

REGISTRATION FORM

REGISTRATION FEES DUE BY MAY 1:

**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

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

Nancy Robertson Cook

501.224.7878 nrcook@arkhospitals.org

PROGRAM and POSTER QUESTIONS

Lynnette Jack

501.379.8980 ljack@mqrns.net

CONTINUING EDUCATION

6.5 nursing contact hours will be awarded to nurses attending the entire conference.

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

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

CANCELLATION & REFUND POLICY

Registrations should be received by **MAY 1, 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 the Embassy Suites and other area hotels.

Embassy Suites 501.312.9000

Courtyard by Marriott 501.227.6000

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

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.

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

Arkansas Association for Healthcare Quality

an affiliate of



and



proudly presents:

Minimizing Risk and Achieving Excellence

Spring Conference
& Business Meeting

May 17, 2013

Embassy Suites Hotel
Little Rock, AR



SPRING 2013 EDUCATIONAL AGENDA

Embassy Suites Hotel
11301 Financial Center Parkway,
Little Rock, Arkansas

7:45 a.m. Continental Breakfast & Exhibitors

8:15 a.m. Welcome & Opening Remarks
*Susan Hapner, AAHQ
President*

8:30 a.m. Behavioral Health Quality and Patient Safety in Acute Care Settings: An Enterprise Approach
*Monica Cooke, MA, RNC, CPHQ, CPHRM, FASHRM
Quality Plus Solutions LLC*

10:30 a.m. Break

10:45 a.m. Association Excellence
Stephanie Iorio-Minnis, NAHQ Director at Large

12:15 p.m. Lunch & Business Meeting

1:15 p.m. Patient Safety and Advocacy: Mitigating Risk and Injury
*Phyllis Ragland, RN, CPHQ, CPPS
American Data Network*

2:15 p.m. Care Transitions through the PACT Model: Best Practice Lessons
*Jennifer Petersen, BSN, MSN, APRN
Veterans Administration*

3:15 p.m. Break

3:30 p.m. Transitions of Care Panel Discussion
*Dede Strecker, RN MSN White River Memorial Hospital
Sherry Jensen, MSN, RN-BC, CPHQ Saline Memorial Hospital
Denise Looker, MA, Visiting Nurse Association of Arkansas*

4:30 p.m. Evaluations & Closing Remarks

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.

INTRODUCING THE PRESENTERS

Monica Cooke, MA, RNC, CPHQ, CPHRM, FASHRM has more than 30 years of experience in the field of behavioral health and substance abuse in both administrative and executive quality/risk positions. She is the founder of Quality Plus Solutions LLC, a behavioral health risk and quality management consulting firm that provides on-site risk assessments and risk and quality support for local and national behavioral health organizations, acute care hospitals, insurance companies and risk management organizations. As a Certified Psychiatric/Mental Health Nurse, she continues to practice part-time as an RN in a detox and rehab treatment setting in addition to her consulting work. She is a Fellow of the American Society for Healthcare Risk Management (ASHRM.) She currently serves on ASHRM's Practice Committee and is the current President of the Maryland and DC Society for Healthcare Risk Management.

Stephanie Iorio-Minnis, BSN, CPHQ is the Director, Products and Services, for American Data Network. She has been a Director at Large for the National Association for Healthcare Quality since 2011 and served as the Healthcare Quality Foundation Team Leader for 2010 and 2011. She has served as a Senior Examiner for the Governor's Quality Award since 2009. She served as a board member of the Arkansas Association for Healthcare Quality for eight years. Prior to joining ADN, she worked as a nurse at St. Vincent Infirmary for three years.

Phyllis Ragland, RN, CPQH, CPPS is the Patient Safety Program Leader for American Data Network. She has more than 30 years of hands-on clinical and progressive managerial experience in surgical nursing, quality performance improvement, regulatory survey preparation and patient safety. She was one of the first in the country to achieve the Certified Professional in Patient Safety credential from the National Patient Safety Foundation.

Jennifer Petersen, BSN, MSN, APRN is the Deputy, Associate Chief of Staff for Primary Care Services at Central Arkansas Veterans Healthcare Systems (CAVHS.) She served 23 years in the Army Nurse Corps where she held a variety of positions. She joined CAVHS in 2011 as Clinical Coordinator for the Community Based Outpatient Clinics. In this position, she managed eight rural health clinics that provide care under the Patient Aligned Care Team Model.

PRESENTERS (cont.)

Dede Strecker, RN, MSN, is the Chief Nursing Officer at White River Medical Center. She has sixteen years of nursing experience and has led many quality initiatives including transitions of care.

Sherry Jensen, MSN, RN-BC, CPHQ is the Quality/Risk Department Manager for Saline Memorial Hospital. She has worked in the quality/risk profession for four years and has been a nurse for sixteen years.

Denise Looker, MA serves as Director of Operations for the Visiting Nurse Association of Arkansas. She has served as a Board Officer of the Arkansas Community Health and Education Association since 1999. She is currently Board President for the Home Care Association of Arkansas. In 2011, she developed a Community-based Care Transitions model in conjunction with the St. Vincent Infirmary Care Management Department.

LEARNING OBJECTIVES

1. Identify the degree to which behavioral health patients present throughout the enterprise.
2. Describe the major patient safety and quality care issues associated with behavioral health patients.
3. Discuss strategies for patient safety and improving quality of care for acute care behavioral health patients.
4. Discuss the role of NAHQ within the healthcare quality arena.
5. Discuss how to promote leadership and professional development among healthcare quality professionals.
6. Gather information about the challenges for healthcare quality professionals.
7. Demonstrate the relationship and integration of Patient Safety, Risk and Quality programs.
8. Discuss ways to incorporate patient advocacy strategies into patient safety improvement activities.
9. Provide an overview of Patient Aligned Care (PACT) to include the composition, roles, and management of patients, processes and the pillars of care related to implementation of PACT at CAVHS.
10. Describe the outcome data, performance measures and impact on quality of patient care related to the implementation of PACT at CAVHS.
11. Describe successful transitions of care programs.
12. Identify best practices for improving transitions of care.