive board member for the Naval Hospital Beaufort in South Carolina. Some highlights of his twenty-year military career include earning the enlisted surface warfare specialist designation, surface warfare medical department officer qualification and the executive medicine additional qualifying designator. While in the military, Tony received a secretary of defense appointment to serve as a United States senate youth program military mentor and served as treasurer of the National Association of Health Services Executives, a nonprofit organization whose mission is to promote the advancement and development of African American healthcare leaders and to elevate the quality of healthcare services rendered to minority and underserved communities. Tony is a member of the American College of Healthcare Executives and holds the dual distinction of being an Executive Development Program Fellow and Executive Diversity Scholar. He is also a marshall memorial fellow (MMF) of the German Marshall Fund.

#### **Joe Tye | CEO and Head Coach | Values Coach**

Joe Tye is the leading authority on values-based and leadership skills and strategies and on building a culture of ownership on a foundation of values in organizations. Joe Tye is CEO and head coach of Values Coach, which provides consulting, coaching on values-based leadership and cultural transformation. Joe earned a Master of Healthcare Administration degree from the University of Iowa and an Master of Business Administration degree from the Stanford Graduate School of Business. He is the author or coauthor of fifteen books including his newest release, *Building a Culture of Ownership in Healthcare* that was written in partnership with Bob Dent. His book, *The Florence Prescription: from Accountability to Ownership* has more than five hundred thousand copies in print. Prior to founding Values Coach in 1994, he was chief operating officer for a large community teaching hospital. On the volunteer front, Joe was founding president of the Association of Air Medical Services and a leading activist fighting against unethical marketing practices of the tobacco industry's white collar drug pushers.

#### **Don Stader, MD, FACEP | Section Chair of Emergency Medicine and Associate ED Medical Director | Swedish Medical Center**

Don Stader is an emergency physician, opioid expert, film producer and innovator. He works at Swedish Medical Center where he serves as the section chair of emergency medicine and associate ED medical director. Stader holds a medical degree with honors from Baylor College of Medicine and attended emergency medicine residency at Carolinas Medical Center. He is the past president of the Colorado Chapter of the American College of Emergency Physicians (COACEP) and former president of the Emergency Medicine Resident's Association (EMRA). He is also founder and past chair of the COACEP's Opioid Task Force, editor-in-chief of COACEP's *2017 Opioid Prescribing and Treatment Guidelines* and leader of Colorado's Clinicians United to Resolve the Epidemic - CURE, an effort to create multidisciplinary opioid prescribing and treatment guidelines for the state of Colorado.

Stader is the senior pain management and opioid policy physician adviser for the Colorado Hospital Association and serves on multiple national and local committees addressing the opioid epidemic in Colorado and across the nation. He is the founder and chair emeritus of the nonprofit, The Emergency Medical Minute, which provides free online emergency medical education through podcasts and video.

# Iowa Healthcare Collaborative

## **PATIENT SAFETY CONFERENCE**

### Speakers (Continued)

#### **Penny Bellville, MS-HRD, SHRM-SCP, CCP, SPHR | Director of Human Resources and Education | Mary Greeley Medical Center**

Penny Bellville is the director of human resources and education at Mary Greeley Medical Center. Prior to joining Mary Greeley, she held human resource leadership roles in a variety of industries including financial services and commercial real estate. Penny's passion is in developing human resource programs that enable individuals and organizations to achieve their goals. Penny received her Bachelor of Business Administration from Iowa State University and her Master of Science in Human Resource Development from Villanova University.

#### **Cory Geffre, MSMSL, BSN, RN | Vice President and Chief Nursing Officer | Mary Greeley Medical Center**

Cory Geffre's passion is building dynamic, diverse and engaged teams that deliver consistent and high-quality healthcare to patients. Cory Geffre past work included serving as vice president and chief of nursing at Avera St. Luke's Hospital in Aberdeen, South Dakota from 2016 to 2019. Cory earned his Associate of Science in Nursing from the University of South Dakota, Bachelor of Science in Nursing from the University of Texas at Arlington, and Master of Science in Management, Strategy and Leadership from the Eli Broad College of Business at Michigan State University.

#### **Jennifer Robbins, MSP | CEO | South Central Behavioral Health Region**

Since 2014, Jennifer Robbins has served as the CEO for South Central Behavioral Health Region. Prior to being a CEO of the region, she was the central point's coordinator for Wapello County. Jennifer has over fifteen years in mental health services and system design. She has worked closely with her locally community health center along with infinity in developing crisis services to include twenty-three-hour observation, crisis residential stabilization and mobile crisis services for both children and adults. She currently serves as a board member on the Mental Health Planning Council and the Iowa Community Services Affiliation. Jennifer is passionate about community and family and developing systems and programming to assist others in living their healthiest lives. Jennifer graduated from the University of Northern Iowa in 1992 and University of Phoenix in 2010 with a master's degree in psychology.

