Care Providers Of Minnesota Presents

Quality Symposium:
The Next Generation Of Quality

April 22, 2014 • Marriott Northwest • Brooklyn Park

Featuring National Speakers and
Over 15 Hours of Education To Choose From
**FEATURED SPEAKERS**

**Dr. David Gifford, MPH, Senior Vice President of Quality and Regulatory Affairs**
**American Health Care Association/National Center for Assisted Living (AHCA/NCAL)**

Dr. David Gifford serves as AHCA/NCAL’s senior vice president of quality and regulatory affairs, overseeing AHCA’s quality initiative and serves as co-chair of the board for Advancing Excellence.

Dr. Gifford previously served as the director of the Rhode Island Department of Health, as well as the chief medical officer for Quality Partners of Rhode Island where he directed CMS’s national nursing home-based quality improvement effort. He is a board certified geriatrician and has worked as medical director in several nursing homes.

**Paul Grizzell, President**
**Core Values Partners**

Paul Grizzell is president of Core Values Partners, Inc., a consulting firm that helps organizations focus, align, and accelerate their performance excellence efforts through effective use of the Baldrige Criteria. Paul has been involved with Baldrige-based performance improvement for 18 years. He is an alumni examiner on the Baldrige Award Board of Examiners and helps train Baldrige examiners. He is a judge for the Performance Excellence Network (the quality award program for SD, ND, and Minnesota), the Illinois Lincoln Award, and the American Health Care Association Quality Award. He is also an assessor and licensed advisor for the European Quality Award.

**Sarah Sladek, CEO**
**XYZ University**

Sarah Sladek founded XYZ University to help organizations bridge generation and talent gaps. Launched in 2002, XYZ University remains one of the only companies in the U.S. dedicated to the generational topic and helping organizations sustain by staying relevant to, and engaging the participation of, Generations X, Y, and Z.

Sarah works with organizations nationwide, providing Next-Generation Intelligence through a variety of mediums: strategic planning, keynotes and workshops, marketing campaigns, and events. Sarah’s expertise has been featured in media including National Public Radio, Fast Company, Talent Management, Associations Now, Star Tribune, and Minnesota Business, and she has keynoted events for the American Bar Association, Associated General Contractors, Community Bankers Association, and National Fraternal Congress of America, among others.
SCHEDULE AT A GLANCE

8:45 AM   INTRODUCTION
9:00 AM   OPENING KEYNOTE
9:45 AM   FEATURED SPEAKER
10:30 AM  BREAK
10:45 AM  BREAKOUT SESSIONS: TRACK ONE
A.  Creating a Better Organization Through the Bronze Award Process—It Is Not About the Plaque
B.  Enhancing the Quality of Residents’ Lives with Complementary Therapies
C.  Resident Centered Care Connections—Reducing Hospital Readmissions
D.  Quality Initiatives in Home Care/Assisted Living
NOON  LUNCH
12:45 PM  BREAKOUT SESSIONS: TRACK TWO
A.  Beyond Compliance—Climbing the Quality Ladder in Home Care One Step at a Time
B.  Measuring and Improving Satisfaction—Care for Your Clients or Someone Else Will
C.  Preparing for Quality Assurance and Performance Improvement
2:00 PM  BREAK
2:10 PM  BREAKOUT SESSIONS: TRACK THREE
A.  Furthering Your Organization’s Quality Journey
B.  Safe Transitions of Care and Patient/Resident/Family Engagement
C.  Choosing the QAPI Methodology That Fits Your Organization
3:25 PM  TRANSITION
3:30 PM  CLOSING KEYNOTE
4:30 PM  ADJOURN
INTRODUCTION
Patti Cullen, CAE, President/CEO, Care Providers of Minnesota

OPENING KEYNOTE
Quality from a National View and How Are Minnesota’s Quality Initiatives Doing?
Learn the latest about AHCA Quality Initiatives. Receive an update on Minnesota’s AHCA Quality Initiatives. Understand Minnesota’s efforts on reducing rehospitalizations and comparison to other states. Understand Minnesota’s efforts on reducing the off-label use of antipsychotics and comparison to other states.
Dr. David Gifford, Senior Vice President of Quality and Regulatory Affairs, AHCA/NCAL

FEATURED SPEAKER
Compliance to Excellence: Moving from ‘Have to...’ to ‘Want to...’
Organizations that are meeting compliance and certification requirements are frequently attaining minimum standards of performance that meet regulatory requirements, but deliver no competitive advantage. Organizations that are focused on business excellence go beyond minimum standards, developing processes that ensure customer and employee engagement and sustainable improvement in results. This presentation will discuss the elements of a successful business excellence initiative. An effective business excellence initiative begins with leadership commitment to a culture of excellence, characterized by the Baldrige Criteria for Performance Excellence “Core Values.”
Paul Grizzell, President, Core Values Partners

BREAK
BREAKOUT SESSIONS: TRACK ONE

A. Creating a Better Organization Through the Bronze Award Process—It Is Not About the Plaque
While awards and recognition are nice, the benefits an organization receives by going through the Bronze Award process are so much more than a plaque. The awards process helps organizations build systems and understand the importance of the awards criteria. As a bonus—the organizational foundations incorporated into Bronze Award requirements align well with common QAPI basic principles.

Timothy Case MA, MS.Ed, Administrator, AHCA/NCAL National Quality Award Program

B. Enhancing the Quality of Residents’ Lives with Complementary Therapies
Complementary therapies are becoming more accepted and their effectiveness can be validated through research. Pathways has been offering complementary therapies since 1988 and its participants experience decreased pain, feel less anxious, and report an enhanced quality of life, among other benefits. In this session, learn how to incorporate complementary therapies into your long-term care setting and increase residents’ quality of life.

Tim Thorpe, Executive Director, Pathways Health Crisis Resource Center

C. Resident Centered Care Connections—Reducing Hospital Readmissions
CareChoice was awarded a three-year PIPP grant to develop a resident-centered system of care transition called “Resident Centered Care Connections” (RCCC). RCCC empowers residents and their families as they navigate chronic/complex medical issues; improves and integrates care transition processes across health care settings; and reduces unnecessary hospital readmissions. Hear lessons learned from the project director and how INTERACT (Interventions to Reduce Acute Care Transfers) was used in the process.

Susan Peterson, Project Director, CareChoice Resident Centered CareForce Development

D. Quality Initiatives in Home Care/Assisted Living
With the new Comprehensive Home Care Law came many changes including a requirement new for current Class F providers—Quality Management Program. This session will review the new quality management requirement, how to start a quality initiative, and available tools to assist you. The presenters will also address strategies for selecting an improvement project and possible data sources, including satisfaction surveys, and the Rehospitalization Tracking Tool developed by Care Providers of Minnesota.

Todd Bergstrom, Director of Research & Data Analysis, Care Providers of Minnesota
Roberta Guidry, Director of Housing and Community-Based Services, Benedictine Health System

LUNCH

BREAKOUT SESSIONS: TRACK TWO

A. Beyond Compliance—Climbing the Quality Ladder in Home Care One Step at a Time
As a previous breakout session addressed, the new Comprehensive Home Care Law includes a Quality Management Program. This session will discuss how one can use best practices as the foundation to move from compliance to quality improvement. The session will highlight improvement in fall reduction, medication errors/adverse effects, and infections. Also addressed will be some CMS initiatives that relate well in areas of client/resident safety and improved coordination.

Jeanette Mefford, BSN, MPH, Home Care Consultant, Mefford, Knutson & Associates
B. Measuring and Improving Satisfaction—Care for Your Clients or Someone Else Will

If you don’t take care of your customers, someone else will. Just like any other business, long-term care providers must ensure that the customer is king. Research shows that providers with the highest rates of satisfaction perform better in other organizational indicators including staff stability, staff retention, survey results, census, and cash flow. Providers can take steps to ensure customer satisfaction is being met by measuring customer satisfaction and using satisfaction data to prioritize quality improvement needs and act on them. This session will discuss measuring satisfaction and collecting data that leads to real, strategic solutions that drive tactical plans. If you don’t measure it, you can’t manage it.

Jeri Meola, President, SMS Research Advisors

C. Preparing for Quality Assurance and Performance Improvement

A nursing home that has a Quality Assurance and Performance Improvement (QAPI) culture implements quality with a systematic, comprehensive, data-driven and proactive approach. How can nursing homes engage the whole organization in a self-sustaining approach to improve safety, quality of life, quality of care and services? In this session, Stratis Health, the Minnesota Quality Improvement Organization (QIO) will share the most up-to-date resources and tools to help your nursing home prepare for and implement QAPI.

Dr. Jane C. Pederson, MD, MS, Director of Medical Affairs, Stratis Health
TRANSITION

CLOSING KEYNOTE

Generations@Work
A core challenge over the next decade will be to attract and retain a skilled workforce. This situation is exacerbated as companies find themselves managing four generations—each with their own distinct values and attitudes toward work. To successfully integrate these generations into the workplace, companies will need to embrace radical changes in recruitment, benefits, and culture. Learn how to successfully foster a culture of collaboration, acceptance, and productivity.
Sarah Sladek, CEO, XYZ University

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Going Green
We are trying something new at this year’s Quality Symposium; in an effort to be more green and to maintain reasonable registration fees—we are providing all registrants with electronic PDF versions of all Quality Symposium materials. Hard copy handouts will not be available. We will email a link to Quality Symposium materials to registrants before the Symposium. In addition, wireless Internet will be available during the entire day of the Quality Symposium for easy access to materials.
DETAILS
Date: Tuesday, April 22, 2014
Where: Marriott Northwest
7025 Northland Drive North
Brooklyn Park, MN  55428
Time: 8:45 AM–4:30 PM (8:15 AM check-in)
Costs: $275 per member registrant
$350 per prospective member registrant
(includes continental breakfast, lunch, and refreshments)
CEUs: 6.5 clock hours, 7.8 contact hours
Code: MN14-91418

REGISTRATION
There are three ways to register:
1. Online at www.careproviders.org (go to Education & Events)
2. Via mail or fax (form available online)
3. Call Cara Tuenge 952-851-2494 or 800-462-0024

ACCOMMODATIONS/DIETARY RESTRICTIONS
Care Providers of Minnesota has a room block at the Minneapolis Marriott Northwest at the rate of $115 king or double suite, per night, Wi-Fi included. Please reserve your accommodations early as a limited number of rooms have been blocked for this program. Be sure to mention Care Providers of Minnesota to receive the discounted rate. Call the Minneapolis Marriott Northwest at 1-877-303-1681 for reservations. Cutoff date for this rate is Friday, April 11, 2014.

CANCELLATION NO SHOW POLICY
We understand that circumstances arise to prevent you from attending the seminar after you have registered. Care Providers of Minnesota works to ensure that all registrations are processed in a timely and efficient manner, and we are willing to work with you in the event you have to cancel your registration.

If you cancel on or before April 14, 2014, we will gladly refund your registration fee and retain only $25 per attendee for a cancellation fee. We are unable to offer any refund after April 14, 2014, for cancelled registrations. We encourage you to find someone to take your place if possible. No shows are charged the full registration fee and will receive course materials.

MISCELLANEOUS
Care Providers of Minnesota may take photographs and videos during its events for use in Association promotional materials; by participating in this education event, you grant Care Providers of Minnesota the right to use your image for such purposes.