

# 42nd Annual InAHQ Quality in Healthcare Conference

Surviving the Present, Shaping  
the Future



Dear InAHQ Members & Conference Registrants,

We sincerely hope you can find the time to join our Annual Education Conference, being held virtually April 15-16. It pains us to not be together to network and share experiences and some laughs, but we must trudge forth and embrace the times and the technology that allow us to proceed with our conference.



It is our sincere pleasure to be able to offer you the educational CEUs so many of you require to maintain your CPHQ and other certifications. Once again, our

Education Team has worked diligently to offer you an array of topics that are both current and pertinent to healthcare within a pandemic, including:

- Telehealth
- Interoperability
- Public Policy
- Lean Process
- Evidence-based Care
- Social Determinants of Health..... Just to name a few!

I look forward to experiencing this conference with you and hope you leave enlightened and, dare I say, just a little bit excited about what you've learned?!

Sincerely,

Leigh Ann Griffin, CPHQ, LSSHBB  
InAHQ President 2020-2021



**InAHQ Annual Conference**  
**Thursday, April 15, 2021**

8:00am to 8:25am	Welcome and presentation from the InAHQ President- <i>Leigh Ann Griffin</i>
8:25am to 8:30am	Conference General Information: Education Chair- <i>Susan Craig, BSN, RN, CPHQ, LSSBB</i>
8:30am to 9:30am	<b>Opening Keynote Presentation:</b> Leading the Way to Quality Driven Healthcare- <i>Nicole Devries, MBA,MSN, RN, CPHQ, CPXP</i>
9:30am to 10:30am	<b>Morning Breakout Session:</b> 1) Interoperability for Better Patient Care- <i>Jackie Eitel, MSN, RN/Cherie Eplion</i> 2) Get involved in public policy.....ME???- <i>Susie Plough MSN, RN, PHCNS-BC, CCM</i>
10:30am to 10:45am	Break
10:45am to 11:30	InAHQ Annual Meeting
11:30am-12:30pm	Lunch Break
12:30pm to 2:00pm	<b>Afternoon Keynote Session 1:</b> Health Policy Update – <i>Jennifer L. Embree DNP, RN, NE-BC, CCNS, FAAN</i>
2:00pm to 3:30pm	<b>Afternoon Keynote Session 2:</b> The Tsunami of Virtual Care- <i>Becky Sanders-Senior Director Indiana Rural Health Association</i>
3:30pm to 4:30pm	<b>Day 1 Keynote Closing Session:</b> Making Quality Your Core Business Strategy: A Foundational Element – <i>Dr. Brent C. James, M.D.</i>

Friday, April 16, 2021

8:00am to 8:15am	Welcome & Updates: INAHQ President Elect- <i>Susan Craig, BSN, RN, CPHQ, LSSBB</i>
8:15am to 9:15am	<b>Keynote Presentation:</b> Thinking Differently About Continuous Improvement - <i>Patrick Thomas, BSEE Rose Hulman Institute of Technology/Thomas Baker CEO/Founder Pathom Inc.</i>
9:15am to 09:30am	<b>Break</b>
09:30am-10:30 am	<b>Morning Breakout #1 sessions:</b> 1) Elevation of Evidence Based Care and regulatory Compliance- <i>Robin Conners J.D., RN</i> 2) Is Resilience a Bad Word?- <i>Erin Geiselman DNP, RN, CPHQ</i>
10:30am to 11:30am	<b>Morning session #2:</b> Human Trafficking in Indiana: Considerations for Survivor- Centered Responses and Referrals in a Healthcare Setting- <i>Kate Zimmer, MPA</i>
11:30am to 12:30pm	Lunch Break
12:30pm to 1:30pm	<b>Afternoon Breakout #1 Sessions:</b> 1) Achieving Healthcare Equity in Your Organization & the Communities you Serve- <i>Madeline Wilson, MSN, RN, CLSSBB</i> 2) Social determinants of Health: Who, What, and How Clinics Make a Difference- <i>Patty Rose, Senior Healthcare Advisor</i>
1:35pm to 2:40pm	<b>Afternoon Session #2:</b> Hindsight is 2020: Covid-19 Pandemic Preparedness- <i>Lisa Rudolph, MHA, BSN, RN, LSSBB, CIC, CPHQ</i>
2:40pm to 3:40pm	<b>Closing Keynote Speaker:</b> Can Design Thinking Save Healthcare– <i>Tom West, MBA, MBB, PMP, OCM</i>
3:40pm-3:50pm	Closing remarks

## 42nd Annual InAHQ Quality In Healthcare Conference

### Keynote Speakers

#### Day 1 Opening Keynote Presentation:



#### **Leading the Way to Quality-Driven Healthcare** ***Nikole DeVries, MBA, MSN, RN, CPHQ, CPXP***

Nikole DeVries oversees the Quality and Patient Experience programs for Southwest Healthcare System; a two hospital system located in Southern California. She has a true passion for performance improvement and believes that the key to optimal patient outcomes is successful engagement of teams and patients. In her presentation Nikole will discuss the critical role that culture plays in any organization-wide change project, lagging data and leading indicators, how to apply the concept of leading indicators to organization-specific initiatives, as well as how to utilize data received from leading indicators to more efficiently implement successful performance improvement initiatives.

#### Day 1 Afternoon Keynote Presentation:



#### **2021 Indiana General Assembly: *Legislative Update-New Laws Changing Healthcare***

#### ***Jennifer L. Embree DNP, RN, NE-BC, CCNS, FAAN***

Dr. Jennifer Embree, DNP, RN, NE-BC, CCNS, FAAN is the current president of the Indiana League for Nursing, past president of the Indiana State Nurses Association, a past president of the Indiana Organization of Nursing Leadership, and a current board member of Centerstone of Indiana, the largest mental health company in Indiana. She also serves on the Centerstone of America's Research Institute Policy Committee, which is out of Nashville, Tennessee. She served in 2020 as one of the 100 Champions for Centerstone of America to lobby for Mental Health Telehealth services through multiple collaborations with state and national legislators to continue the emergency telehealth services. A Clinical Associate Professor at IU School of Nursing-IUPUI-Indianapolis, Dr. Embree leads the MSN Leadership and Health Systems Track and is the Magnet Coordinator at Eskenazi Health, Marion County's largest safety-net hospital.

**Day 1 Afternoon Keynote Presentation:**



**The Tsunami of Virtual Care**

***Becky Sanders***

As a Senior Director for the Indiana Rural Health Association (IRHA), Becky Sanders engages with the other senior directors of the IRHA Executive Team in strategic planning and guidance for the future of the IRHA. She works with a wide variety of healthcare providers throughout the state of Indiana and maintains relationships with other state organizations to foster public/private partnerships on behalf of the IRHA.

Becky also serves as the Program Director for the Upper Midwest Telehealth Resource Center (UMTRC). In this role, she provides technical assistance and resources for healthcare facilities in Illinois, Indiana, Michigan, and Ohio. The UMTRC serves as a single point of contact for telehealth resources through educational presentations, individualized technical assistance, facilitation, and connections to telehealth information via the website and program staff.

Ms. Sanders has been with the IRHA since 2008. She has a Lean Healthcare Black Belt Certification from Purdue Healthcare Advisors and is a National Rural Health Association Fellow. Becky previously worked in telecommunications for the National Exchange Carrier Association. Ms. Sanders has a Bachelor of Arts degree from Indiana State University and a Masters of Business Administration in Healthcare Management from Western Governors University.

**Day 1 Closing Keynote Presentation:**



**Making Quality Your Core Business Strategy: A Foundational Element**

***Dr. Brent C. James, M.D., M Stat***

Dr. James is world renowned for his influence on and work to improve the quality of patient care while reducing the cost of treatment. Dr. James is a Clinical Professor at the Clinical Excellence Research Center (CERC) of Stanford University School of Medicine. He also holds faculty appointments at the University Of Utah School Of Medicine and the T.H. Chan Harvard School of Public Health. As the creator and leader of Intermountain Healthcare's Advanced Training Program in Clinical Practice Improvement, he trained over 5,000 senior physician, nursing and administrative executives. He helped his graduates organize more than 50 "sister" training programs currently running in ten different countries.

This presentation will review clinical variation and current best estimates of the financial waste such variation produces. It will summarize the proven causes of clinical variation, and proven methods that have been shown to address variation, produce better clinical outcomes, and massively reduce care delivery-associated waste (better care is usually cheaper care). Finally, it will share a series of "forward-looking indicators" by which health care delivery leaders can track movement toward pay-for-value in their own markets, giving them timelines to plan and execute necessary organizational change.

**Day 2 Opening Keynote Presentation:**



**Thinking Differently About Continuous Improvement-  
*Patrick Thomas, BSEE/ Thomas Baker, BS***

Patrick Thomas has 32 years in public utility, pharmaceutical and animal health industries. He started his career in predictive maintenance and real time performance monitoring, focusing on efficiency and profitability. In the past 20 years he moved into broader applications such as environmental compliance, quality control, and behavior-based safety. Patrick has a passion for exploring the application of Continuous Improvement (CI), be it PDCA, PAM, Six Sigma, lean manufacturing, defect statistics, etc. in non-traditional ways. Patrick can easily be enticed to “geek out” on the science and psychology of CI processes.



Thomas Baker has 29 years' experience working in FDA and GMP regulated laboratories, manufacturing environments, and marketing analytics. Thomas started his career working the night shift in a pharmaceutical manufacturing laboratory where he had the unforgettable pleasure of carrying a pager for 3rd shift on call. CI, TQM, Lean Six Sigma are some of the improvement processes Thomas has experience, among others. Thomas has worked on six of the seven continents and is actively seeking that first project in Antarctica.

**Day 2 Morning Keynote Presentation:**



**Human Trafficking in Indiana: Considerations for Survivor-Centered Responses and Referrals in a Healthcare Setting**

***Kate Kimmer, MPA***

Kate Kimmer serves at the Statewide Anti-Trafficking Coordinator for the Indiana Coalition to End Sexual Assault and Human Trafficking and the IPATH Taskforce.

According to Polaris Project, home of the National Human Trafficking Hotline, healthcare was identified as #3 of top 5 points of contact with victims of human trafficking. Provider are in a unique position to recognize, build rapport with, and refer victims. Points of contact with healthcare professionals represent rare opportunities for trauma-informed, patient-centered: Victim identification, Positive system interaction, Referrals, and Interventions.

**Day 2 Afternoon Keynote Speaker:**

**Hindsight is 2020: Covid-19 Pandemic preparedness**



***Lisa Rudolph, MHA, BSN, RN, LSSBB, CIC, CPHQ***

Lisa Rudolph has been an RN in healthcare for 33 years working in various leadership roles including Manager and Administrator of home healthcare, Service-line Director of Oncology and Cancer Services, Director of Quality, and her current position as Market Director of Infection Control at Ascension St. Vincent. Lisa earned her MHA in 2005 and certifications including CPHQ in 2011, LSSBB in 2015 and CIC in 2019. When not working, Lisa enjoys spending time with family and friends and enjoying the sun and scuba diving in the Caribbean.

Day 2 Closing Keynote Presentation:



**Can Design Thinking Save Healthcare**

***Tom West, MBA, MBB, PMP, OCM***

Tom has dedicated his career to helping organization's get better, by helping the people of that organization be their best. To do this, Tom has pursued multiple certificates in project management, process improvement, and change leadership; but he will be the first to tell you that these certificates are only as good as his ability to teach others these skills. As a healthcare outsider, Tom has been able to observe and advise organizations from the outside in. The rate of change in healthcare is accelerating at a pace that often causes growing pains for those who try to keep up, and blindsiding consequences for those organizations that don't engage. For organizations that approach these changes ill-prepared, the result is often resistance, burnout, or lack of engagement. For those that ignore the need to change, the result can, in some case, be becoming obsolete.



## General Conference Information

**CONFERENCE LOCATION:**                   **Virtual Event**

### **REFUNDS & CANCELLATIONS:**

Registrants who cancel after April 6th, or fail to attend will NOT be eligible for a refund. Cancellation requests must be received in writing (e-mail) by April 6, 2021. Cancellations requested before April 6<sup>th</sup> will be subject to a \$50 processing fee. Substitutions are permitted and these must be requested in writing (e-mail or Cvent).

### **CONTINUING EDUCATION CREDITS:**

An application has been submitted to NAHQ for 11.0 CEUs towards CPHQ Certification. One hour of attendance corresponds to 1 CEU. Approval is pending.

### **REGISTRATION:**

Registration for the conference can be completed online via the Cvent system at:

[2021 InAHQ Conference](#)

**Payment will be accepted by credit card or check in this registration software.**

### **CONFERENCE PRICING**

- Early Registration for InAHQ members - full conference by March 14, 2021 [Price: \$175]
- InAHQ Member (as of March 30, 2021): *2 Day Attendance* [Price: \$210]
- InAHQ Member (as of March 30, 2021): *1 Day Attendance* [Price: \$110]
- Non-Member: 2 Day Attendance [Price: \$335]
- Non-Member: 1 Day Attendance [Price: \$160]
- InAHQ Annual Membership Dues [Price: \$45]

**Membership can be initiated or renewed at:** [InAHQ Membership](#)

**QUESTIONS:**   Contact the 2021 InAHQ Conference Education Co-Chairs:

Susan Craig, RN, LSSBB, CPHQ           [smcraig@ascension.org](mailto:smcraig@ascension.org)   317-415-7566   or

Erin Geiselman, DNP, RN, CPHQ       [elgeisel@IU.edu](mailto:elgeisel@IU.edu)               765-455-9520